

USING THE RANGE

Surface Units

How Induction Surface Cooking Works

Induction coils under the glass cooking surface produce a magnetic field that generates heat in ferrous metals that are in close proximity. The glass cooking surface is not heated directly since it is not a ferrous metal, but the glass may eventually become hot from the pan. Induction surface coils are more efficient and will heat much faster than conventional electric and gas cooking surface cooking products.

CAUTION:

- The induction cooking elements may appear to be cool while turned ON and after they have been turned OFF. The glass surface may be HOT from residual heat transferred from the cookware and burns may occur.
- DO NOT TOUCH HOT COOKWARE or PANS directly with hands. Always use mitts or pot holders to protect hands from burns.
- DO NOT SLIDE cookware across the cooktop surface. Doing so may permanently damage the appearance of the ceramic cooktop.

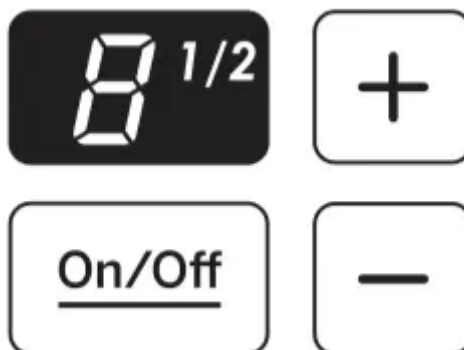
WARNING FIRE HAZARD: Never leave the range unattended with the cooktop on medium or high settings. Keep flammable items away from the cooktop. Turn off all controls when done cooking. Failure to follow these instructions can result in fire, serious injury or death.

Surface Unit Cook Settings

The cooktop offers 19 power levels. Power levels range from "L" (Low) to "H" (High) in precise half-step increments. For example: L, 1, 1 ½, 2, 2 ½, and up to H.

Power Level "L", the lowest setting, is recommended for keeping food warm.

The power level increases one-half level with each touch.

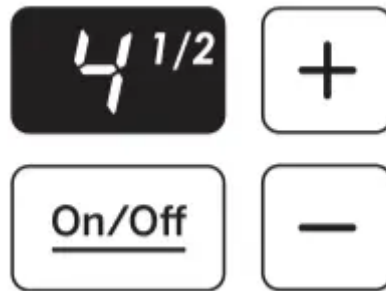


The power level with a fraction indicates the additional half-step setting. You may hear clicking sounds indicating the control is maintaining your desired setting.

Single Surface Unit—Cook Settings

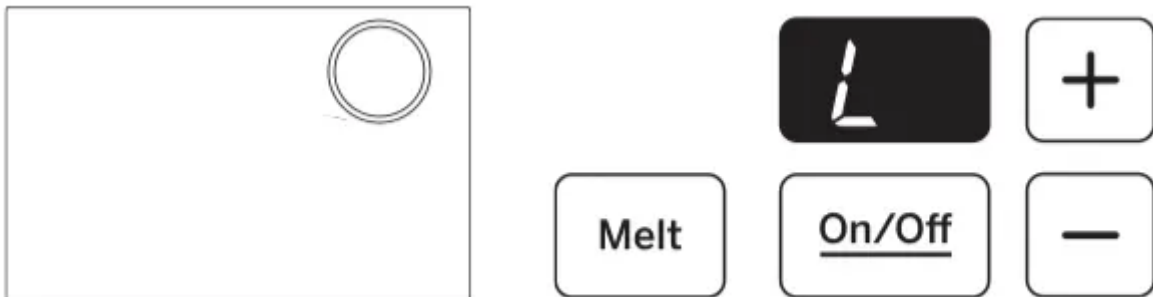
To turn on a single surface unit:

1. Touch the On/Off pad; then touch the + or – pad.
2. Use the + or – pad to choose the desired power setting.



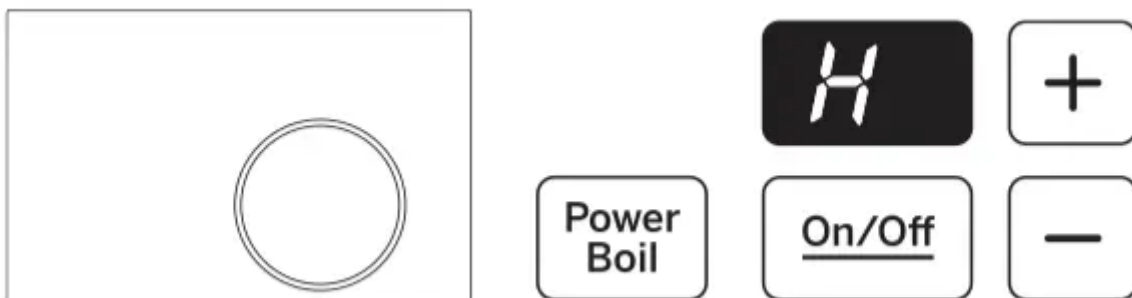
To use the Melt feature:

Touch the On/Off pad; then touch Melt. The element will automatically set to a predetermined setting and "L" will be displayed. To turn off a single surface unit, touch the On/Off pad again.



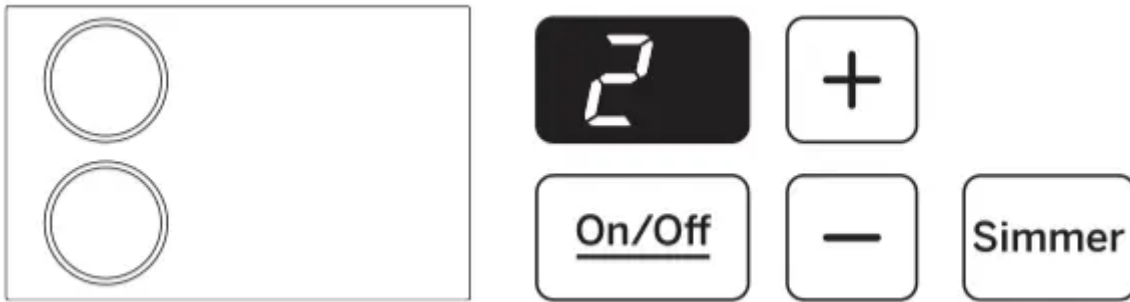
To use the Power Boil feature:

Touch the On/Off pad; then touch Power Boil. The element will automatically set to a predetermined setting.



To use the Simmer feature:

Touch the On/Off pad; then touch Simmer. The element will automatically set to a predetermined setting. Adjust using the + or – pad to increase or decrease the simmer rate.



Throughout this manual, features and appearance may vary from your model.

Using the Warming Zone

WARNING FOOD POISON HAZARD: Bacteria may grow in food at temperatures below 140°F.

- Always start with hot food. Do not use warm setting to heat cold food.
- Do not use warm setting for more than 2 hours.

The Warming Zone is located in the back center of the glass surface.

To use the Warming Zone:

1. Touch the Warming Zone On/Off pad.
2. To select the desired control setting, touch the Select pad once for Low, twice for Medium or three times for High.

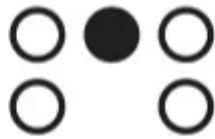
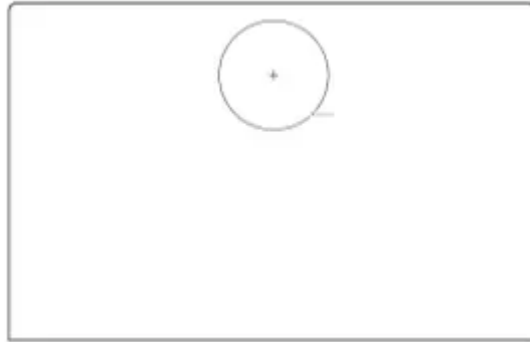
To turn off the Warming Zone:

Touch the Warming Zone On/Off pad.

For best results, all foods on the Warming Zone should be covered with a lid or aluminum foil.

Always use pot holders or oven mitts when removing food from the Warming Zone, as cookware will be hot.

- Do not use plastic wrap to cover food. Plastic may melt onto the surface and be very difficult to clean.
- Use only cookware recommended for top-of-range cooking.



Warming Zone



Select

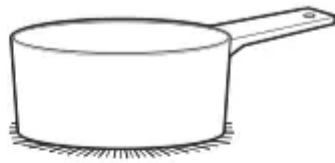
On/Off

Cookware for Induction Cooktop

What Type of Pans Are Required?

You must use a ferrous pan when using the induction coils on this range. The warming zone is not an induction coil and will work with any type of cookware. You can verify your pan is ferrous if a magnet sticks to it. Quality cookware with heavy bottoms made of cast iron, magnetic stainless steel and enameled steel work best. For best results, use pans with flat bottoms. Woks that do not have flat bottoms in close contact to the glass surface will not work. Some pans are made especially for induction cooking.

Place only dry pans on the surface elements. Do not place lids on the surface elements, particularly wet lids. Wet pans and lids may stick to the surface when cool.



Use flat-bottomed pans.



