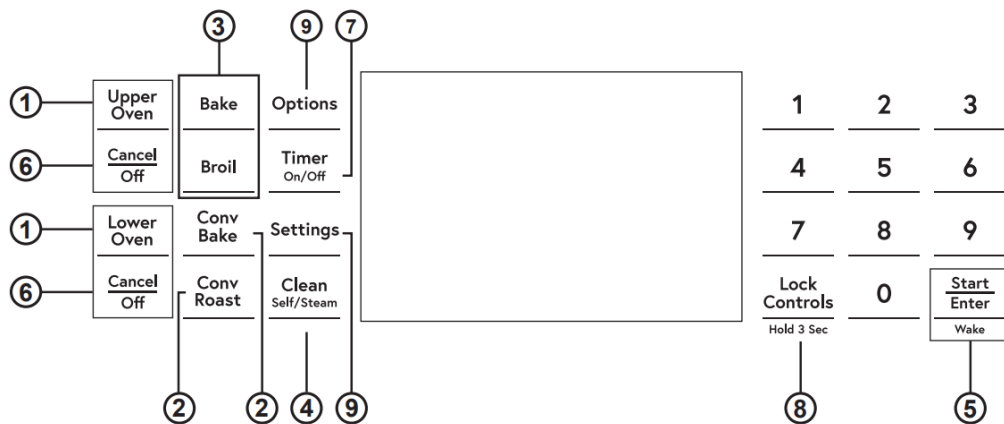


Oven Controls



1. Upper Oven and Lower Oven: Designates which oven the controls will operate. Select an oven before following the steps for starting a cooking or cleaning mode
2. Convection Cooking Modes: Convection cooking modes use increased air circulation to improve performance. See the Cooking Modes section for more information.
3. Traditional Cooking Modes: Your oven has the following traditional cooking modes: Bake, Broil, and Warm. See the Cooking Modes section for more information
4. 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.
5. Start: Must be pressed to start any cooking, cleaning, or timed function. Also used to start the Warming Zone on the cooktop.
6. Cancel/Off: Cancels ALL oven operations except the clock and timer. Does NOT cancel the Warming Zone on the cooktop.
7. Timer: Works as a countdown timer. Press the Timer pad and 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 pad.
8. Lock Controls: Locks out the control so that pressing the pads does not activate the controls. Press and hold the 0 pad, for three seconds to lock or unlock the control. Cancel/Off is always active, even when the control is locked.
9. Options and Settings: The Options and Settings pads open up more detailed menus in the display that allow access to additional functions and cooking modes. For each you select the function in the display using the associated number pad. You can exit at any time by pressing the Options or Settings pad again. See the Settings, Options, and Cooking Modes Sections for more details.



CARE AND CLEANING

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.

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, including Black Stainless Steel.

Oven Exterior

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 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 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 door, top of control panel and the drawer front. 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, including Black Stainless Steel.

Stainless Steel excluding Black Stainless Steel (on some models)

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

Cleaners with oxalic acid such as Bar Keepers Friend Soft Cleanser™ will remove surface rust, tarnish and small blemishes. Use only a liquid cleanser free of grit and rub in the direction of the brush lines with a damp, soft sponge.

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, see the Accessories and Consumer Support sections at the end of this manual.

The interior of your new oven can be cleaned manually or by using Steam Clean or Self Clean modes. 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, strong liquid cleansers, steel wool, or scouring pads on the interior of the oven. For soils on the oven bottom and other enameled surfaces, use a gentle abrasive containing oxalic acid, such as Bar Keepers Friend with a non-scratch sponge. Take care not to apply any abrasive cleaners or sponges to the door glass, as it will scratch the reflective coating. The oven interior and door glass may be cleaned using a soft cloth with a mild soap and water, or vinegar and water solution. After cleaning, rinse with clean water and dry with a soft cloth.

Steam Clean Mode

The Steam Clean feature is for cleaning light soil from your oven at a lower temperature than Self Clean.

