

# TROUBLESHOOTING

## FAQs

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

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

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

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

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

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

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

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

### Why is the time flashing?

This means that the product has just been plugged in, or that it has experienced a power interruption. To clear the flashing time, touch any button and reset the clock if needed.

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

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

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

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

### Can I use aluminum foil on the racks?

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

### CAUTION

Foil may be used to wrap food in the oven or warming drawer, but do not allow the foil to come into contact with the exposed heating/broiling elements in the oven. The foil could melt or ignite, causing smoke, fire, or injury.

### Can I leave my racks in the oven when running a Self Clean cycle? (For Model : LDG4315 / LDG4313)

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


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

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

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

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

### Why aren't the function buttons working?

Make sure that the range is not in Lockout mode. The lock  will show in the display if Lockout is activated. To deactivate Lockout, touch and hold **Lower Clear/Off** for three seconds. The unlock melody sounds and **Loc** appears in the display until the controls are unlocked.

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

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

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

The EasyClean® feature works best when the soils are fully soaked and submerged in water before running the cycle and during hand-cleaning. If soils are not sufficiently soaked in water, it can negatively affect the cleaning performance. Repeat the EasyClean® process using sufficient water.

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Sugar-based and certain greasy soils are especially hard to clean. If some stubborn soils remain, use the Self Clean feature to thoroughly clean your oven.

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

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

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

It depends on the soil type. Sugar-based and certain grease stains are especially hard to clean. Also, if stains are not sufficiently soaked in water, this can negatively affect cleaning performance.

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If stubborn or built-up stains remain, use the Self Clean feature. Refer to the Self Clean section of your owner's manual.

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

Scraping the soils with a plastic scraper before and during hand-cleaning is recommended. Fully saturating soils with water is also recommended.

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However, certain types of soils are harder to clean than others. For these stubborn soils, the Self Clean cycle is recommended. Consult the Self Clean section of your owner's manual for details.

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

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

### **Do I need to use all 1 ¼ cups (10 oz or 300 ml) of water for EasyClean®?**

Yes. It is highly recommended that 1 cup (8 oz or 250 ml) of water be sprayed or poured on the bottom and an additional ¼ cup (2 oz or 60 ml) of water be sprayed on walls and other soiled areas to fully saturate the soils for better cleaning performance.

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

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

### **How often should I use EasyClean®?**

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

### **What is required for EasyClean®?**

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

### **Can I run the EasyClean® cycle on both of my ovens at once?**

Yes. You can run the EasyClean® cycle on both ovens at the same time. Some oven surfaces will be hot after the cycle completes running. Avoid leaning or resting on the oven door glass while cleaning the oven cavities.

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You cannot run the Self Clean cycle on both ovens at the same time.