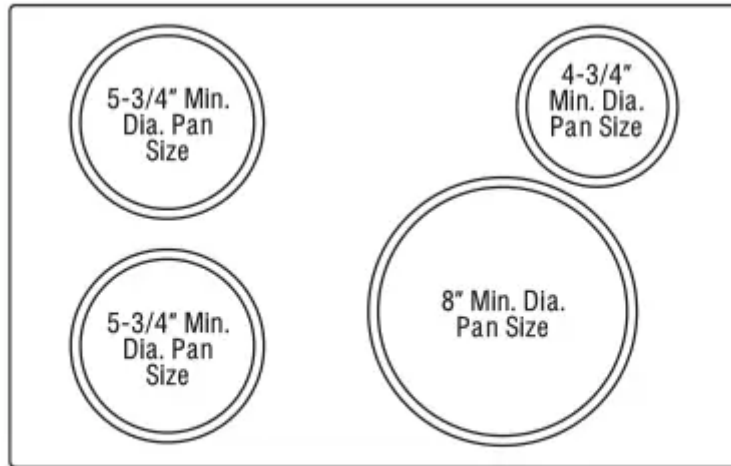
Use a griddle.



Use a flat-bottomed wok.

Pan Size and Shape

The induction coils require a minimum pan size in order for the element to turn on. In order for the induction coil to correctly determine if the pan is large enough, it is important that the pan be centered within the circular graphics marked on the glass cooking surface. The minimum pan size that will work for each induction coil is shown on the left. Pans that are not ferrous or are too small will not allow the induction coil to turn on, and the power level display for that coil location will flash for 30 seconds and then turn off. If a pan is removed from the induction coil for more than 30 seconds, the power will be shut off. Square pans will work, although round pans that match the induction coil sizes work best. Cookware larger than the cooktop glass graphics will work. For best results, match the pan size with the nearest-size graphics on the glass cooking surface.



Use the minimum size pan shown for each cooking element.

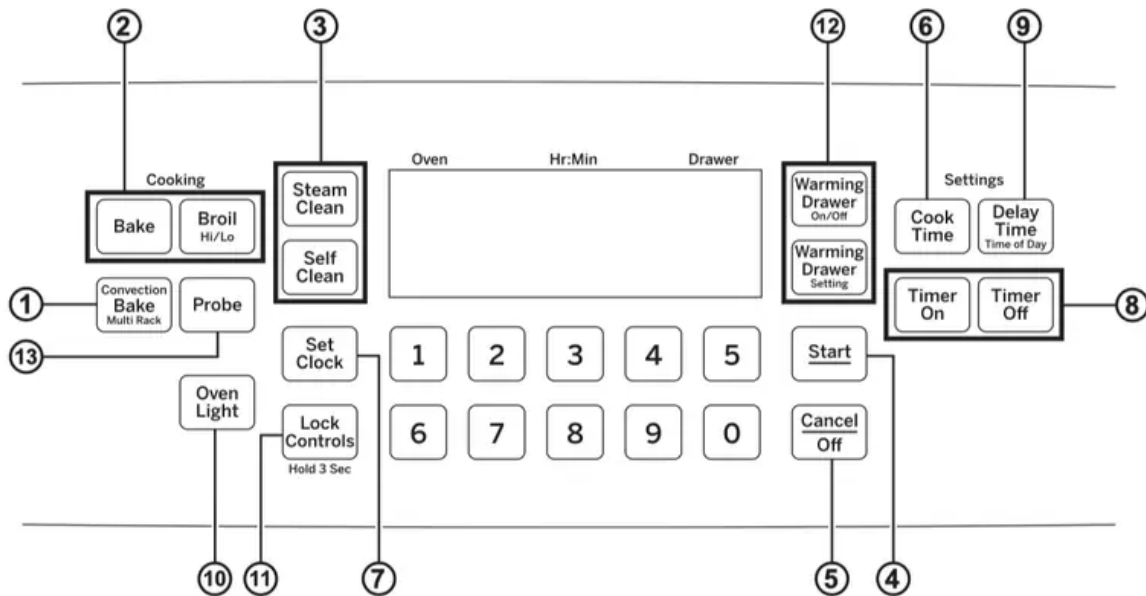
Cookware "Noise"

A low humming noise is normal when using induction coils, especially on higher power settings. Heavy enamel cast-iron pots produce less noise than lightweight steel pans. The amount of food content in the pans can also affect noise level. Pans that completely cover the graphics on the glass will produce less noise. Water trapped under pans can boil, causing the cookware to vibrate or slide on the glass surface. Water under pans may also cause the controls to reduce the power delivered to the cookware. To try to reduce the noise, move pans slightly and/or change power levels.

Power Sharing

For power level H (high), if a surface unit is on for an extended period of time or if multiple surface units are on, there may be a slight reduction in power to the surface unit. Water under pans may also cause the controls to reduce the power delivered to the cookware.

Oven Controls



- 1. Convection Cooking Mode:** Convection cooking mode uses increased air circulation to improve performance. See the Cooking Modes section for more information.
- 2. Traditional Cooking Modes:** Your oven has the following traditional cooking modes: Bake and Broil Hi/Lo. See the Cooking Modes section for more information.
- 3. Clean:** Your oven has two cleaning modes: Self Clean and Steam Clean. See the Cleaning the Oven section for important information about using these modes.
- 4. Start:** Must be pressed to start any cooking, cleaning, or timed function.
- 5. Cancel/Off:** Cancels ALL oven operations except the clock, timer and warming drawer.
- 6. Cook Time:** Counts down cooking time and turns off the oven when the cooking time is complete. Press the **Cook Time** pad, use the number pads to program a cooking time in hours and minutes, then press **Start**. This can only be used with Bake and Convection Bake.
- 7. Clock:** Sets the oven clock time. Press the **Set Clock** pad, then use the number pads to program the clock. Press **Start** to save the time.
- 8. Timer:** Works as a countdown timer. Press the **Timer On** pad and the number pads to program the time in hours and minutes. Press the **Start** pad. The timer countdown is complete. To turn the timer off press the **Timer Off** pad.
- 9. Delay Time:** Delays when the oven will turn on. Use this to set a time when you want the oven to start. Press the **Delay Time** pad and use the number pads to program the time of day for the oven to turn on then press **Start**. Press the desired cooking mode and temperature then press **Start**. A Cook Time may also be programmed if desired. Follow the directions under Cook Time for setting this feature. This can only be used with Bake and Convection Bake.

NOTE: When using the Delay Time feature, foods that spoil easily—such as milk, eggs, fish, stuffings, poultry and pork—should not be allowed to sit for more than 1 hour before or after cooking. Room temperature promotes the growth of harmful bacteria. Be sure that the oven light is off because heat from the bulb will speed harmful bacteria growth.

10. Oven Light: Turns the oven light on or off.

11. Lock Controls: Locks out the control so that pressing the pads does not activate the controls. Press the **Lock Controls** pad, for three seconds to lock or unlock the control. **Cancel/Off** is always active, even when the control is locked.

12. Warming Drawer: Will keep hot, cooked foods at serving temperature. Press the **Warming Drawer On/Off** pad, **Warming Drawer Setting** pad begins to blink. Press the **Warming Drawer Setting** pad to set the warming drawer to "HI", "STD", or "LO". To cancel, press the **Warming Drawer On/Off** pad. See the Cooking Modes section for more information. **NOTE:** The **Cancel/Off** pad does not turn off the **Warming Drawer**.

13. Probe: Monitors internal food temperature and turns the oven off when the food reaches the programmed temperature. Insert the probe, program the cooking mode, and program the probe temperature. See the Cooking Modes section for more information. The probe can only be used with Bake and Convection Bake.

Special Features

There are several different special features on your range. To change the settings of these special features:

- Press the **Bake** and **Broil** pads at the same time and hold for three seconds.
- "SF" will appear in the display.
- Select the feature you want to change.
- When the change has been made, press the **Start** key to save the change and return to the time of day.

Adjust the Oven Temperature

This feature allows the oven baking and convection baking temperature to be adjusted up to 35°F hotter or down to 35°F cooler. Use this feature if you believe your oven temperature is too hot or too cold and wish to change it. This adjustment affects Bake and Convection Bake modes. No other cooking modes are affected. Press the **Bake** pad to enter the temperature adjustment mode. A number between 35 and - 35 will display.

Use the number pads to set the desired temperature adjustment and use the **Bake** pad to change between negative and positive.

Press the **Start** pad to save the temperature adjustment.

End of Timer Signals

This is the tone that signals the end of a timer. The tone can be continuous (Con bEEP) or one repeating beep (bEEP). A continuous setting will continue to sound a tone until a button on the control is pressed. Press the **Broil** pad to view the current setting and then to change the setting.

Fahrenheit or Celsius Temperature Display

The oven control is set to use Fahrenheit temperatures (F), but you can change it to use Celsius temperatures (C). Press the **Cook Time** and **Broil Hi/Lo** at the same time to view the current setting, press again to change the setting.

Clock Display

This feature specifies how the time of day will be displayed or if no time of day will be displayed. You can select a standard 12-hour clock (12 H), 24-hour military time display (24 H), or no clock displayed (oFF). Press the **Clock** pad to view the current setting, press again to change the setting.

Auto Recipe Conversion

When using Convection Bake cooking, Auto Recipe Conversion will automatically convert the regular baking temperatures entered to convection bake cooking temperatures when turned on. Note that this option does not convert convection bake cooking times, it only converts temperatures. Press the **Convection Bake** pad to view the conversion settings, press again to toggle between On (Con On) and Off (Con oFF).

