

INSTALLATION

Preparing for Installation

Materials You May Need

- Gas line shut-off valve
- Pipe joint sealant that resists action of natural and LP gases
- Flexible metal appliance connector (3/4" or 1/2" NPT x 1/2" I.D.) Never use an old connector when installing a new range.
- Flare union adapter for connection to gas supply line (3/4" or 1/2" NPT x 1/2" I.D.)
- Flare union adapter for connection to pressure regulator on range (1/2" NPT x 1/2" I.D.)
- Liquid leak detector or soapy water
- Lag bolt or 1/2" O.D. sleeve anchor (for concrete floors only)

Installing the Range

Unpacking and Moving the Range

Remove packing material, tape and any temporary labels from your range before using. Do not remove any warning-type labels, the model and serial number label, or the Tech Sheet that is located on the back of the range.

To remove any remaining tape or glue, rub the area briskly with your thumb. Tape or glue residue can also be easily removed by rubbing a small amount of liquid dish soap over the adhesive with your fingers. Wipe with warm water and dry.

Do not use sharp instruments, rubbing alcohol, flammable fluids, or abrasive cleaners to remove tape or glue. These products can damage the surface of your range.

Your range is heavy and can be installed on soft floor coverings such as cushioned vinyl or carpeting. Use care when moving the range on this type of flooring. Use a belt when moving the range to prevent damaging the floor. Or slide the range onto cardboard or plywood to avoid damaging the floor covering.

Choosing the Proper Location

Do not locate your range where it may be subject to strong drafts. Any openings in the floor or wall behind the range should be sealed. Make sure the openings around the base of the range that supply fresh air for combustion and ventilation are not blocked by carpeting or woodwork.

Your range, like many other household units, is heavy and can be installed on soft floor coverings such as cushioned vinyl or carpeting. Use care when moving the range on this type of flooring.

This appliance must not be installed with a ventilation system that blows air downward toward the range. This type of ventilation system may cause ignition and combustion problems with the gas cooking appliance resulting in personal injury or unintended operation.

When the floor covering ends at the front of the range, the area that the range will be installed on should be built up with plywood to the same level or higher than the floor covering. This will allow the range to be moved for cleaning and servicing, as well as provide proper air flow to the range.

Also, make sure the floor covering can resist temperatures of at least 167 °F (75 °C). See the Installation Safety Instructions included in this manual.

Make sure the wall coverings around your range can resist the heat generated up to 194 °F (90 °C) by the range. See the Installation Safety Instructions included in this manual.

Gas Pipe and Electrical Outlet Locations

Dimensions and Clearances

Provide proper clearance between the range and adjacent combustible surfaces. These dimensions must be met for safe use of your range. The location of the electrical outlet and pipe opening (see Gas Pipe and Electrical Outlet Locations, page 14) may be adjusted to meet specific requirements. The range may be placed with 0" clearance (flush) at the back wall.

Installation Clearances

Dimensions

Installing the Anti-tip Device

The anti-tip bracket is packaged with an installation template. The instructions include necessary information to complete the installation. Read and follow the range installation instruction sheet.

Warning

- Range must be secured with an approved anti-tip device.
- The range could be tipped by standing, sitting or leaning on an open door if the range or anti-tip device is not properly installed.
- After installing the anti-tip device, verify that it is in place by carefully attempting to tilt the range forward.
- This range has been designed to meet all recognized industry tip standards for all normal conditions.
- The installation of the anti-tip device must meet all local codes for securing the appliance.
- The use of this device does not preclude tipping of the range when not properly installed.
- A child or adult can tip the range and be killed.

- Install the anti-tip device to the structure and/ or the range. Verify the anti-tip device has been properly installed and engaged by following the guide of the Anti tip bracket template.
- Engage the range to the anti-tip device by following the guide of the Anti tip bracket template. Ensure the anti-tip device is reengaged when the range is moved by following the guide of the Anti tip bracket template.
- Re-engage the anti-tip device if the range is moved. Do not operate the range without the anti-tip device in place and engaged.
- See installation instructions for details.
- Failure to do so can result in death or serious burns to children or adults.

Providing Adequate Gas Supply

Your range is designed to operate at a pressure of 5" of water column on natural gas or 10" of water column on LP.

Make sure you are supplying your range with the type of gas for which it is configured.



This range is convertible for use on natural or LP gas. When using this range on LP gas, conversion must be made by a qualified LP installer before attempting to operate the range.

For proper operation, the pressure of natural gas supplied to the regulator must be between 5" and 13" of water column.

For LP gas, the pressure supplied to the regulator must be between 10" and 13" of water column. When checking for correct operation of the regulator, the inlet pressure must be at least 1" more than the operating (manifold) pressure as given above.

The pressure regulator located at the inlet of the range must remain in the supply line regardless of which type of gas is being used.



A flexible metal appliance connector used to connect the range to the gas supply line should have an I.D. of 5 / 8" and a maximum length of 5 feet.

Connecting the Range to Gas

Shut off the range gas supply valve before removing the old range and leave it off until the new hook-up has been completed.

Because hard piping restricts movement of the range, the use of a CSA International-certified flexible metal appliance connector should be used unless local codes require a hard-piped connection.