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

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

## Before Calling for Service

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

Symptoms	Possible Cause / Solution
<b>Top burners do not light or do not burn evenly.</b>	<ul style="list-style-type: none"> <li>• Make sure that the electrical plug is inserted into a live, properly grounded outlet.</li> <li>• Remove the burners and clean them. Check the electrode area for burnt on food or grease. See Cleaning Burner Heads/Caps in the MAINTENANCE section.</li> <li>• Make sure that the burner parts are installed correctly. See Removing and Replacing the Gas Surface Burners in the MAINTENANCE section.</li> </ul>
<b>Burner flames are very large or yellow.</b>	If the range is connected to LP gas, contact the technician who installed your range or made the conversion.
<b>Surface burners light but the oven does not.</b>	Make sure that the oven gas shut-off valve, located behind the range, is fully open.
<b>Food does not bake or roast properly.</b>	<ul style="list-style-type: none"> <li>• Incorrect oven control settings. See Control Panel Overview in the OPERATION section.</li> <li>• Incorrect rack position. See Removing and Replacing the Oven Racks in the OPERATION section.</li> <li>• Incorrect cookware is being used. See Convection Bake in the OPERATION section.</li> <li>• Oven thermostat needs adjustment.</li> <li>• See Adjusting the Oven Thermostat in the OPERATION section.</li> <li>• The Clock is not set correctly. See Changing Oven Settings in the OPERATION section.</li> <li>• Aluminum foil used improperly in the oven. See Removing and Replacing the Oven Racks.</li> </ul>
<b>Food does not broil properly in the oven.</b>	<ul style="list-style-type: none"> <li>• Incorrect oven control settings. See Control Panel Overview in the OPERATION section.</li> <li>• The oven door is not closed. See Broil in the OPERATION section.</li> <li>• Aluminum foil used on the broiling pan and grid is not fitted properly.</li> </ul>
<b>Oven temperature is too hot or too cold.</b>	The oven thermostat needs adjustment. See Adjusting the Oven Thermostat in the OPERATION section.
<b>Clock and timer does not work.</b>	<ul style="list-style-type: none"> <li>• Make sure the electrical plug is inserted into a live, properly grounded outlet. Replace the fuse or reset the circuit breaker.</li> <li>• Improper oven control settings. See Changing Oven Settings in the OPERATION section.</li> </ul>
<b>Oven light does not work.</b>	<ul style="list-style-type: none"> <li>• The light bulb is loose or defective. Tighten or replace the bulb.</li> <li>• The plug on the range is not completely inserted in the electrical outlet. Make sure the electrical plug is inserted into a live, properly grounded outlet.</li> </ul>
<b>Self Clean is not working.*</b>	<ul style="list-style-type: none"> <li>• The oven temperature is too high to set a self clean operation. Allow the range to cool down to room temperature and reset the controls.</li> <li>• Improper oven control settings. See Self Clean in the MAINTENANCE section.</li> </ul>
<b>“Crackling” or “popping” sound.</b>	<ul style="list-style-type: none"> <li>• This is the sound of the metal heating up and cooling down during both the cooking and cleaning functions. This is normal.</li> </ul>

\* For Model : LDG4315 / LDG4313

Symptoms	Possible Cause / Solution								
Too much smoke during the Self Clean cycle.*	Too much soil in the oven. Open the windows to get rid of the smoke from the room. Touch the <b>Upper Clear/Off</b> or <b>Lower Clear/Off</b> key. Wait until the light goes off before trying to open the oven door. Wipe up the excess soil and reset the clean cycle.								
The oven door does not open after a Self Clean cycle.*	The oven temperature is too high. Wait up to one hour for it to cool down.								
The oven door is not clean after a Self Clean cycle.*	<ul style="list-style-type: none"> <li>• Incorrect oven control settings. See Self Clean in the MAINTENANCE section.</li> <li>• The oven was heavily soiled. Clean up heavy spills before beginning the Self Clean cycle. Heavily soiled ovens may need either a longer Self Clean or two Self Clean cycles.</li> </ul>								
Clean and door flash in the display.*	<ul style="list-style-type: none"> <li>• The self clean cycle has been selected, but the door is not closed. <ul style="list-style-type: none"> <li>- Close the oven door.</li> </ul> </li> </ul>								
"Loc" message appears when you want to cook.*	The oven door is locked because the temperature inside of the oven is too high. Touch the <b>Upper Clear/Off</b> or <b>Lower Clear/Off</b> key.								
Oven control beeps and displays an F error code.	<ul style="list-style-type: none"> <li>• Check the main gas shut-off valve or the oven gas shut-off valve and call for service.</li> <li>• Remove the power from the range for five minutes and then reconnect the power. If the function error code repeats, call for service.</li> </ul> <table border="1"> <thead> <tr> <th>CODE</th> <th>CAUSE</th> </tr> </thead> <tbody> <tr> <td>F-3</td> <td>Touch key error</td> </tr> <tr> <td>F-9</td> <td>Main oven heating error (Upper oven)</td> </tr> <tr> <td>F-19</td> <td>Main oven heating error (Lower oven)</td> </tr> </tbody> </table>	CODE	CAUSE	F-3	Touch key error	F-9	Main oven heating error (Upper oven)	F-19	Main oven heating error (Lower oven)
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F-3	Touch key error								
F-9	Main oven heating error (Upper oven)								
F-19	Main oven heating error (Lower oven)								
The oven racks were cleaned in a Self Clean cycle.*	Apply a small amount of vegetable oil to a paper towel and wipe the edges of the oven racks. Do not use lubricant sprays.								
Clock is flashing.	Power outage or surge. Reset the clock. If the oven was in use, you must reset it by touching the <b>Upper Clear/Off</b> or <b>Lower Clear/Off</b> key. Reset the clock and any cooking function.								
"Burning" or "oily" odor emitting from the vent.*	This is normal in a new oven. To speed the process, set a Self Clean cycle for a minimum of three hours. See Self Clean in the MAINTENANCE section.								
Strong odor.	An odor from the insulation around the inside of the oven is normal for the first few times the oven is used.								
Fan noise	<ul style="list-style-type: none"> <li>• A convection fan may automatically turn on and off. <ul style="list-style-type: none"> <li>- This is normal.</li> </ul> </li> </ul>								
Fan operation	It is normal for the fan to operate periodically throughout a normal bake cycle in the lower oven. This is to ensure even baking results.								
Burners are not lighting properly after cleaning the cooktop surface.	Make sure that the burner heads and caps are completely dry and properly positioned.								
When lighting just one burner, clicking noise is heard from all the burners.	This is normal. Electric spark igniters from the burners cause the clicking noise. All the spark igniters on the cooktop will activate when igniting just one burner.								