Sound Volume

This feature allows the oven tone volume to be adjusted between high (HI bEEP HI), medium (Std bEEP Std), low (Lo bEEP Lo) and off (oFF bEEP oFF). Press the **Cook Time** pad to view the current setting or to change the setting. The control will sound the oven tone at the new volume level each time the sound level is changed.

12-hour auto shut-off and Sabbath

Options for this feature are "12 SHdn", "no SHdn" and "SAbbAtH".

12-hour auto shut-off turns off the oven after 12 hours of continuous operations.

Sabbath mode disables the oven lights all sounds (the control will not beep when a button is pressed), Convection, Broil, Warm, Cook Time, Timer, Clock, and Delay Time functions. Sabbath mode can only be used with Bake. This feature conforms to the Star-K Jewish Sabbath requirements.

NOTE: The oven light comes on automatically (on some models) when the door is opened and goes off when the door is closed. The bulb may be removed. See the Oven Light Replacement section. On models with a light switch on the control panel, the oven light may be turned on and left on.

Press the Delay Time pad to view the current setting and then to change the setting.

Press the **Delay Time** pad to view the current setting and then to change the setting.

To use Sabbath mode, select "SAbbAtH" and press **Start**. A] will appear in the display and the clock will not display.

Once in Sabbath mode, at any time you can press **Bake**, use the number pads to enter a temperature between 170F and 550F, and press **Start**. No sound will be given when the keys are pressed. At a random time between 30 seconds and 1 minute,][, will appear in the display indicating the oven is running.

If you need to adjust the temperature, press **Bake**, use the number pads to enter a new temperature between 170F and 550F, and press **Start**.

To exit Sabbath mode, make sure that the oven is turned off. To turn the oven off, press **Cancel/Off**. The oven will immediately turn off and][will change to] indicating that the oven has turned off. Press and hold the **Bake** and **Broil** pads for 3 seconds to enter special features then press **Delay Time** until either "12 Shdn" or "no Shdn" is in the display and press **Start**.

NOTE: If power outage occurs during Sabbath mode the unit will remain in Sabbath mode but off when power is restored.

If you wish to use the Cook Time feature (if available) to bake in the oven and then have the oven automatically turn off, you will need to press the **Cook Time** pad, enter a cooking time duration, and press **Start**. Then enter special features to start Sabbath mode as detailed above.

Oven Racks

Recommended rack positions for various types of foods are provided in the Cooking Guide. Adjusting rack position is one way to impact cooking results. For example, if you would prefer darker tops on cakes, muffins, or cookies, try moving food one rack position higher. If you find foods are too brown on top try moving them down next time.

When baking with multiple pans and on multiple racks, ensure there is at least 1/2" between pans to allow sufficient space for air to flow.

Your Oven may have extension racks and/or traditional flat racks.

To avoid possible burns, place the racks in the desired position before you turn the oven on.

Extension Racks

Always pull the rack out by its upper front rail to its fully open position, when placing or removing cookware.

If extension racks are difficult to extend, lubricate the racks with the graphite lubricant provided with your oven. Remove the rack from the oven, remove debris in the side tracks with a paper towel, shake the graphite lubricant and place 4 small drops on the two bottom tracks of the left and right sides. Open and close the rack several times to distribute the lubricant.

To order additional graphite lubricant, read the Assistance and Accessories section at the beginning of the manual.

To Remove An Extension Rack:

1. Make sure the rack is pushed all the way into the oven so that side paddles on the rack disengage from the oven support.
2. Slide the rack toward you to the bump (stop position) on the rack support.
3. Firmly grasp both sides of the rack frame and the sliding rack, tilt the front end up and pull it out.

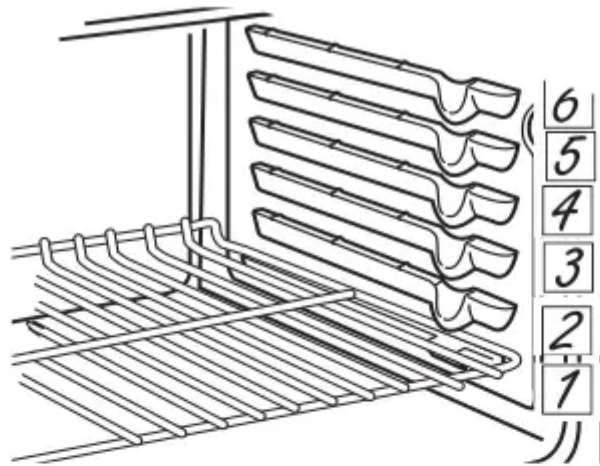
To Replace An Extension Rack:

1. Firmly grasp both sides of the rack frame and the sliding rack.
2. Place the curved end of the rack (stop-locks) onto the oven supports, tilt up the front of the rack and push it in as far as it will go.

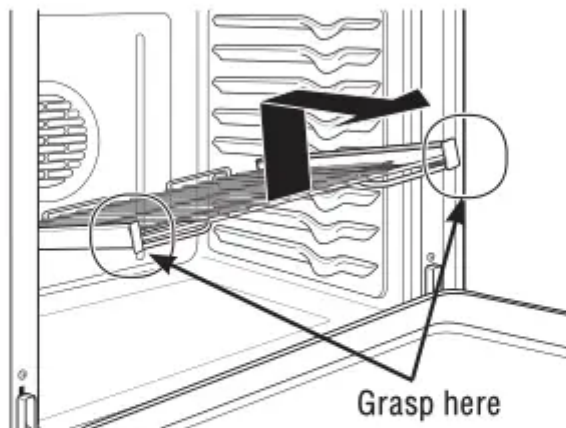
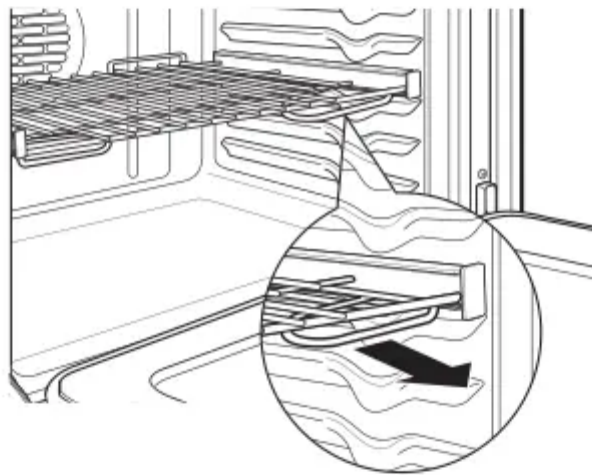
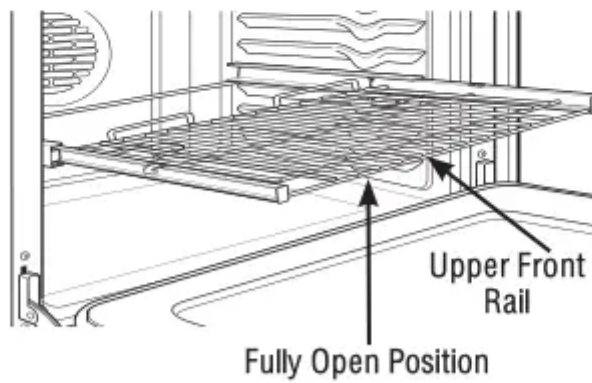
If extension racks are difficult to replace or remove, wipe the oven rack supports with cooking oil. Do not wipe oil on the rack slides.

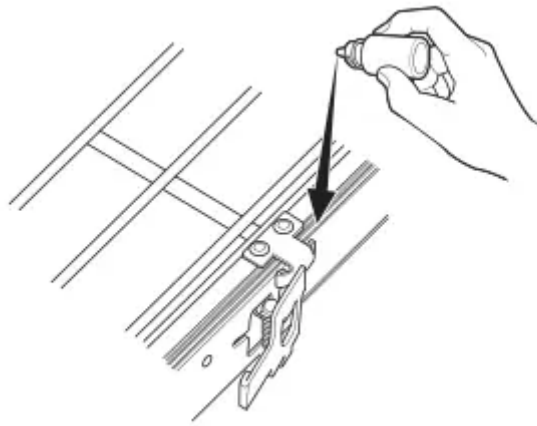
To Lubricate the Paddle:

Shake lubricant and apply to the moving parts of the paddle mechanisms as shown.



The number of rack positions may vary by model.





Aluminum Foil and Oven Liners

CAUTION Do not use any type of foil or oven liner to cover the oven bottom. These items can trap heat or melt, resulting in damage to the product and risk of shock, smoke or fire. Damage from improper use of these items is not covered by the product warranty.

Foil may be used to catch spills by placing a sheet on a lower rack, several inches below the food. Do not use more foil than necessary and never entirely cover an oven rack with aluminum foil. Keep foil at least 1-1/2" from oven walls to prevent poor heat circulation.

Cookware

Cookware Guidelines

The material, finish, and size of cookware affect baking performance.

Dark, coated and dull pans absorb heat more readily than light, shiny pans. Pans that absorb heat more readily can result in a browner, crisper, and thicker crust. If using dark and coated cookware check food earlier than minimum cook time. If undesirable results are obtained with this type of cookware consider reducing oven temperature by 25° F next time.

Shiny pans can produce more evenly cooked baked goods such as cakes and cookies.

Glass and ceramic pans heat slowly but retain heat well. These types of pans work well for dishes such as pies and custards.