To use the Steam Clean feature:

1. Start with the oven at room temperature.
2. Wipe excess grease and soils from the oven.
3. Pour one cup of water onto the bottom of the oven.
4. Close the door.
5. Press Upper Oven or Lower Oven, press the Clean pad, select Steam Clean and then press Start/Enter

You cannot open the door during the 30 minute Steam Clean cycle. At the end of the Steam Clean cycle, soak up the remaining water, and wipe the moisture-softened soil from the oven walls and door

Self Clean Mode

Read Self-Cleaning Oven Safety Instructions at the beginning of this manual before using the Self Clean Mode. Self Clean uses very high temperatures to clean the oven interior. For a moderately soiled oven, run a 3 hour self-clean cycle. For a heavily soiled oven, run a 5 hour self-clean cycle. Only self-clean (black) racks and grates may remain in the oven during the self-clean cycle. All other items, including nickel plated (silver) racks, should be removed. If nickel plated (silver) racks are left in the oven during a self-clean cycle, the racks will tarnish. If either type of rack is left in the oven during a self-clean cycle, the rack may become difficult to slide. See the Oven Racks section for instructions on how to improve.

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.

To use the Self Clean feature:

1. Start with the oven at room temperature.
2. Wipe excess grease and soils from the oven and interior door.
3. Remove all items other than self-clean (black) racks and grates, if desired. See Cleaning the Cooktop to determine if your grates may be self cleaned and for important details regarding grate placement.
4. . Close the door.
5. Press Upper Oven or Lower Oven, press the Clean pad, select Self Clean and then press Start/Enter.

You cannot open the door during the self-clean cycle. The door will remain locked after the self-clean cycle until the oven cools below the unlocking temperature. At the end of the self-clean cycle, allow the oven to cool and wipe any ash out of the oven.

To Stop a Self-Clean Cycle

Press below the locking temperature to unlatch the door. You will not be able to open the door right away unless the oven has cooled below the locking temperature.

On Some Models:

The surface units are automatically disabled during the self-clean cycle. Make sure that all surface unit controls are turned off at all times during the self-clean cycle. Wait until the self-clean cycle is finished to set and use the surface units.

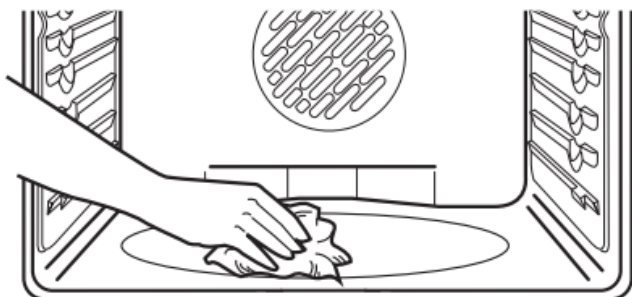
Racks

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.

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.

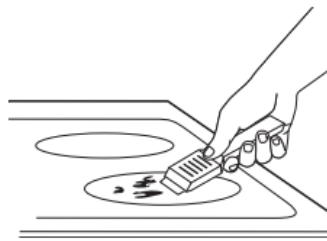
1. Allow the cooktop to cool.
2. Spread a few drops of CERAMA BRYTE® Ceramic Cooktop Cleaner on the entire burned residue area.
3. Using a CERAMA BRYTE® Cleaning Pad for Ceramic Cooktops, rub the residue area, applying pressure as needed.
4. If any residue remains, repeat the steps listed above as needed.
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 a 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 the Accessories and Consumer Support sections at the end of this manual.

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 a 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.

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 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.

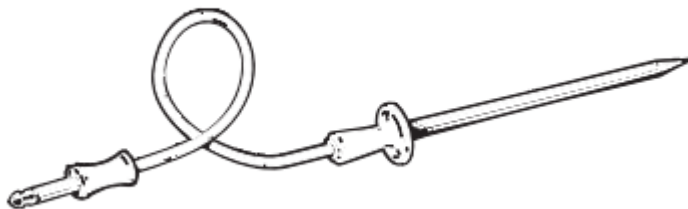
NOTE: If pitting or indentation in the glass surface has already occurred, the cooktop glass will have to be replaced. In this case, service will be necessary.

Oven 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, see the Accessories and Consumer Support sections at the end 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.



Oven Light

Oven Light Replacement

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

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.

NOTE: The glass cover should be removed only when cold. Wearing latex gloves may offer a better grip.