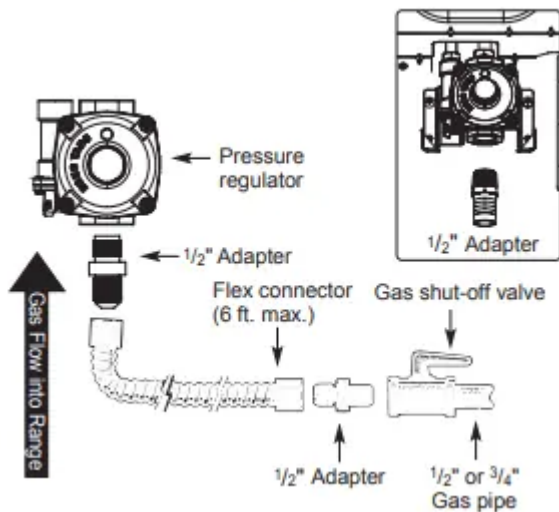
A manual valve shall be installed in an accessible location in the gas piping external to the appliance for the purpose of turning on or shutting off gas to the appliance.

Never reuse an old connector when installing a new range.

To protect against gas leaks, use a qualified pipe joint sealant on all external threads.

1. Install a male 1/2" or 3/4" flare union adapter to the NPT internal thread of the manual shut-off valve, taking care to back-up the shut-off valve to keep it from turning.
2. Install a male 1/2" flare union adapter to the 1/2" NPT internal thread at the inlet of the pressure regulator. Use a backup wrench on the pressure regulator fitting to prevent damage.
3. Connect a flexible metal appliance connector to the adapter on the range. Position the range to permit connection at the shut-off valve.
4. When all connections have been made, be sure all range controls are in the OFF position before turning on the main gas supply valve. Gas leaks may occur in your system and create a hazard. Gas leaks may not be detected by smell alone. Check all gas connection joints and fittings for leaks with a non-corrosive leak detection fluid, then wipe off. Gas suppliers recommend you purchase and install a UL approved gas detector. Install and use in accordance with the installation instructions.

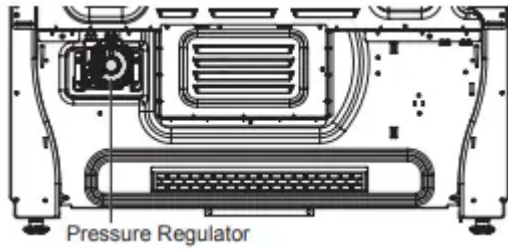
Flexible Connector Hookup



Installer: Inform the consumer of the location of the gas shut-off valve.

Pressure Regulator Position





Assembling the Surface Burners

CAUTION

Do not operate the burners without all parts in place.

Place the burner caps and heads on the cooktop. Make sure that the caps and heads are placed in the correct locations. There is one small, one medium, one large, one oval(center), and one extra large burner head and cap.

Make sure the hole in the burner head is positioned over the electrode.

Checking Ignition of the Surface Burners

Electric Ignition

Select a surface burner knob and simultaneously push in and turn to the Lite position. You will hear a clicking sound indicating proper operation of the spark module.

Once the air has been purged from the supply lines the burner should ignite within 4 seconds. After the burner ignites, rotate the knob out of the Lite position. Try each burner in succession until all burners have been checked.

Quality of Flames

The combustion quality of the burner flames needs to be confirmed visually.

A Yellow flames - Call for service.

B Yellow tips on outer cones - This is normal for LP gas.

C Soft blue flames - This is normal for natural gas.

NOTE

With LP gas, some yellow tipping on outer cones is normal.

Adjusting the Surface Burner to the Low Flame (Simmer) Setting

1. Light all surface burners.
2. Turn the knob on the burner being adjusted to Lo.
3. Remove the knob.
4. Insert a small, flat-blade screwdriver into the valve shaft.

NOTE Hold the valve shaft with one hand while turning the screw to adjust with the other.

5 Replace the knob.

6 Test the flame stability.

Test 1: Turn the knob from Hi to Lo quickly. If the flame goes out, increase the flame size and test again.

Test 2: With the burner on a Lo setting, open and close the oven door quickly. If the flame is extinguished by the air currents created by the door movement, increase the flame height and test again.

7 Repeat steps 1-6 for each surface burner.

Checking Operation of Bake / Broil Burners

To check ignition of the Bake burner, follow the steps below:

1. Remove all packing materials from inside the oven cavity.
2. Turn oven mode knob to select Bake. 350 °F appears in the display.
3. Press Start.

It may take between 30 and 90 seconds for the burner to start heating.

To check ignition of the Broil burner, follow the steps below:

1. Touch Broil. Hi appears in the display.
2. Make sure the door is closed.
3. Press Start.

It may take between 30 and 90 seconds for the burner to start heating.

NOTE

Do not try to light either the Bake or Broil burners during a power outage. The range has an electrical ignition system and cannot be used without power.

Adjusting Air Shutters (for LP Conversions)

The range comes from the factory with the air shutters adjusted for proper air flow for natural gas. If converted to LP, follow the instructions provided in the conversion kit to properly adjust the air shutters. LP conversion must be performed by a qualified technician.

Leveling the Range

Level the range by adjusting the leveling legs. Extending the legs slightly may also make it easier to insert the rear leg into the anti-tip bracket.

Use a level to check your adjustments. Place the level diagonally on the oven rack, and check each direction for level.

First check direction 1.

Then check direction 2. If the level doesn't show level on the rack, adjust the leveling legs.

Engaging the Anti-tip Device

1 Slide the range against the wall, making sure the back leg slides into and engages the anti-tip bracket.

2 Check for proper installation by grasping the front edge of the cooktop and carefully attempting to tilt the range forward.