Air insulated pans heat slowly and can reduce bottom browning.

Keep cookware clean to promote even heating.

Cooking Modes

Your new oven has a variety of cooking modes to help you get the best results. These modes are described below. Refer to the Cooking Guide section for recommendations for specific foods. Remember, your new oven may perform differently than the oven it is replacing.

Baking and Roasting Modes

Select a mode for baking and roasting based on the type and quantity of food you are preparing. When preparing baked goods such as cakes, cookies, and pastries always preheat the oven first. Follow recipe recommendations for food placement. If no guidelines are provided, center food in the oven.

Bake

The bake mode is intended for single rack cooking. This mode uses heat primarily from the lower element but also from the upper element to cook food. To use this mode press the **Bake** pad, enter a temperature, and then press **Start**. Preheating is generally recommended when using this mode.

Convection Bake Multi Rack

The Convection Bake Multi Rack mode is intended for baking on multiple racks at the same time. This mode uses heat primarily from the rear element, when available, but also heat from the upper and lower elements, along with air movement from the convection fan to enhance cooking evenness. Your oven is equipped with Auto Recipe Conversion, so it is not necessary to convert the temperature when using this mode. Baking time might be slightly longer for multiple racks than what would be expected for a single rack. To use this mode press the **Convection Bake** pad, enter a temperature, and then press **Start**. Always preheat when using this mode.

Broiling Modes

When broiling, the door should remain OPEN. Monitor food closely while broiling. Use caution when broiling on upper rack positions as placing food closer to the broil element increases smoking, spattering, and the possibility of fats igniting. For best performance center food below the broil heating element. **Broiling on the highest rack position is not recommended.**

Try broiling foods that you would normally grill. Adjust rack positions to adjust the intensity of the heat to the food. Place foods closer to the broil element when a seared surface and rare interior is desired. Thicker foods and foods that need to be cooked through should be broiled on a rack position farther from the broiler or by using **Broil Lo**.

Broil Hi

The Broil Hi mode uses intense heat from the upper element to sear foods. Use Broil Hi for thinner cuts of meat and/ or foods you prefer less done on the interior. To use this mode press the **Broil** pad once and then press **Start**. It is not necessary to preheat when using this mode.

Broil Lo

The Broil Lo mode uses less intense heat from the upper element to cook food thoroughly while also producing surface browning. Use Broil Lo for thicker cuts of meat and/or foods that you would like cooked all the way through. To use this mode press the **Broil** pad **twice** and then press **Start**. It is not necessary to preheat when using this mode.

Probe

Internal food temperature is frequently used as an indicator of doneness, especially for roasts and poultry. The Probe mode monitors the internal food temperature and turns the oven off when the internal food temperature reaches the programmed temperature. Minimum temperatures for food safety can be found at . The temperature probe can only be used with Bake and Convection Bake.

To use the probe with preheating:

1. Press the desired cook mode (**Bake or Convection Bake**) pad and enter the desired cooking temperature.
2. Insert the probe into the food (see Proper Probe Placement Guidelines in this section).
3. Once the oven is preheated, place the food in the oven and connect the probe to the probe outlet, making sure it is fully inserted. Use caution, the oven walls and probe outlet are hot.
4. Program the probe temperature by pressing the **Probe** pad and entering the desired food temperature. The maximum internal food temperature that you can set is 200° F.

To use the probe without preheating:

1. Insert the probe into the food (see Proper Probe Placement Guidelines in this section).
2. Place the food in the oven and connect the probe into the probe outlet in the oven.
3. Program the desired probe and cooking mode settings by pressing the **Probe** pad and entering the desired food temperature, then pressing the cook mode pad (**Bake or Convection Bake**) and entering the desired cooking temperature and press **Start**.

Proper Probe Placement Guidelines

After preparing the meat and placing it on the cooking pan follow these guidelines for proper probe placement.

- Insert the probe completely into the meat, up to the handle, such that the point of the probe will rest in the center of the thickest part of the meat.
- The probe should not touch bone, fat or gristle.
- For whole poultry insert the probe into the thickest part of the breast.
- For boneless roasts, insert the probe into the center of the roast.
- For bone-in ham or lamb, insert the probe into the center of the lowest large muscle or joint.
- For casseroles or dishes such as meatloaf, insert the probe into the center of the dish.
- For fish, insert the probe from just above the gill into the meatiest area, parallel to the backbone.

Check the temperature at other locations in the food with a food thermometer once the probe temperature is reached to ensure that all portions of the food have reached desired temperatures.

Probe Care Guidelines

Note: double oven models have a probe in one oven only.

- Use of probes other than the one provided with this product may result in damage to the probe.
- Use the handles of the probe and plug when inserting and removing them from the meat and outlet
- To avoid damaging your probe, do not use tongs to pull on the cable when removing it.
- To avoid breaking the probe, make sure food is completely defrosted before inserting the probe.
- To prevent possible burns, do not unplug the probe from the outlet until the oven has cooled.
- Never leave the probe inside the oven during a self or steam clean cycle.
- Do not store the probe in the oven.

Cooking Guide



FOOD TYPE	RECOMMENDED MODE(S)	RECOMMENDED RACK POSITION(S)	ADDITIONAL SUGGESTIONS
Baked Goods			
Layer cakes, sheet cakes, bundt cakes, muffins, quick breads on a Single Rack	Bake	4	Use shiny cookware.
Layer cakes* on Multiple Racks	Bake	3 and 5	Ensure adequate airflow (see illustration below).
Chiffon cakes (angel food)	Bake	1	Use shiny cookware.
Cookies, biscuits, scones on a Single Rack	Bake	4	Use shiny cookware.
Cookies, biscuits, scones on Multiple Racks	Bake Convection Bake	3 and 5 2, 4, and 6 (3 rack recommended only for Convection Bake)	Ensure adequate airflow.
Beef & Pork			



Hamburgers	Broil Hi	6	Keep the door open when broiling in the lower oven. Use a broil pan; move food down for more doneness/less searing. Watch food closely when broiling. For best performance center food below the broil heating element.
Steaks & Chops	Broil Hi	6	Keep the door open when broiling in the lower oven. Use a broil pan; move food down for more doneness/less searing. Watch food closely when broiling. For best performance center food below the broil heating element.
Roasts	Bake	3 or 4	Use a low sided pan such as a broil pan. Preheating is not necessary.
Poultry			
Whole chicken	Bake	3 or 4	Use a low sided pan such as a broil pan.
Bone-in chicken breasts, legs, thighs	Broil Hi	2	If breaded or coated in sauce avoid Broil Hi modes. Broil skin side down first. Watch food closely when broiling. Keep the door open when broiling in the lower oven. For best performance when broiling, center food below the broil heating element.
	Broil Lo Bake	2 or 3	

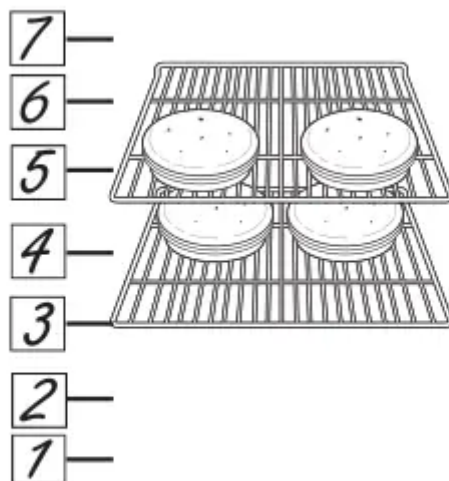


Boneless chicken breasts	Broil Lo Bake	2 or 3	Keep the door open when broiling in the lower oven. Move food down for more doneness/less searing and up for greater searing/browning when broiling. For best performance when broiling, center food below the broil heating element.
Whole turkey	Bake	1 or 2	Use a low sided pan such as a broil pan.
Turkey Breast	Bake	2 or 3	Use a low sided pan such as a broil pan.
Fish	Broil Lo	6 (1/2 inch thick or less) 5 (>1/2 inch)	Keep the door open when broiling in the lower oven. Watch food closely when broiling. For best performance center food below the broil heating element.
Casseroles	Bake	3 or 4	
Frozen Convenience Foods			
Pizza, french fries, tator tots, chicken nuggets, appetizers on a Single Rack	Bake	3 or 4	Use shiny cookware.
Pizza, french fries, tator tots, chicken nuggets,	Bake Convection Bake	3 and 5	Use shiny cookware.



*When baking four cake layers at a time, use racks 3 and 5. Place the pans as shown so that one pan is not directly above another.

Cook food thoroughly to help protect against food borne illness. Minimum safe food temperature recommendations for food safety can be found at IsItDoneYet.com. Make sure to use a food thermometer to take food temperatures.



Rack position for baking 4 layer cakes.

Warming Drawer

When Using the Warming Drawer

The warming drawer will keep hot, cooked foods warm. Always start with hot food. Do not use to heat cold food other than crisping crackers, chips or dry cereal.

Do not line the warming drawer or pan with aluminum foil. Foil is an excellent heat insulator and will trap heat beneath it. This will upset the performance of the drawer and could damage the interior finish.

Allow approximately 25 minutes for the warming drawer to preheat.

- Do not put liquid or water in the warming drawer.
- All foods placed in the warming drawer should be covered with a lid or aluminum foil. When warming pastries or breads, the cover should be vented to allow moisture to escape.
- Food should be kept hot in its cooking container or transferred to a heat-safe serving dish.