Before replacing the bulb, disconnect electrical power to the oven at the main fuse or circuit breaker panel. Let the bulb cool completely before removing it. For your safety do not touch a hot bulb with a damp cloth. If you do the bulb may break.

To remove:

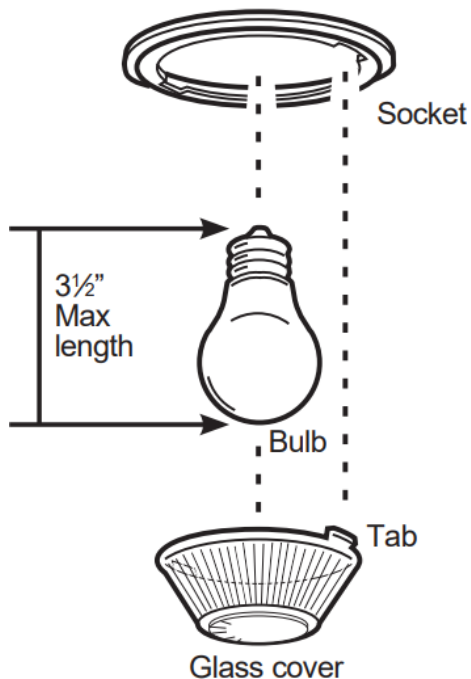
Turn the glass cover counter clockwise $\frac{1}{4}$ turn until the tabs of the glass cover clear the grooves of the socket and pull the cover off. Remove the bulb.

To replace:

Put in a new 40-watt appliance bulb. Place the tabs of the glass cover into the grooves of the socket. Turn the glass cover counter clockwise $\frac{1}{4}$ turn

NOTE:

- A 40-watt appliance bulb is smaller than a standard 40-watt household bulb.
- Reconnect electrical power to the oven once the new bulb is installed.
- 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.



Lift-Off Oven Door

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

To Remove the Door:

To Remove the Door:

1. Fully open the door.
2. Pull the hinge locks up and away from the range frame to the unlocked position.
3. Firmly grasp both sides of the door near the top.
4. Close door until the top of the door is approximately
5. from the range frame. 5. Lift door up and away from the range until both hinge arms are clear of the slots in the range frame.

To Replace the Door:

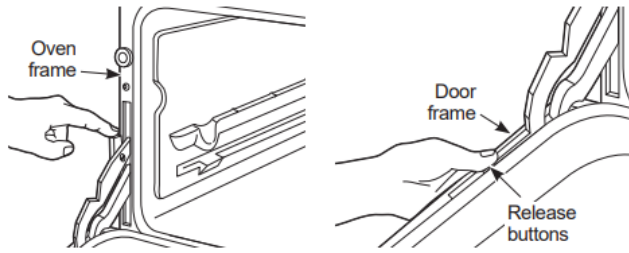
1. Firmly grasp both sides of the door near the top.
2. With the door at the same angle as the removal position, rest the notch on the underside of the left hinge arm on the bottom edge of the left hinge slot. The notch in the hinge arm must be fully seated into the bottom of the slot. Repeat for the right side.
3. Fully open the door. If the door will not fully open, the notches in the bottoms of the hinge arms have not seated correctly in the bottom edge of the slot. Lift the door off the range and repeat previous step.
4. Push the hinge locks toward the range cavity and down to the locked position.
5. Close the oven door.

Lift-Off Upper Oven Door

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

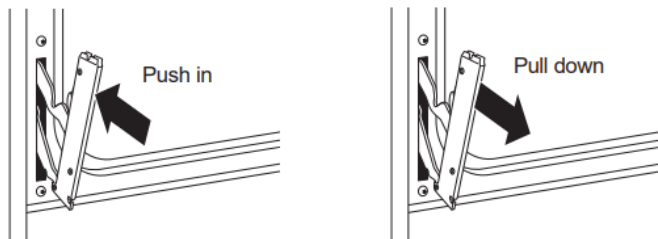
To Remove the Door:

1. Fully open the door.
2. Lift up on the hinge lock toward the oven frame until they stop.
3. Close the door to 45 degrees (you will feel the door stop). The hinge lock will contact the oven frame.
4. On both sides of the door, press down on the release buttons on each hinge.
5. Lift door up until it is clear of the hinge.
6. Pull on hinge arms slightly to relieve pressure on the locking tabs.
7. Push the hinge locks down onto the hinge.
8. Push the hinges in toward the unit so they are closed.