OPERATION

Gas Surface Burners

Before Use

Read all instructions before using.

Make sure that all burners are properly placed.

Make sure that all grates are properly placed before using the burner.

CAUTION

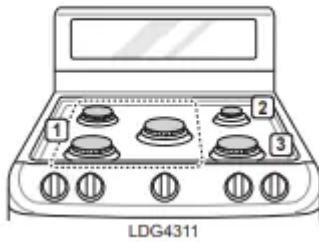
- Do not operate the burner for an extended period of time without cookware on the grate.
- The finish on the grate may chip without cookware to absorb the heat.

Make sure the burners and grates are cool before touching them, or placing a pot holder, cleaning cloth, or other materials on them.

Touching grates before they cool down may cause burns.

Burner Locations

Your gas range cooktop has four or five sealed gas burners, depending on the model. These can be assembled and separated. Follow the guide below.



1. Medium and Large Burners

- The medium and large burners are the primary burners for most cooking. These general purpose burners can be turned down from Hi to Lo to suit a wide range of cooking needs.

2. Small Burner

- The smallest burner is used for delicate foods such as sauces or foods that require low heat for a long cooking time.

3. Extra Large Burner

- The extra large burner is the maximum output burner. Like the other four burners, it can be turned down from Hi to Lo for a wide range of cooking applications. This burner is also designed to quickly bring large amounts of liquid to a boil. It can be used with cookware 10 inches or larger in diameter.

4. Oval Burner (LDG4315 / LDG4313)

- The center, oval burner is for use with a griddle or oval pots.

Using the Gas Surface Burners

1. Be sure that all of the surface burners and grates are placed in the correct positions.
2. Place cookware on the grate.
3. Push the control knob and turn to the Lite position. The electric spark ignition system makes a clicking noise.
4. Turn the control knob to control the flame size.

Setting the Flame Size

Watch the flame, not the knob, as you reduce heat. Match the flame size on a gas burner to the cookware being used for fastest heating.

In Case of Power Failure

In case of a power failure, you can light the gas surface burners on your range with a match.

Surface burners in use when an electrical power failure occurs will continue to operate normally.

1. Hold a lit match to the burner, then push in the control knob.

2. Turn the control knob to the Lo position.

Range-Top Cookware

Aluminum

Medium-weight cookware is recommended because it heats quickly and evenly. Most foods brown evenly in an aluminum skillet. Use saucepans with tight fitting lids when cooking with minimum amounts of water.

Cast-Iron

If heated slowly, most skillets will give satisfactory results.

Stainless Steel

This metal alone has poor heating properties and is usually combined with copper, aluminum or other metals for improved heat distribution. Combination metal skillets work satisfactorily if they are used with medium heat as the manufacturer recommends.

Enamelware

Under some conditions, the enamel of this cookware may melt. Follow cookware manufacturer's recommendations for cooking methods.

Glass

There are two types of glass cookware. Those for oven use only and those for top-of-range cooking.

Heatproof Glass Ceramic

Can be used for either surface or oven cooking. It conducts heat very slowly and cools very slowly. Check cookware manufacturer's directions to be sure it can be used on gas ranges.

Using a Wok

If using a wok, use a 14-inch or smaller flat-bottomed piece of wok. Make sure that the wok bottom sits flat on the grate.

Using Stove-Top Grills

Do not place stove-top grills on the burner

Using the Griddle

The non-stick coated griddle provides an extra-large cooking surface for meats, pancakes or other food usually prepared in a frying pan or skillet.

NOTE

It is normal for the griddle to become discolored over time.

How to Place the Griddle: The griddle can only be used with the center burner. The griddle must be properly placed on the center grate, as shown below.

Preheat the griddle according to the guide below and adjust for the desired setting.

NOTE After cooking on the griddle for an extended period, adjust the griddle temperature settings as the griddle retains heat.

IMPORTANT NOTES

- Avoid cooking extremely greasy foods as grease spillover can occur.
- The griddle can become hot when surrounding burners are in use.
- Do not overheat the griddle. This can damage the non stick coating.
- Do not use metal utensils that can damage the griddle surface. Do not use the griddle as a cutting board.
- Do not place or store items on the griddle

The Oven

Before Use

Read all instructions before using.

Make sure the electrical power cord and the gas valve are properly connected.

Confirm the correct usage of the range for the type of food you will cook.

Make sure you know how to use the oven (temperature setting, time setting and recipe) for best results.

CAUTION

WHAT TO DO IF YOU SMELL GAS

- Open windows.
- Do not try to light any appliance.
- Do not touch any electrical switch.
- Do not use any phone in your building.
- Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.

NOTE

If using an oven thermometer in the oven cavity, temperatures may differ from the actual set oven temperature with all modes.

In case of power failure, do not use the oven.

The oven and broiler cannot be used during a power outage. If the oven is in use when a power failure occurs, the oven burner shuts off and cannot be re-lit until power is restored. Once power is restored, you will need to reset the oven (or Broil function).

Do not block, touch or place items around the oven vent during cooking.