NOTE: Plastic containers or plastic wrap will melt if in direct contact with the drawer, pan or a hot utensil. Melted plastic may not be removable and is not covered under your warranty.

- Remove serving spoons, etc., before placing containers in warming drawer.

Temperature Selection Chart

To keep several different foods hot, set the control to the food needing the highest setting.

- The temperature, type and amount of food, and the time held will affect the quality of the food.
- Repeated opening of the drawer allows the hot air to escape and the food to cool.
- With large loads it may be necessary to use a higher warming drawer setting and cover some of the cooked food items.
- Do not use plastic containers or plastic wrap.

Food Type.	Control Setting.
Casserole	STD
Chili	HI
Pizza	STD
Potatoes, baked	HI
Tortilla Chips	LO
Waffles	LO

To Crisp Stale Items

- Place food in low-sided dishes or pans.
- Check crispness after 45 minutes. Add time as needed.
- Preheat on **LO** setting.

To Warm Serving Bowls and Plates

CAUTION

Dishes will be hot. Use pot holders or mitts when removing hot dishes.

To warm serving bowls and plates, set the control on **LO**.

- Use only heat-safe dishes.

- If you want to heat fine china, please check with the manufacturer of the dishes for their maximum heat tolerance.
- You may warm empty serving dishes while preheating the drawer.

CLEANING AND CARE

Cleaning the Range – Exterior

Be sure all controls are off and all surfaces are cool before cleaning any part of the range.

WARNING

If your range is removed for cleaning, servicing or any reason, be sure the anti-tip device is reengaged properly when the range is replaced. Failure to take this precaution could result in tipping of the range and can result in death or serious burns to children or adults. Do not use oven cleaners, abrasive cleansers, strong liquid cleansers, steel wool, plastic scouring pads, or cleaning powders on the interior or exterior of the range.

Control Lockout

If desired, the touch pads may be deactivated before cleaning.

See Lock Controls in the Oven Controls section in this manual.

Clean up splatters with a damp cloth.

You may also use a glass cleaner.

Remove heavier soil with warm, soapy water. Do not use abrasives of any kind.

Reactivate the touch pads after cleaning.

Control Panel

It's a good idea to wipe the control panel after each use. Clean with mild soap and water or vinegar and water, rinse with clean water and polish dry with a soft cloth.

Do not use abrasive cleansers, strong liquid cleansers, plastic scouring pads or oven cleaners on the control panel—they will damage the finish.

Range Exterior

Clean with a mild soap and water or vinegar and water solution. Rinse with clean water and dry with a soft cloth. When cleaning surfaces, make sure that they are at room temperature and not in direct sunlight.

If stain on the door vent trim is persistent, use a mild abrasive cleaner and a sponge-scrubber for best results.

Spillage of marinades, fruit juices, tomato sauces and basting liquids containing acids may cause discoloration and should be wiped up immediately. Let hot surfaces cool, then clean and rinse.

Painted Surfaces

Painted surfaces include the sides of the range and the doors, and top of control panel. Clean these with soap and water or a vinegar and water solution.

Do not use commercial oven cleaners, cleaning powders, steel wool or harsh abrasives on any painted surface.

Stainless Steel Surfaces

Do not use a steel wool pad; it will scratch the surface.

To clean the stainless steel surface, use warm sudsy water or a stainless steel cleaner or polish. Always wipe the surface in the direction of the grain. Follow the cleaner instructions for cleaning the stainless steel surface.

To inquire about purchasing cleaning products including stainless steel appliance cleaner or polish read the Assistance and Accessories sections at the beginning of this manual.

Cleaning the Range - Interior

The interior of your new oven can be cleaned manually or by using Self Clean.

Spillage of marinades, fruit juices, tomato sauces and basting liquids containing acids may cause discoloration and should be wiped up immediately. Let hot surfaces cool, then clean and rinse.

Manual Cleaning

Do not use oven cleaners, abrasive cleaners, strong liquid cleansers, steel wool, scouring pads, or cleaning powders on the interior of the oven. Clean with a mild soap and water or vinegar and water solution. Rinse with clean water and dry with a soft cloth. When cleaning surfaces, make sure that they are at room temperature.

Steam Clean Mode

Steam clean is intended to clean small spills using water and a lower cleaning temperature than Self-Clean.

To use the Steam Clean feature, wipe grease and soils from the oven. Pour one cup of water into the bottom of the oven. Close the door. Press the Steam Clean pad and then press Start. The oven door will lock. You can not open the door during the 30 minute steam clean as this will decrease the steam clean performance. At the end of the steam clean cycle the door will unlock. Wipe out any excess water and any remaining soil.

Self Clean Mode

Read Self-Cleaning Oven Safety Instructions at the beginning of this manual before using Self Clean Mode. Self clean uses very high temperatures to clean the oven interior. The oven door will lock when using this feature. Before operating the self-clean cycle, wipe up grease and soils from the oven. Remove all items from the oven other than enameled (dark color) racks. Shiny or silver racks and any cookware or other items should all be removed from the oven before initiating a self-

clean cycle. Close the door. Press the Self Clean pad and a default selfclean time is displayed. The clean time can be changed to any time between 3:00 and 5:00 hours by using the number pads to enter a different time and pressing Start. For heavily soiled ovens, the maximum 5 hour clean time is recommended. If you wish to use the default time, press the Start pad immediately after pressing the Clean pad. The oven will turn off automatically when the self-clean cycle is complete. The door will stay locked until the oven has cooled down. After the oven has cooled down wipe any ash out of the oven.

We recommend venting your kitchen with an open window or using a ventilation fan or hood during the first self-clean cycle.

Soil on the front frame of the range and outside the gasket on the door will need to be cleaned by hand. Clean these areas with hot water, soap-filled steel-wool pads or cleansers such as Soft Scrub®. Rinse well with clean water and dry.

Do not clean the gasket. The fiberglass material of the oven door gasket cannot withstand abrasion. It is essential for the gasket to remain intact. If you notice it becoming worn or frayed, replace it.

Make sure the oven light bulb cover is in place and the oven light is off.

IMPORTANT: The health of some birds is extremely sensitive to the fumes given off during the self-cleaning cycle of any range. Move birds to another wellventilated room.

On Some Models:

The surface units are automatically disabled during the self-clean cycle. Wait until the self-clean cycle is finished to set and use the surface units.

Racks

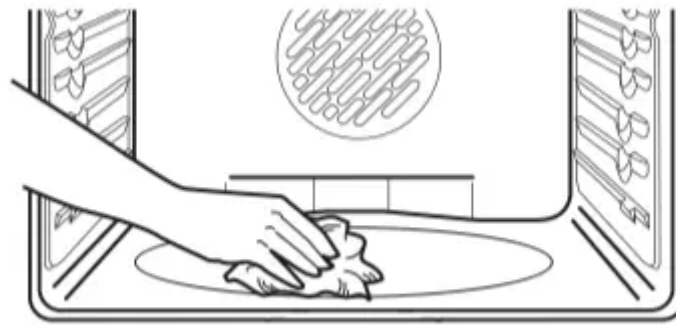
All racks can be washed with warm, soapy water. Enameled (not shiny) racks can be left in the cavity during self clean.

Racks may be more difficult to slide, especially after a self-clean. Put some vegetable oil on a soft cloth or paper towel and rub onto the left and right edges.

Oven Heating Elements

Do not clean the bake element or the broil element. Any soil will burn off when the elements are heated.

The bake element is not exposed and is under the oven floor. Clean the oven floor with warm, soapy water.



Wipe up heavy soil on the oven bottom.

Cleaning the Glass Cooktop

Normal Daily Use Cleaning

ONLY use CERAMA BRYTE® Ceramic Cooktop Cleaner on the glass cooktop. Other creams may not be as effective.

To maintain and protect the surface of your glass cooktop, follow these steps:

1. Before using the cooktop for the first time, clean it with CERAMA BRYTE® Ceramic Cooktop Cleaner. This helps protect the top and makes cleanup easier.
2. Daily use of CERAMA BRYTE® Ceramic Cooktop Cleaner will help keep the cooktop looking new.
3. Shake the cleaning cream well. Apply a few drops of CERAMA BRYTE® Ceramic Cooktop Cleaner directly to the cooktop.
4. Use a paper towel or CERAMA BRYTE® Cleaning Pad for Ceramic Cooktops to clean the entire cooktop surface.
5. Use a dry cloth or paper towel to remove all cleaning residue. No need to rinse.

NOTE: It is very important that you DO NOT heat the cooktop until it has been cleaned thoroughly.



Clean your cooktop after each spill. Use CERAMA BRYTE® Ceramic Cooktop Cleaner.

Burned-On Residue

NOTE: DAMAGE to your glass surface may occur if you use scrub pads other than those recommended.

1. Allow the cooktop to cool.
2. Spread a few drops of CERAMA BRYTE® Ceramic Cooktop Cleaner on the entire burned residue area.
3. Using the included CERAMA BRYTE® Cleaning Pad for Ceramic Cooktops, rub the residue area, applying pressure as needed.
4. If any residue remains, repeat the steps listed above as needed.
5. For additional protection, after all residue has been removed, polish the entire surface with CERAMA BRYTE® Ceramic Cooktop Cleaner and a paper towel.