To Replace the Door:

1. Pull the hinges down away from the oven frame to the fully open position.
2. Lift up on the hinge locks toward the oven frame until they stop.
3. The hinges will release to the 45-degree position. The hinge locks will contact the oven frame.
4. Slide the door back onto the hinges. Make sure the buttons pop back out.
5. Fully open the door.
6. Push the hinge locks down onto the hinge.
7. Close the oven door.



Troubleshooting tips

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

Problem	Possible Cause	What To Do
<p>Surface units do not work properly or flashing power setting.</p>	<p>Improper cookware being used.</p>	<p>Wrong pan type. Use a magnet to check if cookware is induction-compatible. Use a flat induction-compatible pan that meets the minimum size for the element. See the Pan size and shape section.</p>
	<p>Pan is too small.</p>	<p>Pan size is below the minimum size for the element. See the Pan size and shape section. Use a larger pan.</p>
	<p>Pan not positioned correctly.</p>	<p>Center the pan in the cooking zone.</p>
	<p>Pan is not in full contact with glass surface.</p>	<p>Pan must be flat.</p>
	<p>In some areas, the power (voltage) may be low.</p>	<p>Cover pan with a lid until desired heat is reached.</p>
	<p>A fuse in your home may be blown or the circuit breaker tripped.</p>	<p>Replace the fuse or reset the circuit breaker.</p>
	<p>Cooktop controls improperly set.</p>	<p>Check to see that the control is set properly. Press the +/- buttons then + or -</p>
<p>Surface unit setting changed or turned off unexpectedly.</p>	<p>High cooktop temperature.</p>	<p>Allow the internal fan to cool the cooktop. Do not boil dry.</p>
<p>Scratches (may appear as cracks) on cooktop glass surface.</p>	<p>Incorrect cleaning methods being used.</p>	<p>Scratches are not removable. Tiny scratches will be 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.	To avoid scratches, use the recommended procedures. Make sure bottoms of cookware are clean before use, and use cookware with smooth bottoms.
Areas of discoloration on the cooktop.	Food spillovers not cleaned before next use.	See the Cleaning the glass cooktop section.
	Hot surface on a model with a light-colored cooktop.	This is normal. The surface may appear discolored when it is hot. This is temporary and will disappear when the cooktop cools.
Plastic melted to the surface.	Hot cooktop came into contact with plastic placed on the hot cooktop.	See the Glass surface—potential for pitting section in the Cleaning the glass cooktop section.
Pitting (or indentation) of the cooktop.	Hot sugar mixture spilled on the cooktop.	Call a qualified technician for replacement.
My new oven doesn't cook like my old one. Is something wrong with the temperature settings?	Your new oven has a different cooking system from your old oven and therefore may cook differently than your old oven.	For the first few uses, follow your recipe's recommended temperatures carefully. If you still think the oven is cooking too hot or too cold, you can adjust the temperature yourself to meet your specific cooking needs. This adjustment affects Bake, and Convection Bake temperatures; it will not affect Broil or Convection Broil temperatures.
Food does not bake properly.	Oven controls improperly set.	See the Cooking Modes section.
	Rack position is incorrect or rack is not level.	See the Cooking Modes section and Convection section.
	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
Food does not broil properly.	Oven controls improperly set.	Make sure you select the appropriate
	Improper rack position being used.	See Cooking Guide for rack location s
	Food being cooked in a hot pan.	Make sure cookware is cool.
	Cookware not suited for broiling.	Use a pan specifically designed for bro
	The probe is plugged into the outlet in the oven.	Unplug and remove the probe from the
	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 s
	In some areas the power (voltage) may be low.	Preheat the broil element for 10 minut
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 in grounded outlet.
	A fuse in your home may be blown or the circuit breaker tripped.	Replace the fuse or reset the circuit br
	Oven controls improperly set.	See the Using the Oven section.
	Oven is in Sabbath Mode.	Verify, that the oven is not in Sabbath 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 in 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 may be out of position during installation. To re-install the door. See the "Lift and Shift" 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 selfclean 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
Excessive smoking during clean cycle.	Excessive soil or grease.	Press the Cancel/Off pad. Open the vent room of smoke. Wait until the LOCKED light goes out. Wipe up the excess soil and reset the
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. Heavily soiled ovens may need to self-clean 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 1 hour. Put the oven back into operation
	If the function code repeats.	Disconnect all power to the oven for 1 hour and then reconnect power. If the function code repeats, visit cafeappliances.com/se

