



FREESTANDING ELECTRIC RANGE

TROUBLESHOOTING GUIDE

Table of contents

General Performance Problem	2	Baking Problem	6	Electronic Display Problem	9
Oven Doesn't Work	2	Results Are Uneven	6	Electronic Display Is Blank	9
Cooktop Doesn't Work	2	Food Is Too Dark	6	An Error Code Is Displayed	10
Warmer Drawer Doesn't Work	3				
		Glass Cooktop Problem	7	Miscellaneous Problem	10
Heating Problem	3	Spill Is Stuck on Cooktop	7	Condensation Around Vent	10
Preheating Takes Too Long	3	Hot Surface Light Stays On	7	Racks Are Hard to Remove	10
Oven Is Too Hot	4				
Oven Is Not Hot Enough	5	Door Problem	8		
Boiling Takes a Long Time	5	Door Won't Open	8		
Element Won't Cool	6	Door Won't Close	8		
		Streaks on Inner Glass	9		

GENERAL PERFORMANCE PROBLEM



Click here for related products and accessories.

OVEN DOESN'T WORK

Is the household fuse blown or circuit breaker tripped? → Replace the fuse or reset the circuit breaker.

Do other parts of the range work, such as the clock? → Contact a qualified professional to wire the range cord to the terminal block.

On models with an electronic oven control, does the clock display say LOC when you push any button? → The Oven Lock feature is on, which prevents most oven controls from being turned on. Press and hold CLEAR/OFF for 3 seconds. A beep sounds, and LOC clears. DOOR LOCKED flashes until the oven door has completely unlocked.

Is the code Sd or dddd displayed? → Press and hold the BAKE TIME button for 6 seconds to exit sales demo mode.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

Click here to book an appointment for service.

COOKTOP DOESN'T WORK

Is the household fuse blown or circuit breaker tripped? → Replace the fuse or reset the circuit breaker.

Do other parts of the range work, such as the clock? → Contact a qualified professional to wire the range cord to the terminal block.

Is the unit running the self-cleaning cycle? → Wait until the self-cleaning cycle ends. On some models, the self-cleaning cycle prevents use of top elements until the self-cleaning cycle is done and the oven door unlocks.

Do three beeps sound when you turn on the element? → The Cooktop Lockout feature is on. To turn it off, set all surface element controls to OFF. Then press and hold the Cooktop Lockout button until it beeps once.

Was there a power failure during self-cleaning? → Set all surface element controls to OFF. Press and hold the Cooktop Lockout button until it beeps once.

Does this solve your problem?




Yes! Problem solved.



No. I need Service.

Click here to book an appointment for service.

GENERAL PERFORMANCE PROBLEM

 [Click here for related products and accessories.](#)

WARMER DRAWER DOESN'T WORK

Is the power supply cord unplugged? → Plug the power cord into an outlet.

.....

Is the household fuse blown or circuit breaker tripped? → Replace the fuse or reset the circuit breaker.

.....

Is the unit running the self-cleaning cycle? → Wait until the self-cleaning cycle ends. The oven door remains locked until the temperature in the oven decreases to a safe level.

.....

Is the DOOR LOC indicator light glowing? → The Oven Lock feature is on, which prevents most oven controls from being turned on. Press and hold CLEAR/OFF for 3 seconds. A beep sounds, and LOC clears. DOOR LOCKED flashes until the oven door has completely unlocked.

.....

Did you put cold food in the drawer? → Use the warmer drawer only for warm food that has just completed cooking.

Does this solve your problem?

 **Yes! Problem solved.**

 **No. I need Service.**
[Click here](#) to book an appointment for service.

HEATING PROBLEM

PREHEATING TAKES TOO LONG

Did you open the door during preheating? → Keep the oven door closed during preheating to minimize the time required. Times range from 10 to 17 minutes to preheat to 350°F (177°C).

.....


Does the unit have the Hidden Bake feature? → Models with the Hidden Bake feature take a little longer to preheat.

Does this solve your problem?

 **Yes! Problem solved.**

 **No. I need Service.**
[Click here](#) to book an appointment for service.

HEATING PROBLEM

 [Click here for related products and accessories.](#)

OVEN IS TOO HOT

- Is the dish on the correct rack? → Move the dish to a rack further from the heat element. See your owner's manual for information on positioning the racks. [You can download your owner's manual here.](#)
-
- Are you using dark cookware? → Move dish to a higher rack position or follow instructions that come with the cookware. Dark cookware absorbs more heat and overcooks the bottom of baked foods.
-
- Did you put food in the oven before it finished preheating? → Allow preheating to complete. Placing food in an unprepared oven can cause overcooking. Preheating is recommended for cookies, biscuits, breads and frozen pizza.
-
- Does this range replace an older range for which you had to modify the temperature given in recipes? → Try recipes without modifying the temperature. Older ovens can become less accurate over time, causing the oven temperature to be too cool.
-
- Does the range have an electronic oven control, which usually has a digital temperature display? → You can adjust the temperature for many electronic control models by +/- 35°F (19 Celsius degrees). Refer to the owner's manual for adjustment instructions.