Use a CERAMA BRYTE® Cleaning Pad for Ceramic Cooktops.

Heavy, Burned-On Residue

1. Allow the cooktop to cool.

2. Use a single-edge razor blade scraper at approximately a 45° angle against the glass surface and scrape the soil. It will be necessary to apply pressure to the razor scraper in order to remove the residue.
3. After scraping with the razor scraper, spread a few drops of CERAMA BRYTE® Ceramic Cooktop Cleaner on the entire burned residue area. Use the CERAMA BRYTE® Cleaning Pad to remove any remaining residue.
4. For additional protection, after all residue has been removed, polish the entire surface with CERAMA BRYTE® Ceramic Cooktop Cleaner and a paper towel.



The CERAMA BRYTE® Ceramic Cooktop Scraper and all recommended supplies are available through our Parts Center. See instructions under “Assistance / Accessories” section.

NOTE: Do not use a dull or nicked blade.

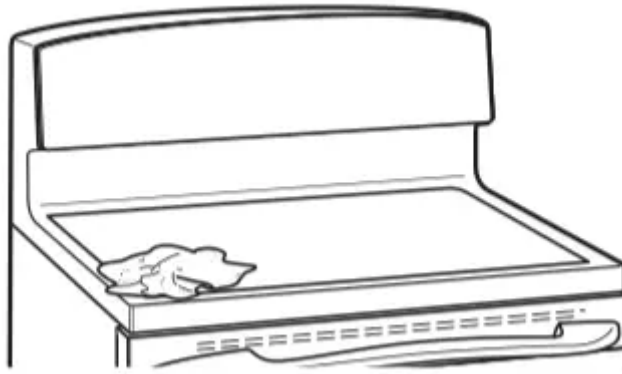
Metal Marks and Scratches

1. Be careful not to slide pots and pans across your cooktop. It will leave metal markings on the cooktop surface. These marks are removable using the CERAMA BRYTE® Ceramic Cooktop Cleaner with the CERAMA BRYTE® Cleaning Pad for Ceramic Cooktops.
2. If pots with a thin overlay of aluminum or copper are allowed to boil dry, the overlay may leave black discoloration on the cooktop. This should be removed immediately before heating again or the discoloration may be permanent.

NOTE: Carefully check the bottom of pans for roughness that would scratch the cooktop.

Cooktop Seal (on some models)

To clean the cooktop seal around the edges of the glass, lay a wet cloth on it for a few minutes, then wipe clean with nonabrasive cleaners.



Damage from Sugary Spills and Melted Plastic

Special care should be taken when removing hot substances to avoid permanent damage of the glass surface. Sugary spillovers (such as jellies, fudge, candy, syrups) or melted plastics can cause pitting of the surface of your cooktop (not covered by the warranty) unless the spill is removed while still hot. Special care should be taken when removing hot substances.

Be sure to use a new, sharp razor scraper.

Do not use a dull or nicked blade.

1. Turn off all surface units. Remove hot pans.
2. Wearing an oven mitt:
 - a. Use a single-edge razor blade scraper (CERAMA BRYTE[®] Ceramic Cooktop Scraper) to move the spill to a cool area on the cooktop.
 - b. Remove the spill with paper towels.
3. Any remaining spillover should be left until the surface of the cooktop has cooled.
4. Don't use the surface units again until all of the residue has been completely removed.

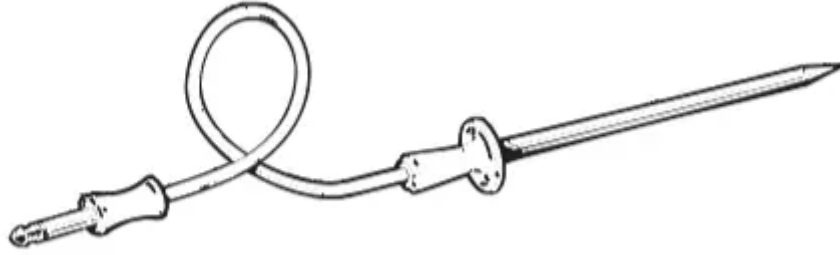
NOTE: If pitting or indentation in the glass surface has already occurred, the cooktop glass will have to be replaced. In this case, service will be necessary.

Probe

The temperature probe may be cleaned with soap and water or a soap-filled scouring pad. Cool the temperature probe before cleaning. Scour stubborn spots with a soapfilled scouring pad, rinse and dry.

To order additional temperature probes read the Assistance and Accessories sections at the beginning of this manual.

- Do not immerse the temperature probe in water.
- Do not store the temperature probe in the oven.
- Do not leave the temperature probe inside the oven during a self or steam clean cycle.



Maintenance

WARNING SHOCK OR BURN HAZARD: Before replacing oven light bulb, disconnect the electrical power to the range at the main fuse or circuit breaker panel. Failure to do so may result in electric shock or burn.

CAUTION BURN HAZARD: The glass cover and bulb should be removed when cool. Touching hot glass with bare hands or a damp cloth can cause burns.

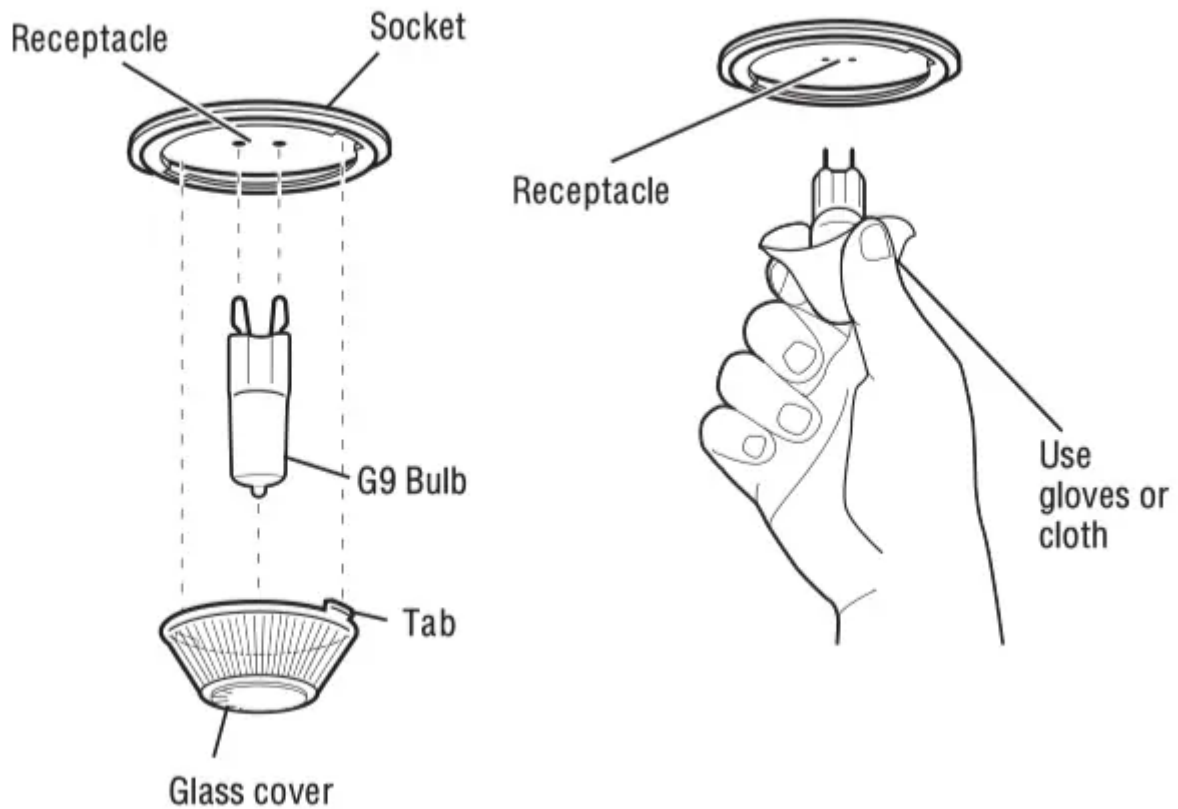
Oven Light Replacement (on some models)

To remove:

1. Turn the glass cover counterclockwise 1/4 turn until the tabs of the glass cover clear the grooves of the socket. Wearing latex gloves may offer a better grip.
2. Using gloves or a dry cloth, remove the bulb by pulling it straight out.

To replace:

1. Use a new 120/130-volt halogen bulb, not to exceed 50 watts. Replace the bulb with the same type of bulb that was removed. Be sure the replacement bulb is rated 120 volts or 130 volts (NOT 12 volts).
2. Using gloves or a dry cloth, remove the bulb from its packaging. Do not touch the bulb with bare fingers. Oil from skin will damage the bulb and shorten its life.
3. Push the bulb straight into the receptacle all the way.
4. Place the tabs of the glass cover into the grooves of the socket. Turn the glass cover clockwise 1/4 turn. For improved lighting inside the oven, clean the glass cover frequently using a wet cloth. This should be done when the oven is completely cool.
5. Reconnect electrical power to the oven.