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 or cooktop will not stay set.	Function error.	Disconnect all power for at least 30 seconds, then reconnect power. If repeating, visit customer service .
Power outage, clock flashes.	Power outage or surge.	Reset the clock. If the oven was in use, reset the clock by pressing the Cancel/Off pad, setting the clock, and resetting any cooking function.
"Burning" or "oily" odor emitting from the vent.	This is normal in a new oven and will disappear in time.	To speed the process, set a self-clean cycle for a minimum of 3 hours. See the Cleaning 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.	This is temporary and will go away after the first selfclean cycle.
Fan noise.	A convection fan may automatically turn on and off.	This is normal. The fan is designed to operate intermittently to maximize cooking evenness. The convection fan will operate during preheat and the cook cycle. The fan will turn off after the oven reaches the set temperature. This is normal.
	A cooling fan may automatically turn on and off.	This is normal. The cooling fan will turn on to cool the internal parts. It may run after the oven is turned off.
My oven door glass appears to be "tinted" or have a "rainbow" color. Is this defective?	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.	This is normal. Under certain light or angles, you may see this tint or rainbow color.



Sometimes the oven takes longer to preheat to the same temperature.	Cookware or food in oven.	The cookware or food in the oven will take longer to preheat. Remove items to speed up preheat time.
	Number of racks in oven.	Adding more racks to the oven will cause it to take longer to preheat. Remove some racks to speed up preheat time.
	Different cooking modes.	The different cooking modes use different methods to heat the oven for the specified time. Some modes will take longer than others (e.g., broil or bake).
Display flashes.	Power failure.	Reset the clock.
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. Touch the 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 the racks and wipe the edges of the oven racks with a damp towel. Do not spray with Pam® or other cooking 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 of the user manual.
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 d
“Probe” appears in the display.	This is reminding you to enter a probe temperature after plugging in the probe.	Enter a probe temperature.
Probe actual temperature is not stable while charger is inserted	Electrical noise is impacting the signal.	Probe should be charged before cooking. Probe should be plugged in while cooking.
My precision probe JXSOUV1 won't pair	Existing precision probes are not compatible with new precision features.	Connect a model compatible precision
My precision probe is not accurately maintaining low temperatures	The pot size, pot set-up, and/or burner size you are using may be unsuitable to hold low temperatures.	Remove the lid, use a larger diameter or smaller burner. Please keep your unit updated. Install upcoming updates to improve p
Pan won't pair or activate when tapping handle	Tapping force is too light.	Double tap the pan with firm taps (or k plastic endcap.
	Battery in pan is low or dead.	Replace AAA battery, installing with po handle.



	Using different pan hardware.	Check that your pan has a black endcap from the end of the handle. Pans with a black endcap reading "Hestan Cue" will not work with the unit.
Experiencing performance or minor technical issues including seeing 20F or 100F as set temperature	Old unit or pan software.	Connect your unit to the Cafe app and update unit software. Connect your unit and pan to the Precision Cooking app and update pan software.
The unit cancelled my precision cooking mode	Battery in device is low or dead.	Replace AAA battery in pan, or charge the unit.
	Old unit or pan software.	Connect your unit to the Cafe app and update unit software. Connect your unit and pan to the Precision Cooking app and update pan software.
	Your precision cooking device has gone out of range.	This could indicate a problem with the precision cooking device. If the problem persists, please contact the device manufacturer.
	Your precision cooking device had a computation malfunction.	
	The unit lost communication with your precision cooking device.	This could indicate a problem with the precision cooking device. If the problem persists, please contact the device manufacturer.
	Some cooking techniques and set temperatures in combination may trigger a fault in the temperature sensing algorithm.	Re-start the precision cooking mode and if the problem persists under the same conditions but does not occur in other use cases, contact the unit manufacturer.

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.



