

IMPORTANT INFORMATION

FOR NEW APPLIANCE OWNERS

Listed are the most commonly asked questions by our customers. Please take a moment to read this important notice; it will provide you with additional information on how to operate and care for your new appliance. We also urge you to read the Use and Care Guide. **THANK YOU**

Before using your oven (if equipped) for the first time, provide good ventilation of the room by opening a window(s) or exterior door. Use a range vent hood if available. Turn the oven to ON at 400°F and allow oven to heat for 30 minutes. This will allow for an initial burn-in period. During this time some emissions including odors and/or a small amount of smoke may be generated from the binding agent which holds together the fiberglass insulation around the oven.

Read the **Cautions and Warnings** throughout the Use and Care Guide. Consult your Use and Care Guide for proper pan size and oven vent location.

Q. The cooktop surface seems too hot to touch while using the surface burners, elements, warmer zone and/or the oven; is this normal?

A. During operation, the cooktop surface will increase in temperature. It's normal for heat to reflect from your cookware and the surface burner or elements that heat the surrounding area. There is additional heat when the oven is in operation (if equipped).

Q. The right or left rear surface element gets warm when operating the oven, although the element is not being used.

A. The oven vent is located under the right or left rear surface element. During oven operation warm air rises through the vent for proper air circulation in the oven and good baking result. Do not line the burner drip bowl with aluminum foil, doing so will block oven venting. Also, it's not recommended leaving empty pans or utensils on the right or left rear burner during oven operation, they will get hot to touch. If your range has a "Smooth Top" glass cooking surface, the oven vent is located at the rear/right or left of the top. Do not place any plastic utensils in front of the vent or on the cooking surface. They can become hot to touch, or melt.

Q. The element, on my ceramic glass smoothtop, goes on and off all the time, is it normal?

A. Yes. The radiant element is working differently than the coil element. The radiant element cycles on and off to maintain the selected heat setting. To have better result, you may start most of your cooking operation to high setting and low down the setting after. For more information concerning element setting refer to your Use and Care Guide.

Q. The glass of the cooktop surface (if equipped) turns to green above the elements; is it normal? (White glass cooktops only)

A. Due to the high intensity of heat generated by the surface elements, the glass surface will turn green when the element will be turned off. This phenomenon is normal and the glass will come back to its original white color after it has completely cooled down.

Q. I have uneven cooking result (surface element), is it normal?

A. One of reason why you don't have good result, it is because you don't use flat bottom utensils. It is really important to use the right utensil. For utensil selection, refer to your literature pack.

Q. The indicator lights for the cooktop elements stay red even when knobs are at the off position, is it normal?

A. It is normal. As long as sensor will feel heat, light will stay on. When the surface will have cooled down, the indicator light will go off.

Q. The Electronic Oven Controller gives out sound signals and displays a code between F1 and F10; is the EOC defective?

A. Even though the Electronic Oven Controller is extremely reliable, a voltage drop or any other electric event may temporarily mislead the EOC and cause a functioning fault. Press the CANCEL button to erase the message and to stop the sound signals; reprogram the oven. If the same fault code appears again in the display, note it, press the CANCEL button and contact an authorized service center.

Q. My oven temperature seems too hot for some of my recipes and not enough for some others; do I need a new thermostat?

A. For peace of mind, your oven thermostat has been factory calibrated and tested to ensure an accurate baking temperature. For the first few uses, follow your recipe times and temperature recommendations carefully, and be sure to read the Use and Care Guide for: baking, roasting and broiling suggestions; proper utensils and their use; causes and cures of common baking problems; safety measures and cleaning; what to check before calling for service, as well as all the other valuable information prepared to help you. If you feel your oven is too hot or too cool from your baking experience, the oven temperature can be adjusted to your liking. Refer to your Use and Care Guide for instructions on how to adjust the temperature control.

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Q. My appliance makes a noise when I use the oven. Is this normal?

A. Yes. Changes in temperature can cause metal to expand and contract.

Q. My oven door has a soft spongy feel when closed; is there something wrong with the door seal?

A. There is nothing wrong with the seal. The soft feel is normal and the seal will “give” slightly as the door is pushed inward against the oven’s front frame. The spongy feel is due to the door gasket design that ensures proper sealing.

Q. My range was just installed and only the surface burners are heating, the oven does not; is this normal?

A. During installation the installer accidentally turned the gas off to the oven burner. On ranges with electric ignition, there is a shut off “lever” located on the pressure regulator. This lever must be pointing to the “side”, not downward for the oven to operate. The regulator is located where the gas flex line is attached to the range; consult your Installation Instructions for an illustration and location.

For Models with Gas Cooking Surface

Q. When I turn on one of the surface burner valves, I notice that each of the surface electrodes sparks at the same time. Is this normal?

A. It’s normal for all the surface electrodes to spark at the same time, but only the burner being turned ON will light.

Q. I have a problem of ignition with one burner; what can I do?

A. Problem of burner ignition can be caused by a bad installation of the two main pieces; the burner and the burner cap must be positioned adequately by the customer or the technician (Sealed burners only). (see installation instructions)

Q. The burner flame is out, bad or strong. Can I adjust it?

A. The flame height can be adjusted by removing the control knob and screw slightly the adjustable screw of the valve to the desired setting. For more information refer to your installation instructions.

Q. My range is equipped with “Cast Iron” burner grates, I have noticed rust is starting to form on the bottom.

A. The bottom surfaces on “Cast Iron” grate are deliberately unfinished to allow the “high carbon” gases that are present in iron to escape during the manufacturing process. If the gases were trapped, it would cause surface blemishes in the enamel finish and increase chipping. To eliminate or minimize rust from forming, don’t allow grates to stand in water for long periods of time. After washing, dry them thoroughly to prevent rust oxidation from forming. You may also coat the bottom surfaces with a “Vegetable Oil”, or a “Non Stick” cooking spray, but remember to wipe off excessive oil before placing on range. There may be a slight amount of smoke from any extra vegetable oil residue left on the grate when the burner is first used again.

Q. The pilot light (for models without electric ignition) is out or is too strong, it seems that it needs to be adjusted?

A. It is possible for you to adjust the pilot light by lifting the top and screw or unscrew the pilot screw on the manifold. For more details refer to your Use and Care Guide.

Q. The porcelain enamel is hot even when I don’t use it. Is it normal?

A. Yes. The pilot light flame is always on, but if it is too strong, you can adjust it. See your Use and Care Guide for more information.

For Wall Ovens Models:

Q. What can I do if my self-clean side swing oven door is too tight to open or if it doesn’t close well?

A. For a self-clean oven with a side swing door, there is an adjustable bracket on the front frame under the door on the handle side. If the door is too loose, lift up the bracket and if it’s too tight, push on it.

Q. There is a nylon or plastic spacer (some models) located on the side or at the back of my oven; can I remove it to help me to put my oven in place?

A. No. These spacers are requested to insure proper working, good air circulation and to prevent possible damage to your cabinet. If there is no spacer on your built-in oven, it is because your model does not need one.

Q. What phone number can I call to ask other questions I may have about my appliance?

A. See your Use and Care Guide for a complete list of phone numbers if you have questions, comments or if you need to schedule service or purchase parts.