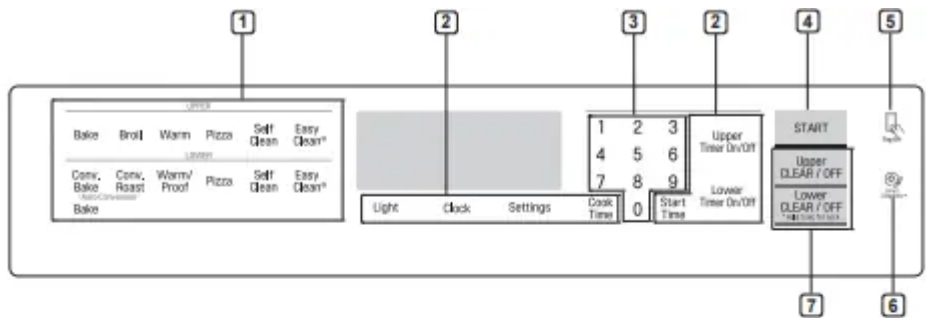
Your oven is vented through ducts at the center above the burner grate. Do not block the oven vent when cooking to allow for proper air flow. Do not touch vent openings or nearby surfaces during any cooking operation.

Do not cover racks or oven bottom with aluminum foil.

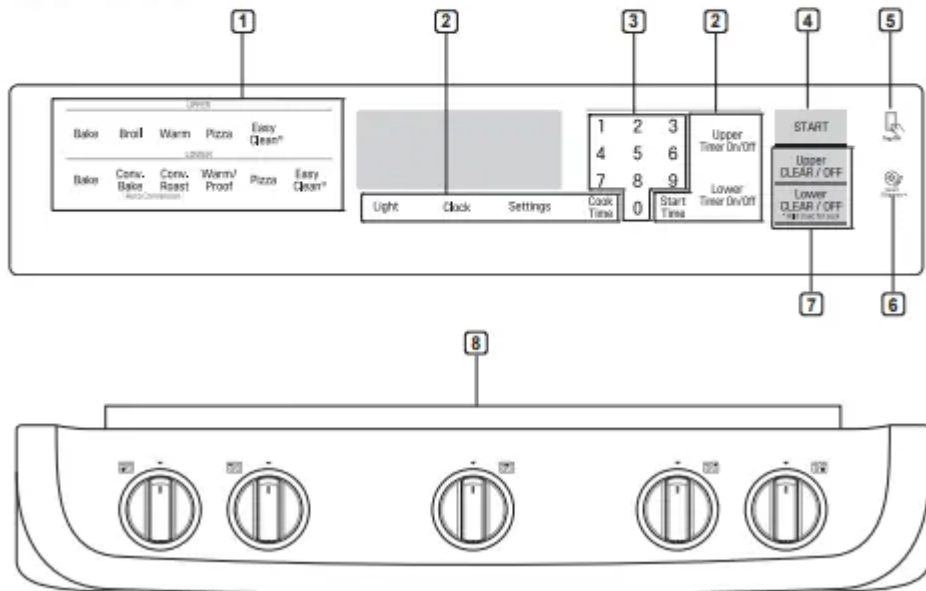
You may see condensation on the oven door glass.

As the oven heats up, the heated air in the oven may cause condensation to appear on the oven door glass. These water drops are harmless and will evaporate as the oven continues to heat up

Control Panel Overview



For Model : LDG4311



- 1 Oven Controls
- 2 Features
- 3 Number Keys
- 4 Start Key



5 NFC Tag On \

6 Smart Diagnosis™

7 Clear Off / Lockout Key

8 Gas Surface Burners

Oven Light

The interior oven light automatically turns on when the door is opened. Touch Light to manually turn the oven light on.

Minimum & Maximum Default Settings

All of the features listed have a minimum and a maximum time or temperature setting that can be entered into the control. A beep sounds each time a control key is pressed.

Two short tones sound if the entry of the temperature or time is below the minimum or above the maximum setting for the feature

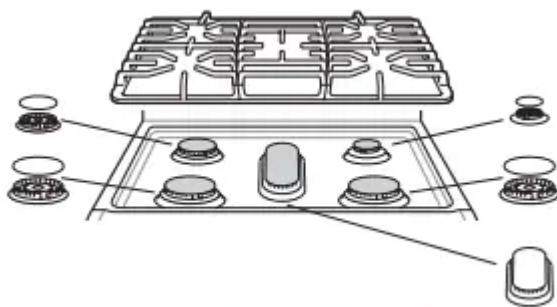
MAINTENANCE

CAUTION

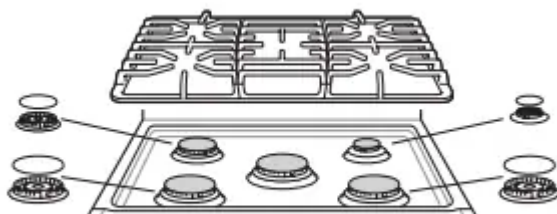
- Do not clean this appliance with bleach.
- To prevent burns, wait until the cooktop has cooled down before touching any of its parts.
- Always wear gloves when cleaning the cooktop.

Removing and Replacing the Gas Surface Burners



Grates and burner heads/caps can be removed for care and cleaning

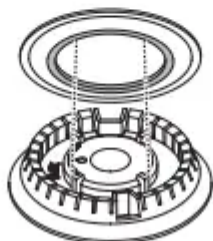


For Model: LDG4315 / LDG4313



For Model: LDG4311

	General burner
Burner cap is properly set.	
Burner cap is NOT properly set.	



Cleaning Burner Heads/Caps

For even and unhampered flame, the slits in the burner heads must be kept clean at all times. The burner heads and caps (and the oval burner head and cap assembly) can be lifted off. Do not attempt to remove the oval burner cap.