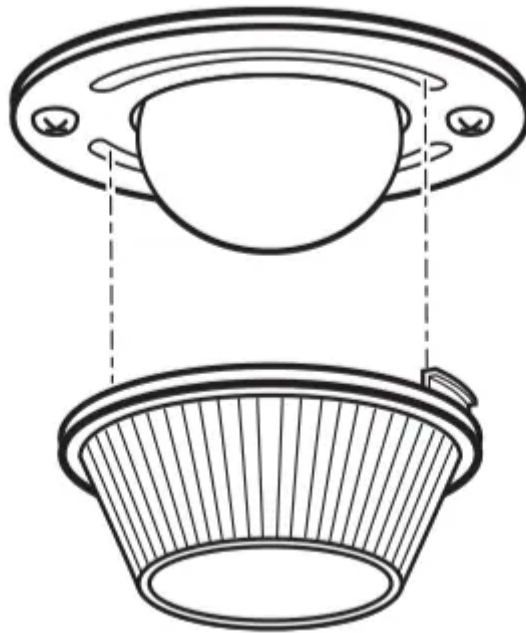
Oven Light Replacement (on some models)

To remove:

1. Turn the glass cover counterclockwise 1/4 turn until the tabs of the glass cover clear the grooves of the socket. Wearing latex gloves may offer a better grip.
2. Remove the bulb by turning it counter-clockwise.

To replace:

1. Replace bulb with a new 40-watt appliance bulb. Insert the bulb and turn it clockwise until it is tight.
2. Place the tabs of the glass cover into the grooves of the socket. Turn the glass cover clockwise 1/4 turn. For improved lighting inside the oven, clean the glass cover frequently using a wet cloth. This should be done when the oven is completely cool.
3. Reconnect electrical power to the oven.

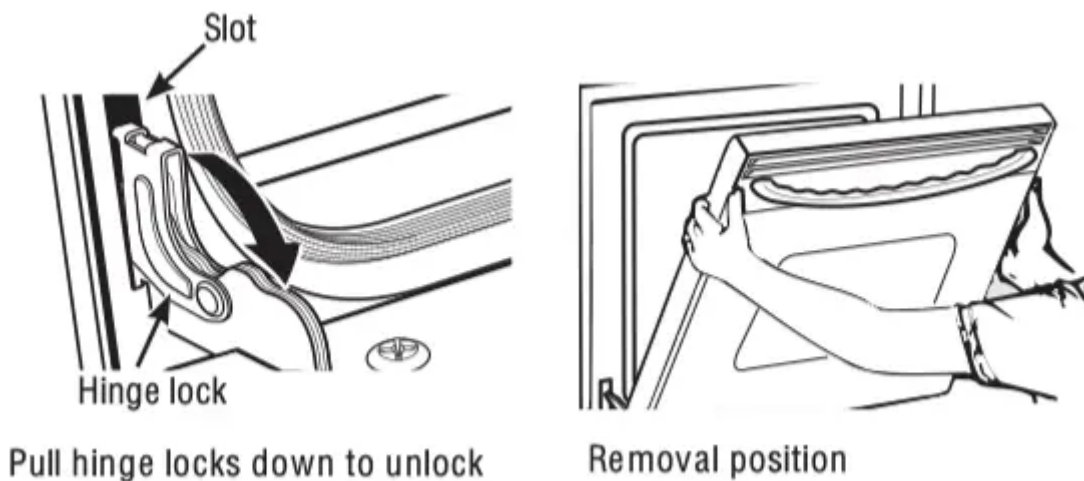


Lift-Off Oven Door

The door is very heavy. Be careful when removing and lifting the door. Do not lift the door by the handle.

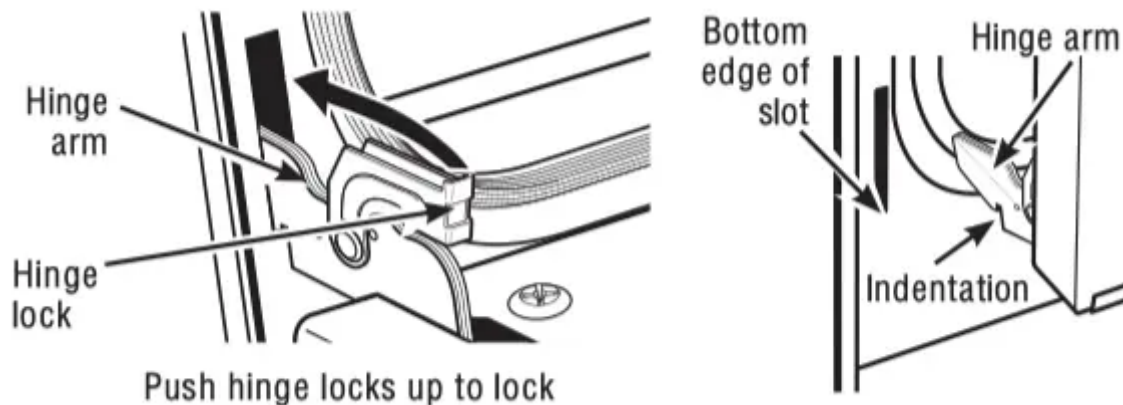
To remove the door:

1. Fully open the door.
2. Pull the hinge locks down toward the door frame, to the unlocked position. A tool, such as a small flatblade screwdriver, may be required.
3. Firmly grasp both sides of the door at the top.
4. Close door to the door removal position. The door should be open approximately 3" with no obstruction above the door.
5. Lift door up and out until both hinge arms are clear of the slots.



To replace the door:

1. Firmly grasp both sides of the door at the top.
2. Starting on the left side, with the door at the same angle as the removal position, seat the indentation of the hinge arm into the bottom edge of the hinge slot. The notch in the hinge arm must be fully seated into the bottom of the slot. Repeat for right side.
3. Fully open the door. If the door will not fully open, the indentation is not seated correctly in the bottom edge of the slot.
4. Push the hinge locks up against the front frame of the oven cavity, to the locked position.
5. Close the oven door.



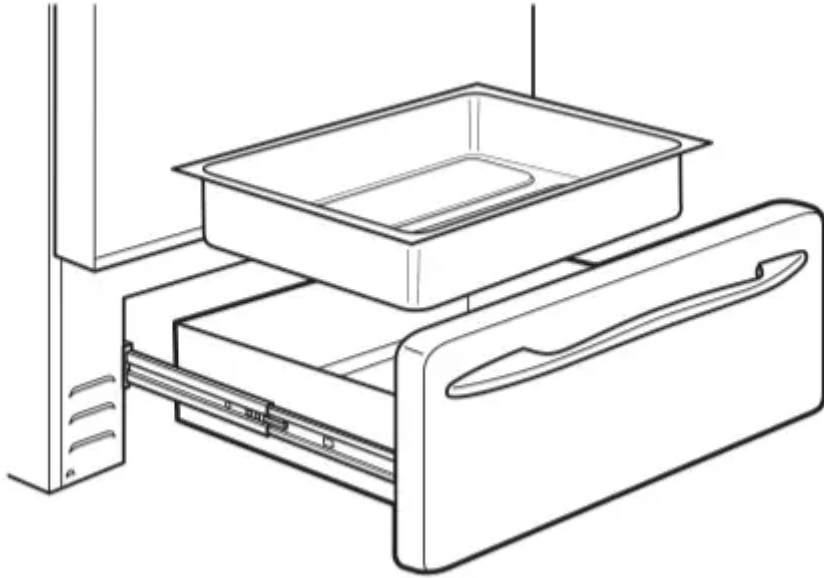
Removable Warming Drawer Pan

NOTE: For models with an electric warming drawer before performing any adjustments, cleaning or service, disconnect the range electrical power supply at the household distribution panel by removing the fuse or switching off the circuit breaker. Make sure the drawer heating element is cool.

NOTE: Allow warming drawer to cool before removing pan.

NOTE: Wipe spills promptly after each use.

- Never place, use or self-clean the drawer pan in the upper oven.
- Warming drawer has a removable pan for easy cleaning. Clean with hot, soapy water and a sponge or dish towel. Dry with a clean cloth. Replace the pan in the warming drawer.



Troubleshooting tips ... Before you call for service

Save time and money! Review the charts on the following pages first and you may not need to call for service.

Problem	Possible Cause	What To Do
Surface units do not work properly or flashing power setting.	Improper cookware being used.	Wrong pan type. Use a magnet to check that cookware is induction-compatible. Use a flat induction-capable pan that meets the minimum size for the element being used. See the Pan size and shape section.
	Pan is too small.	Pan size is below the minimum size for the element. See the Pan size and shape section. Use smaller element.
	Pan not positioned correctly.	Center the pan in the cooking zone.
	Pan is not in full contact with glass surface.	Pan must be flat.
	In some areas, the power (voltage) may be low.	Cover pan with a lid until desired heat is obtained.
	A fuse in your home may be blown or the circuit breaker tripped.	Replace the fuse or reset the circuit breaker.
	Cooktop controls improperly set.	Check to see that the control is set properly. Press On then + or -
Surface unit setting changed or turned off unexpectedly.	High cooktop temperature.	Allow the internal fan to cool the cooktop. Check if pan boiled dry.
Scratches (may appear as cracks) on cooktop glass surface.	Incorrect cleaning methods being used.	Scratches are not removable. Tiny scratches will become less visible in time as a result of cleaning.