The following are typical instructions.

1. Press the BAKE button.
2. Set the temperature to 550°F (287°C) by pressing and holding the up button.
3. Within 2 seconds, press and hold the BAKE button until the two-digit display appears.
4. Release the BAKE button. The display shows the difference between the original factory temperature setting and the current temperature setting.
5. Press and hold the up or down buttons to set the temperature to the factory temperature.
6. Press the STOP/CLEAR button to finish.

If adjusting the temperature doesn't solve the problem, call for service.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

[Click here](#) to book an appointment for service.

HEATING PROBLEM



Click here for related products and accessories.

OVEN IS NOT HOT ENOUGH

Did you preheat the oven?

→ Preheat the oven if the recipe calls for preheating. Preheating is recommended for cookies, biscuits, breads and frozen pizza.

Does the range have an electronic oven control, which usually has a digital temperature display?

→ You can adjust the temperature for many electronic control models by +/- 35°F (19 Celsius degrees). Refer to the owner's manual for adjustment instructions.

The following are typical instructions.

1. Press the BAKE button.
2. Set the temperature to 550°F (287°C) by pressing and holding the up button.
3. Within 2 seconds, press and hold the BAKE button until the two-digit display appears.
4. Release the BAKE button. The display shows the difference between the original factory temperature setting and the current temperature setting.
5. Press and hold the up or down buttons to set the temperature to the factory temperature.
6. Press the STOP/CLEAR button to finish.

If adjusting the temperature doesn't solve the problem, call for service.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

Click here to book an appointment for service.

BOILING TAKES A LONG TIME

Is the cookware more than half an inch larger than the element?

→ Use cookware that matches match the size of the element as closely as possible.

Does the cookware have a warped or uneven bottom surface?

→ Use cookware with an undamaged bottom that sits flat on the heating element. To prevent warping, do not put hot cookware into water.

Is the pot covered?

→ Cover the pot to dramatically decrease boil time.

Is the Simmer Select feature on, if your model has that feature?

→ Turn off Simmer Select, which reduces the power to the element.

Does this solve your problem?




Yes! Problem solved.



No. I need Service.

Click here to book an appointment for service.

HEATING PROBLEM

 [Click here for related products and accessories.](#)

HEATING ELEMENT WON'T COOL

Is the element more than half an inch larger than the cookware? → Large elements may produce too much heat for small pans. Cookware should match the size of the element as closely as possible.

Does the unit have the Simmer Select feature? → Turn on Simmer Select on by pressing the Simmer Select button. Simmer select reduces the power to the element.

Does the element cycle in the Simmer position or become red hot? → Call for service.

Does this solve your problem?

 **Yes! Problem solved.**

 **No. I need Service.**
[Click here](#) to book an appointment for service.

BAKING PROBLEM

RESULTS ARE UNEVEN

Is the range level? → When the oven is cool, place an oven rack in the center of the oven and place a level on the rack. Adjust the legs at the base of the range until the oven rack is level. Your owner's manual has detailed instructions for leveling. [You can download your owner's manual here.](#)

Does this solve your problem?

 **Yes! Problem solved.**

 **No. I need Service.**
[Click here](#) to book an appointment for service.

FOOD IS TOO DARK

Did you preheat the oven completely before putting food into it? → Preheating is recommended for cookies, biscuits, breads and frozen pizza.

Is the dish on the right rack? → Move the dish to a rack further from the heat element. See your owner's manual for information on positioning the racks. [You can download your owner's manual here.](#)

Are you using dark cookware? → Move the dish to a higher rack position or follow instructions that come with the cookware. Dark cookware absorbs more heat and can overcook the bottom of baked foods.

Does this solve your problem?

 **Yes! Problem solved.**

 **No. I need Service.**
[Click here](#) to book an appointment for service.

GLASS COOKTOP PROBLEM



Click here for related products and accessories.

SPILL IS STUCK ON COOKTOP

Can you clean the spill with the sample cleaning materials shipped with the range? → Apply a few drops of cooktop cleaning cream directly to the soiled area. Rub the soiled area using a 3M Scotch-Brite® Blue Multi-Purpose Scrub Sponge, applying pressure as needed. More than one application and scrubbing might be required.

Can you remove the spill with a razor blade scraper? → Carefully scrape the spill, holding a razor blade scraper or a metal spatula at a 30 degree angle to the surface. Then remove the loosened spill with cooktop cleaning cream.