- Wash the burner caps in hot soapy water and rinse with clean water. Run water through the oval burner from the bottom stem to flush out debris.
- Use care when cleaning the cooktop. The pointed metal ends on the electrodes could cause injury. Hitting an electrode with a hard object may damage it.
- To remove burnt-on food, soak the burner heads in a solution of mild liquid detergent and hot water for 20–30 minutes. For stubborn stains, use a toothbrush or wire brush.
- The burners will not operate properly if the burner ports or electrodes are clogged or dirty.
- Burner caps and heads should be cleaned routinely, especially after excessive spillover.
- Burners will not light if the cap is removed.

CAUTION

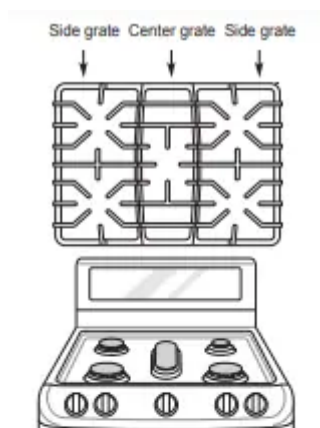
- Do not hit the electrodes with anything hard.
- Doing so could damage them.
- Do not use steel wool or scouring powders to clean the burners.

After Cleaning the Burner Heads/ Caps

Shake out any excess water and then let them dry thoroughly. Placing the oval burner upside down will allow the water to drain out more easily. Replace the burner heads and caps over the electrodes on the cooktop in the correct locations according to their size. Make sure the hole in the burner head is positioned over the electrode.

Burner Grates

The range consists of three separate professionalstyle grates. For maximum stability, these grates should only be used when in their proper position. The center grate can be interchanged from front to back.



For Model: LDG4315 / LDG4313



For Model: LDG4311

NOTE

Do not operate a burner for an extended period of time without cookware on the grate. The finish on the grate may chip without cookware to absorb the heat.

Cleaning the Burner Grates

CAUTION

Do not lift the grates out until they have cooled.

Do not put the grate in the oven during self cleaning mode.

- Grates should be washed regularly and after spillovers.
- Wash the grates in hot, soapy water and rinse with clean water.
- The grates are dishwasher safe.
- After cleaning the grates, let them dry completely and securely position them over the burners.

Cleaning the Cooktop Surface

Foods with high acid or sugar content may cause a dull spot if allowed to set. Wash and rinse soon after the surface has cooled. For other spills such as oil/ grease spattering, etc., wash with soap and water when the surface has cooled, then rinse and polish with a dry cloth.

Oven Air Vents Air

openings are located at the rear of the cooktop, at the top and bottom of the oven door, and at the bottom of the range.

Control Panel

To prevent activating the control panel during cleaning, unplug the range. Clean up splatters with a damp cloth using a glass cleaner. Remove heavier soil with warm, soapy water. Do not use abrasives of any kind.

Front Manifold Panel and Knobs

It is best to clean the manifold panel after each use of the range. For cleaning, use a damp cloth and mild soapy water or a 50/50 solution of vinegar and water. For rinsing, use clean water and polish dry with a soft cloth.

Cleaning the Exterior

Painted and Decorative Trim

For general cleaning, use a cloth with hot soapy water. For more difficult soils and built-up grease, apply a liquid detergent directly onto the soil. Leave it on for 30 to 60 minutes. Rinse with a damp cloth and dry. Do not use abrasive cleaners.

Stainless Steel Surfaces

To avoid scratches, do not use steel wool pads.

1. Place a small amount of stainless steel appliance cleaner or polish on a damp cloth or paper towel.
2. Clean a small area, rubbing with the grain of the stainless steel if applicable.
3. Dry and buff with a clean, dry paper towel or soft cloth.
4. Repeat as necessary

Oven Door

- Use soapy water to thoroughly clean the oven door. Rinse well. Do not immerse the door in water.
- You may use a glass cleaner on the outside glass of the oven door. Do not spray water or glass cleaner on the door vents.
- Do not use oven cleaners, cleaning powders, or harsh abrasive cleaning materials on the outside of the oven door.

- Do not clean the oven door gasket. The oven door gasket is made of a woven material that is essential for a good seal. Care should be taken not to rub, damage, or remove this gasket.

Door Care Instructions

Most oven doors contain glass that can break

Oven Racks

Remove the oven racks before operating the self clean cycle and EasyClean®.

1. Food spilled into the tracks could cause the racks to become stuck. Clean with a mild, abrasive cleaner.
2. Rinse with clean water and dry.

EasyClean®

LG's EasyClean® enamel technology provides two cleaning options for the inside of the range. The EasyClean® feature takes advantage of LG's new enamel to help lift soils without harsh chemicals, and it runs using ONLY WATER for just 10 minutes in low temperatures to help loosen LIGHT soils before handcleaning.

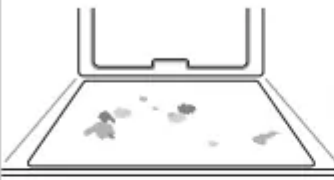
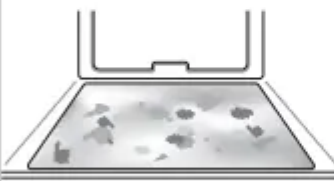
While EasyClean® is quick and effective for small and LIGHT soils, the Self Clean feature can be used to remove HEAVY, built up soils. The intensity and high heat of the Self Clean cycle may result in smoke which will require the opening up of windows to provide ventilation. Compared to the more intense Self Clean process, your LG oven gives you the option of cleaning with LESS HEAT, LESS TIME, and virtually NO SMOKE OR FUMES.