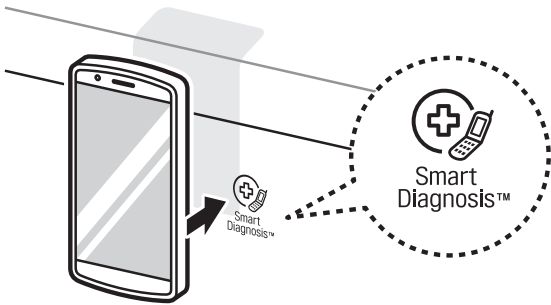
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# SMART DIAGNOSIS™



Should you experience any problems with your range, it has the capability of transmitting data to your smart phone using the LG Smart ThinQ application or via your telephone to the LG call center.

Smart Diagnosis™ cannot be activated unless your range is turned on by touching the **Start** button. If your range is unable to turn on, then troubleshooting must be done without using Smart Diagnosis™.



## Using Smart Diagnosis™

### Smart Diagnosis™ Using Your Smart Phone

- 1 Download the LG Smart ThinQ application on your smart phone.
- 2 Open the LG Smart ThinQ application on your smart phone. Touch Smart Diagnosis™ button to advance to the next screen.
- 3 Follow directions of the application. Using 'Tag on' is recommended but, if it does not work well, the application will show how to use Audible Diagnosis.
- 4 Touch [ ? ] in the LG Smart ThinQ application for a more detailed guide on how to use the Tag On function.

#### NOTE

- Call quality differences by region may affect the function.
- Use the home telephone for better communication performance, resulting in better service.
- Bad call quality may result in poor data transmission from your phone to the machine, which could cause Smart Diagnosis™ to malfunction.

### Smart Diagnosis™ Through the Call Center

- 1 Call the LG call center at: (LG U.S.) 1-800-243-0000 (LG Canada) 1-888-542-2623.
  - 2 When instructed to do so by the call center agent, hold the mouthpiece of your phone over the Smart Diagnosis™ logo on the machine. Hold the phone no more than one inch from (but not touching) the machine.
- NOTE**

Do not touch any other buttons or icons on the display screen.
- 3 Touch and hold the **Start** button for three seconds.
  - 4 Keep the phone in place until the tone transmission has finished. This takes about 6 seconds and the display will count down the time.
  - 5 Once the countdown is over and the tones have stopped, resume your conversation with the call center agent, who will then be able to assist you in using the information transmitted for analysis.

#### NOTE

- For best results, do not move the phone while the tones are being transmitted.
- If the call center agent is not able to get an accurate recording of the data, you may be asked to try again.