	<p>Cookware with rough bottoms being used or coarse particles (salt or sand) were between the cookware and the surface of the cooktop. Cookware has been slid across the cooktop surface.</p>	<p>To avoid scratches, use the recommended cleaning procedures. Make sure bottoms of cookware are clean before use, and use cookware with smooth bottoms.</p>
<p>Areas of discoloration on the cooktop.</p>	<p>Food spillovers not cleaned before next use.</p>	<p>See the Cleaning the glass cooktop section.</p>
	<p>Hot surface on a model with a light- colored cooktop.</p>	<p>This is normal. The surface may appear discolored when it is hot. This is temporary and will disappear as the glass cools.</p>
<p>Plastic melted to the surface.</p>	<p>Hot cooktop came into contact with plastic placed on the hot cooktop.</p>	<p>See the Glass surface—potential for permanent damage section in the Cleaning the glass cooktop section.</p>
<p>Pitting (or indentation) of the cooktop.</p>	<p>Hot sugar mixture spilled on the cooktop.</p>	<p>Call a qualified technician for replacement.</p>
<p>My new oven doesn't cook like my old one. Is something wrong with the temperature settings?</p>	<p>Your new oven has a different cooking system from your old oven and therefore may cook differently than your old oven.</p>	<p>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 temperature yourself to meet your specific cooking preference. NOTE: This adjustment affects Bake, and Convection Bake temperatures; it will not affect Broil or Clean.</p>
<p>Food does not bake properly.</p>	<p>Oven controls improperly set.</p>	<p>See the Cooking Modes section.</p>
	<p>Rack position is incorrect or rack is not level.</p>	<p>See the Cooking Modes section and Cooking Guide.</p>

	Incorrect cookware or cookware of improper size being used.	See the Cookware section.
	Oven temperature needs adjustment.	See the Special Features section.
	Ingredient substitution.	Substituting ingredients can change the recipe outcome.
Food does not broil properly.	Oven controls improperly set.	Make sure you select the appropriate broil mode.
	Improper rack position being used.	See Cooking Guide for rack location suggestions.
	Food being cooked in a hot pan.	Make sure cookware is cool.
	Cookware not suited for broiling.	Use a pan specifically designed for broiling.
	The probe is plugged into the outlet in the oven. (on some models).	Unplug and remove the probe from the oven.
	Aluminum foil used on the broiling pan and grid has not been fitted properly and slit as recommended.	If using aluminum foil conform to pan slits.
	In some areas the power (voltage) may be low.	Preheat the broil element for 10 minutes.
Oven temperature too hot or too cold.	Oven temperature needs adjustment.	See the Special Features section.

Oven does not work or appears not to work.	Plug on range is not completely inserted in the electrical outlet.	Make sure electrical plug is plugged into a live, properly grounded outlet.
	A fuse in your home may be blown or the circuit breaker tripped.	Replace the fuse or reset the circuit breaker.
	Oven controls improperly set.	See the Using the Oven section.
	Oven is in Sabbath Mode.	Verify, that the oven is not in Sabbath Mode. See the Special Features section.
“Crackling” or “popping” sound.	This is the sound of the metal heating and cooling during both the cooking and cleaning functions.	This is normal.
Why is my range making a "clicking" noise when using my oven?	Your range cycles the heating elements by turning relays on and off to maintain the oven temperature.	This is normal.
Clock and timer do not work.	A fuse in your home may be blown or the circuit breaker tripped.	Replace the fuse or reset the circuit breaker.
	Plug on range is not completely inserted in the electrical outlet.	Make sure electrical plug is plugged into a live, properly grounded outlet.
	Oven controls improperly set.	See the Using the kitchen timer section.
Oven door is crooked.	The door is out of position.	Because the oven door is removable, it sometimes gets out of position during installation. To straighten the door, re-

		install the door. See the "Lift-Off Oven Door" instructions in the "Care and Cleaning" section.
Oven light does not work.	Light bulb is loose or defective.	Tighten or replace bulb.
	Pad operating light is broken.	Call for service.
Oven will not self-clean.	The temperature is too high to set a self- clean operation.	Allow the oven to cool and reset the controls.
	Oven controls improperly set.	See the Cleaning the Oven section.
	The probe is plugged into the outlet in the oven.	Remove the probe from the oven.
Oven will not steam clean.	Display flashes HOT.	Allow the oven to cool to room temperature and reset the controls.
	Oven controls improperly set.	See the Using Steam Clean section.
	Oven door is not closed.	Make sure you close the door to start steam clean cycle.
Excessive smoking during clean cycle.	Excessive soil or grease.	Press the Cancel/Off pad. Open the windows to rid the room of smoke. Wait until the LOCKED light goes off. Wipe up the excess soil and reset the clean cycle.
Excessive smoking during broiling.	Food too close to burner element.	Lower the rack position of the food.



Oven door will not open after a clean cycle.	Oven too hot.	Allow the oven to cool below locking temperature.
Oven not clean after a clean cycle.	Oven controls improperly set.	See the Cleaning the Oven section.
	Oven was heavily soiled.	Clean up heavy spillovers before starting the clean cycle. Heavily soiled ovens may need to self-clean again or for a longer period of time.
"LOCK DOOR" flashes in the display.	The self-clean cycle has been selected but the door is not closed.	Close the oven door.
DOOR LOCK light is on when you want to cook.	The oven door is locked because the temperature inside the oven has not dropped below the locking temperature.	Press the Cancel/Off pad. Allow the oven to cool.
"F— and a number or letter" flash in the display.	You have a function error code.	Press the Cancel/Off pad. Allow the oven to cool for one hour. Put the oven back into operation.
	If the function code repeats.	Disconnect all power to the oven for at least 30 seconds and then reconnect power. If the function error code repeats, call for service.
Display goes blank.	A fuse in your home may be blown or the circuit breaker tripped.	Replace the fuse or reset the circuit breaker.
	The clock is turned off.	See the Special features section.



	Oven is in Sabbath Mode.	Verify that the oven is not in Sabbath Mode. See the Special Features section.
Oven or cooktop will not stay set.	Function error.	Disconnect all power for at least 30 seconds and then reconnect power. If repeating, call for service.



<p>Power outage, clock flashes.</p>	<p>Power outage or surge.</p>	<p>Reset the clock. If the oven was in use, you must reset it by pressing the Cancel/Off pad, setting the clock and resetting any cooking function.</p>
<p>“Burning” or “oily” odor emitting from the vent.</p>	<p>This is normal in a new oven and will disappear in time.</p>	<p>To speed the process, set a self-clean cycle for a minimum of 3 hours. See the Cleaning the Oven section.</p>
<p>Strong odor.</p>	<p>An odor from the insulation around the inside of the oven is normal for the first few times the oven is used.</p>	<p>This is temporary and will go away after several uses or a self-clean cycle.</p>
<p>Fan noise.</p>	<p>A convection fan may automatically turn on and off.</p>	<p>This is normal. The fan is designed to operate intermittently to maximize cooking evenness. The convection fan will operate during preheat of the bake cycle. The fan will turn off after the oven is heated to the set temperature. This is normal.</p>
	<p>A cooling fan may automatically turn on and off.</p>	<p>This is normal on some models. The cooling fan will turn off and on to cool internal parts. It may run after the oven is turned off.</p>
<p>My oven door glass appears to be "tinted" or have a "rainbow" color. Is this defective?</p>	<p>No. The inner oven glass is coated with a heat barrier to reflect the heat back into the oven to prevent heat loss and keep the outer door cool while baking.</p>	<p>This is normal. Under certain light or angles, you may see this tint or rainbow color.</p>



Sometimes the oven takes longer to preheat to the same temperature.	Cookware or food in oven.	The cookware or food in the oven will cause the oven to take longer to preheat. Remove items to reduce preheat time.
	Number of racks in oven.	Adding more racks to the oven will cause the oven to take longer to preheat. Remove some racks.
	Different cooking modes.	The different cooking modes use different preheat methods to heat the oven for the specific cooking mode. Some modes will take longer than others (i.e. convection bake).
Display flashes.	Power failure.	Reset the clock.
Unable to get the display to show "SF".	Oven control pads were not touched properly.	The Broil Hi/Lo and Bake pads must be touched at the same time and held for 3 seconds.
Control signals after entering cooking time or start time.	You forgot to enter a bake temperature or cleaning time.	Touch the Bake pad and desired temperature or the Self Clean pad and desired clean time.
Oven racks are difficult to slide.	The shiny, silver-colored 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 with the paper towel. Do not spray with Pam [®] or other lubricant sprays.
Steam from the vent.	When using the ovens, it is normal to see steam coming out of the oven vents. As the number of racks or amount of food being cooked increases, the amount of visible steam will increase.	This is normal.

Warming drawer will not work.	A fuse in your home may be blown or the circuit breaker tripped.	Replace the fuse or reset the circuit breaker.
	Controls improperly set.	See the Using the warming drawer section.
Excessive condensation in the drawer.	Liquid in drawer.	Remove liquid.
	Uncovered foods.	Cover food with lid or aluminum foil.
	Temperature setting too high.	Reduce temperature setting.
Food dries out in the warming drawer.	Moisture escaping.	Cover food with lid or aluminum foil.
	Drawer not fully closed.	Push drawer in until latch engages.
Water remaining on oven floor after Steam Clean cycle.	This is normal.	Remove any remaining water with a dry cloth or sponge.
“Probe” appears in the display.	This is reminding you to enter a probe temperature after plugging in the probe.	Enter a probe temperature.

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.