When needed, the range still provides the self clean option for longer, more thorough oven cleaning for heavier, built up soils.

Benefits of EasyClean®

- Helps loosen light soils before hand-cleaning
- EasyClean® only uses water; no chemical cleaners
- Makes for a better self-clean experience
 - Delays the need for a self-clean cycle
 - Minimizes smoke and odors
 - Can allow shorter self-clean time

When to Use EasyClean®

Suggested Cleaning Method	Example of Oven Soiling	Soil Pattern	Types of Soils	Common Food Items That Can Soil Your Oven
EasyClean®		Small drops or spots	Cheese or other ingredients	Pizza
		Light splatter	Fat/grease	Steaks, broiled
				Fish, broiled
Meat roasted at low temperatures				
Self Clean* (For Model : LDG4315 / LDG4313)		Medium to heavy splatter	Fat/grease	Meat roasted at high temperatures
		Drops or spots	Filling or sugar based soils	Pies
			Cream or tomato sauce	Casseroles

* The Self Clean cycle can be used for soil that has been built up over time.

On models without the self-clean option, clean the oven frequently using EasyClean® to avoid the build up of tough, burnt-on soil.

Cleaning Tips

- Allow the oven to cool to room temperature before using the EasyClean® cycle. If your oven cavity is above 150 °F (65 °C), Hot will appear in the display, and the EasyClean® cycle will not be activated until the oven cavity cools down.
- A plastic spatula can be used as a scraper to scrape off any chunks or debris before and during oven cleaning.
- Using the rough side of a non-scratch scouring pad may help to take off burnt-on stains better than a soft sponge or towel.
- Certain non-scratch scrubbing sponges, such as those made of melamine foam, available at your local stores, can also help improve cleaning.
- The range should be level to ensure that the bottom surface of the oven cavity is entirely covered by water at the beginning of the EasyClean® cycle.
- For best results, use distilled or filtered water. Tap water may leave mineral deposits on the oven bottom.
- Soil baked on through several cooking cycles will be more difficult to remove with the EasyClean® cycle.
- Do not open the oven door during the EasyClean® cycle. Water will not get hot enough if the door is opened during the cycle.
- For hard to reach areas such as the back surface of the oven, it is better to use the Self Clean cycle.

EasyClean® Instruction Guide

1. Remove oven racks and accessories from the oven.

2. Scrape off and remove any burnt-on debris with a plastic scraper.
 - Suggested plastic scrapers:
 - Hard plastic spatula
 - Plastic pan scraper
 - Plastic paint scraper
 - Old credit card
3. Fill a spray bottle (10 oz or 300 ml) with water and use the spray bottle to thoroughly spray the inside surfaces of the oven.
4. Use at least 1/5 (2 oz or 60 ml) of the water in the bottle to completely saturate the soil on both the walls and in the corners of the oven.
5. Spray or pour the remaining water (8 oz or 240 ml) onto the bottom center of the oven cavity. The indentation on the oven bottom should be fully covered to submerge all soils. Add water if necessary
6. Close the oven door.
 - Turn the oven mode knob to select EasyClean®. Press Start.
7. A tone will sound at the end of the 10 minute cycle. Turn the oven mode knob to the Off position to clear the display and end the tone.
8. After the cleaning cycle and during hand-cleaning, enough water should remain on the oven bottom to completely submerge all soils. Add water if necessary. Place a towel on the floor in front of the oven to capture any water that may spill out during hand-cleaning.
9. Clean the oven cavity immediately after the EasyClean® cycle by scrubbing with a wet, non-scratch scouring sponge or pad. (The scouring side will not scratch the finish.) Some water may spill into the bottom vents while cleaning, but it will be captured in a pan under the oven cavity and will not hurt the burner
10. Once the oven cavity is cleaned, wipe any excess water with a clean dry towel. Replace racks and any other accessories.
11. If some light soils remain, repeat the above steps, making sure to thoroughly soak the soiled areas. If stubborn soils remain after multiple EasyClean® cycles, run the Self Clean cycle. Be sure that the oven cavity is empty of oven racks and other accessories, and that the oven cavity surface is dry before running the Self Clean cycle. Consult the Self Clean section of your owner's manual for further details

TROUBLESHOOTING

FAQs

What types of cookware are recommended for use with the cooktop?

- The pans must have a flat bottom and straight sides.
- Only use heavy-gauge pans.
- The pan size must match the amount of food to be prepared and the size of the surface element.
- Use tight fitting lids.
- Only use flat-bottom woks.

Why do the heating elements appear to be turning ON and OFF during use of the cooktop or oven?

Depending on your cooktop element setting or the temperature selected in your oven it is NORMAL for the cooking elements to cycle on and off.

My new oven doesn't cook like my old one. Is there something wrong with the temperature settings?

No, your oven has been factory tested and calibrated. For the first few uses, follow your recipe times and temperatures carefully. If you still think your new oven is too hot or too cold, you can adjust the oven temperature yourself to meet your specific cooking needs. Refer to the Oven Temperature Adjustment section in this manual for easy instructions on how to adjust your thermostat.

Is it normal to hear a clicking noise coming from the back of my oven when I am using it?

Your new range is designed to maintain a tighter control over your oven's temperature. You may hear your oven's heating elements click on and off more frequently on your new oven. This is NORMAL.