Is the stain a stubborn sugary spill? → Spills of sugary foods can pit the cooktop surface if not removed immediately:

1. Turn on the surface elements for one minute to heat the spill, and then turn off the surface elements.
2. While wearing an oven mitt, use a razor blade scraper or a metal spatula to scrape the sugary spill from the hot surface.
3. Allow the cooktop to cool.

Nothing removes the spill. → Replace the cooktop. Staining and pitting are not covered under warranty.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

Click here to book an appointment for service.

HOT SURFACE LIGHT STAYS ON

Is hot cookware sitting on the element? → The HOT SURFACE indicator stays lit until the glass cooktop cools to a moderate level.

Has the element cooled to room temperature? → If the light is on and the element is cool, call for service.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

Click here to book an appointment for service.

DOOR PROBLEM



Click here for related products and accessories.

DOOR WON'T OPEN

Is the power supply cord unplugged? → Plug the power cord into an outlet.

.....

Is the household fuse blown or circuit breaker tripped? → Replace the fuse or reset the circuit breaker.

.....

Is the unit running the self-cleaning cycle? → Wait until the self-cleaning cycle ends. The oven door remains locked until the temperature in the oven decreases to a safe level.

.....

Is the DOOR LOC indicator light glowing? → The Oven Lock feature is on, which prevents most oven controls from being turned on. Press and hold CLEAR/OFF for 3 seconds. A beep sounds, and LOC clears. DOOR LOCKED flashes until the oven door has completely unlocked.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

Click here to book an appointment for service.

DOOR WON'T CLOSE

Is an oven rack blocking the door from closing? → Slide the rack to its rear stop.

.....

Is the door hitting the latch? → The door latch may be partially engaged, preventing the door from closing. Press the oven door light switch for 20 seconds to allow the latch motor to complete its cycle and move to the unlocked position.

.....

On a model with a door switch, is the door switch frozen? → If the door switch does not move freely, call for service.

Does this solve your problem?




Yes! Problem solved.



No. I need Service.

Click here to book an appointment for service.

DOOR PROBLEM

 [Click here for related products and accessories.](#)

STREAKS ON INNER GLASS

Is there a "rainbow" appearance evenly distributed across glass?

→ No action is required. The rainbow appearance is the result of a heat barrier on the surface of the glass and is normal.

Are the streaks the result of spills or cleaning fluid?

→ Call for service. Spills or cleaning fluids can enter the door vent openings and cause streaks to the inner surfaces of the glass. The door must be disassembled by a qualified repair person. This work is not covered under warranty. You can prevent this type of streak by spraying cleaning fluid on a cleaning cloth and then rubbing the soiled areas. Avoid spraying cleaning fluids into the vent openings.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

[Click here](#) to book an appointment for service.

ELECTRONIC DISPLAY PROBLEM

A number of different controls are used on ranges, and each has unique features and methods for programming. See your owner's manual for instructions. You can download your owner's manual [here](#).

ELECTRONIC DISPLAY IS BLANK

Electronic display is blank.

→ Plug the power cord into an outlet. If the household fuse has blown or circuit breaker tripped, replace the fuse or reset the circuit breaker.

Does the time of day appear when you press the CLOCK button?

→ To turn the display on, press the CLOCK button for about 15 seconds, until the control beeps once. When the display is turned off, the time of day appears for a few seconds when you touch the pad.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

[Click here](#) to book an appointment for service.

ELECTRONIC DISPLAY PROBLEM



Click here for related products and accessories.

AN ERROR CODE IS DISPLAYED

Does the error clear when you press the STOP/CLEAR button?

→ No action is required if the code does not display again.

Does the error clear when you unplug the unit for 30 seconds and then plug it back in?

→ No action is required if the code does not display again.

Is the code Sd or dddd?

→ Press and hold the BAKE TIME button for 6 seconds to exit sales demo mode.

Is Pf displayed on the control?

→ The clock has experienced a power failure. Set the clock as described in the owner's manual. [You can download your owner's manual here.](#)

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

[Click here](#) to book an appointment for service.

MISCELLANEOUS PROBLEM

CONDENSATION AROUND VENT

There is light condensation around the vent, which is under the center of the control panel.

→ No action is required. Some condensation is normal, because moist foods produce steam that travels through the vent and condenses near the vent opening.

There is heavy condensation around the vent.

→ Avoid air flows from household ventilation or ceiling fans that blow vented air back onto the control panel.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

[Click here](#) to book an appointment for service.

RACKS ARE HARD TO REMOVE

Porcelain-coated racks are hard to slide in and out of the oven.

→ Rub the sides of the oven racks with waxed paper or a cloth containing a small amount of vegetable oil.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

[Click here](#) to book an appointment for service.