Why is the colon in the clock flashing?

This means that the product has just been plugged in, or that it has experienced a power interruption. To clear the flashing colon in the clock, press any key or reset the clock if needed.

During convection cooking the fan stops when I open the door. Is that normal?

Yes, this is normal. When the door is opened, the convection fan will stop until the door is closed.

Can I use aluminum foil to catch drippings in my oven cavity?

Never use aluminum foil to line the bottom or sides of the oven or the warming drawer. The foil will melt and stick to the bottom surface of the oven and will not be removable. Use a sheet pan placed on a lower oven rack to catch drippings instead. (If foil has already melted onto the bottom of the oven, it will not interfere with the oven's performance.)

Can I use aluminum foil on the racks?

Do not cover racks with aluminum foil. Covering entire racks with foil restricts air flow, leading to poor cooking results. Use a sheet pan lined with foil under fruit pies or other acidic or sugary foods to prevent spills from damaging the oven finish.

Can I leave my racks in the oven when running a Self Clean cycle?

No. Although it will not damage the racks, it will discolor them and may make them hard to slide in and out during use. Remove all items from the oven before starting a Self Clean cycle.

What should I do if my racks are sticky and have become hard to slide in and out?

Over time, the racks may become hard to slide in and out. Apply a small amount of olive oil to the ends of the racks. This will work as a lubricant for easier gliding.

What should I do for hard to remove stains on my cooktop?

The cooktop should be cleaned after every use to prevent permanent staining. When cooking foods with high sugar content, such as tomato sauce, clean the stain off with a scraper while the cooktop is still warm. Use an oven mitt when scraping to prevent burns. Refer to the MAINTENANCE section of this owner's manual for further instruction.

Why aren't the function buttons working?

Make sure that the range is not in Lockout mode. The lock will show in the display if Lockout is activated. To deactivate Lockout, press Clock for three seconds. The unlock melody sounds and Loc appears in the display until the controls are unlocked.

My range is still dirty after running the EasyClean® cycle. What else should I do?

The EasyClean® cycle only helps to loosen light soils in your oven range to assist in hand-cleaning of your oven. It does not automatically remove all soils after the cycle. Some scrubbing of your oven range is required after running the EasyClean® cycle.

I tried scrubbing my oven after running EasyClean®, but some soils still remain. What can I do?

The EasyClean® feature works best when the soils are fully soaked and submerged in water before running the cycle and during hand-cleaning. If soils are not sufficiently soaked in water, it can negatively affect the cleaning performance. Repeat the EasyClean® process using sufficient water. Sugar-based and certain greasy soils are especially hard to clean. If some stubborn soils remain, use the Self Clean feature to thoroughly clean your oven.

Soils on my oven walls are not coming off. How can I get my walls clean?

Soils on the side and rear walls of your oven range may be more difficult to fully soak with water. Try repeating the EasyClean® process with more than the ¼ cup (2 oz or 60 ml) spray recommended.

Will EasyClean® get all of the soils and stains out completely?

It depends on the soil type. Sugar-based and certain grease stains are especially hard to clean. Also, if stains are not sufficiently soaked in water, this can negatively affect cleaning performance. If stubborn or built-up stains remain, use the Self Clean feature. Refer to the Self Clean section of your owner's manual.

Are there any tricks to getting some of the stubborn soils out?

Scraping the soils with a plastic scraper before and during hand-cleaning is recommended. Fully saturating soils with water is also recommended. However, certain types of soils are harder to clean than others. For these stubborn soils, the Self Clean cycle is recommended. Consult the Self Clean section of your owner's manual for details.

Is it safe for my convection fan, broil burner or heater element to get wet during EasyClean®?

Yes. The convection fan, broiler burner or heater element may get a little wet during cleaning. However, direct spray onto the broil burner and heater elements is not necessary because these are self-cleaning during regular use.

Do I need to use all 1¼ cups (10 oz or 300 ml) of water for EasyClean®?

Yes. It is highly recommended that 1 cup (8 oz or 240 ml) of water be sprayed or poured on the bottom and an additional ¼ cup (2 oz or 60 ml) of water be sprayed on walls and other soiled areas to fully saturate the soils for better cleaning performance.

I see smoke coming out of my oven range's cooktop vents during EasyClean®. Is this normal?

This is normal. This is not smoke. It is actually water vapor (steam) from the water in the oven cavity. As the oven heats briefly during EasyClean®, the water in the cavity evaporates and escapes through the oven vents.

How often should I use EasyClean®?

EasyClean® can be performed as often as you wish. EasyClean® works best when your oven is LIGHTLY soiled from such things as LIGHT grease splatter and small drops of cheese. Please refer to the EasyClean® section in your owner's manual for more information.

What is required for EasyClean®?

A spray bottle filled with 1¼ cups (10 oz or 300 ml) of water, a plastic scraper, a non-scratch scrubbing pad and a towel. You should not use abrasive scrubbers such as heavy-duty scouring pads or steel wool. Except for a towel, all of the materials you need are included in a special cleaning kit with your new range.

Is it safe for water to spill into the oven bottom vents during cleaning?

Some water spillage into the oven bottom vents (gas range) is okay. However, it is recommended to try avoid spilling too much water into the vents.

Before Calling for Service

Before you call for service, review this list. It may save you time and expense. The list includes common occurrences that are not the result of defective workmanship or materials in this appliance.

Top burners do not light or do not burn evenly.

- Make sure that the electrical plug is inserted into a live, properly grounded outlet.
- Remove the burners and clean them. Check the electrode area for burnt on food or grease. See Cleaning Burner Heads/Caps in the MAINTENANCE section.
- Make sure that the burner parts are installed correctly. See Removing and Replacing the Gas Surface Burners in the MAINTENANCE section.

Burner flames are very large or yellow.

If the range is connected to LP gas, contact the technician who installed your range or made the conversion.

Surface burners light but the oven does not.

Make sure that the oven gas shut-off valve, located behind the range, is fully open.

Food does not bake or roast properly.

- Incorrect oven control settings. See Control Panel Overview in the OPERATION section.
- Incorrect rack position. See Removing and Replacing the Oven Racks in the OPERATION section.
- Incorrect cookware is being used. See Convection Bake in the OPERATION section.
- Oven thermostat needs adjustment.
- See Adjusting the Oven Thermostat in the OPERATION section.
- The Clock is not set correctly. See Changing Oven Settings in the OPERATION section.
- Aluminum foil used improperly in the oven. See Removing and Replacing the Oven Racks.

Food does not broil properly in the oven.

- Incorrect oven control settings. See Control Panel Overview in the OPERATION section.
- The oven door is not closed. See Broil in the OPERATION section.
- Aluminum foil used on the broiling pan and grid is not fitted properly.

Oven temperature is too hot or too cold.

The oven thermostat needs adjustment. See Adjusting the Oven Thermostat in the OPERATION section.

Clock and timer does not work.

- Make sure the electrical plug is inserted into a live, properly grounded outlet. Replace the fuse or reset the circuit breaker.
- Improper oven control settings. See Changing Oven Settings in the OPERATION section.

Oven light does not work.

- The light bulb is loose or defective. Tighten or replace the bulb.
- The plug on the range is not completely inserted in the electrical outlet. Make sure the electrical plug is inserted into a live, properly grounded outlet.

Self Clean is not working.

- The oven temperature is too high to set a self clean operation. Allow the range to cool down to room temperature and reset the controls.
- Improper oven control settings. See Self Clean in the MAINTENANCE section.

“Crackling” or “popping” sound.

- This is the sound of the metal heating up and cooling down during both the cooking and cleaning functions. This is normal.

Too much smoke during the Self Clean cycle.

Too much soil in the oven. Open the windows to get rid of the smoke from the room. Turn the oven mode knob to select Self Clean. Wait until the light goes off before trying to open the oven door. Wipe up the excess soil and reset the clean cycle.

The oven door does not open after a Self Clean cycle.

The oven temperature is too high. Wait up to one hour for it to cool down.

The oven door is not clean after a Self Clean cycle.

- Incorrect oven control settings. See Self Clean in the MAINTENANCE section.
- The oven was heavily soiled. Clean up heavy spills before beginning the Self Clean cycle. Heavily soiled ovens may need either a longer Self Clean or two Self Clean cycles.

Clean and door flash in the display

- The self clean cycle has been selected, but the door is not closed.
 - Close the oven door.

"Loc" message appears when you want to cook.

The oven door is locked because the temperature inside of the oven is too high. Press and hold Clock for three seconds.

Oven control beeps and displays an F error code.

- Check the main gas shut-off valve or the oven gas shut-off valve and call for service.
- Remove the power from the range for five minutes and then reconnect the power. If the function error code repeats, call for service.

The oven racks were cleaned in a Self Clean cycle.

Apply a small amount of vegetable oil to a paper towel and wipe the edges of the oven racks. Do not use lubricant sprays.

Clock is flashing.

Power outage or surge. Reset the clock. If the oven was in use, you must reset it by pressing the oven mode knob to the Off position. Reset the clock and any cooking function.

“Burning” or “oily” odor emitting from the vent.

This is normal in a new oven and will disappear with use. To speed the process, set a Self Clean cycle for a minimum of three hours. See Self Clean in the MAINTENANCE section.

Strong odor.

An odor from the insulation around the inside of the oven is normal for the first few times the oven is used.

Fan noise

- A convection fan may automatically turn on and off.
 - This is normal.

Fan operation

It is normal for the fan to operate periodically throughout a normal bake cycle in the oven. This is to ensure even baking results.

Burners are not lighting properly after cleaning the cooktop surface.

Make sure that the burner heads and caps are completely dry and properly positioned.

When lighting just one burner, clicking noise is heard from all the burners.

This is normal. Electric spark igniters from the burners cause the clicking noise. All the spark igniters on the cooktop will activate when igniting just one burner.

Light can be seen through the oven air vents.

While the Broil function is running, it is normal to see a light between the oven air vents.

Trouble connecting appliance and smartphone to Wi-Fi network

- The password for the Wi-Fi network was entered incorrectly.
- Delete your home Wi-Fi network and begin the registration process again.

- Mobile data for your smartphone is turned on.
- Turn off the Mobile data on your smartphone before registering the appliance.
- The wireless network name (SSID) is set incorrectly.
- The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)
- The router frequency is not 2.4 GHz.
- Only a 2.4 GHz router frequency is supported. Set the wireless router to 2.4 GHz and connect the appliance to the wireless router. To check the router frequency, check with your Internet service provider or the router manufacturer.
- The distance between the appliance and the router is too far.
- If the appliance is too far from the router, the signal may be weak and the connection may not be configured correctly. Move the router closer to the appliance or purchase and install a Wi-Fi repeater.

Warning

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.