

# 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, press 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. The foil will melt and stick to the bottom surface of the oven and will not be removable. Use a sheet pan lined with parchment paper and 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 parchment paper 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, 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?

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 Lock Out mode. The lock  will show in the display if Lock Out is activated. To deactivate Lock Out, press 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.

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

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

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

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

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

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

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

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

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

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

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

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

Yes. It is highly recommended that 1 cup (8 oz or 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.


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

## 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 Causes / Solutions								
<b>Range is not level.</b>	<ul style="list-style-type: none"> <li>• Poor installation. Place oven rack in center of oven. Place a level on the oven rack. Adjust leveling legs at base of range until the oven rack is level.</li> <li>• Be sure floor is level and strong and stable enough to adequately support range.</li> <li>• If floor is sagging or sloping, contact a carpenter to correct the situation.</li> <li>• Kitchen cabinet alignment may make range appear unlevel. Be sure cabinets are square and have sufficient room for range clearance.</li> </ul>								
<b>Cannot move appliance easily. Appliance must be accessible for service.</b>	<ul style="list-style-type: none"> <li>• Cabinets not square or are built in too tightly. Contact builder or installer to make appliance accessible.</li> <li>• Carpet interferes with range. Provide sufficient space so range can be lifted over carpet.</li> <li>• Anti-tip device engaged.</li> </ul>								
<b>Oven control beeps and displays any F code error.</b>	<table border="1"> <thead> <tr> <th>CODE</th> <th>CAUSE</th> </tr> </thead> <tbody> <tr> <td>F-3</td> <td>Key short error</td> </tr> <tr> <td>F-9</td> <td>Oven not heating (Upper oven)</td> </tr> <tr> <td>F-19</td> <td>Oven not heating (Lower oven)</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>• Electronic control has detected a fault condition. Press <b>Clear/Off</b> to clear the display and stop beeping. Reprogram oven. If fault recurs, record fault number. Press <b>Clear/Off</b> and contact a Service agent.</li> </ul>	CODE	CAUSE	F-3	Key short error	F-9	Oven not heating (Upper oven)	F-19	Oven not heating (Lower oven)
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<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 <i>Cleaning Burner Heads/Caps</i> in the MAINTENANCE section.</li> <li>• Make sure that the burner parts are installed correctly. See <i>Removing and Replacing the Gas Surface Burners</i> 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>Oven will not work</b>	<ul style="list-style-type: none"> <li>• Plug on range is not completely inserted in the electrical outlet. <ul style="list-style-type: none"> <li>- Make sure electrical plug is plugged into a live, properly grounded outlet.</li> </ul> </li> <li>• A fuse in your home may be blown or the circuit breaker tripped. <ul style="list-style-type: none"> <li>- Replace the fuse or reset the circuit breaker.</li> </ul> </li> <li>• Oven controls improperly set. <ul style="list-style-type: none"> <li>- See the <i>Using the Oven</i> section.</li> </ul> </li> <li>• Oven too hot. <ul style="list-style-type: none"> <li>- Allow the oven to cool to below locking temperature.</li> </ul> </li> </ul>								
<b>Steam is exhausted through the oven vent.</b>	<ul style="list-style-type: none"> <li>• Cooking foods with high moisture produces steam. This is normal.</li> </ul>								

Symptoms	Possible Causes / Solutions
<b>Appliance does not operate.</b>	<ul style="list-style-type: none"> <li>• Make sure cord is plugged correctly into outlet. Check circuit breakers.</li> <li>• Service wiring is not complete. Contact your electrician for assistance.</li> <li>• Power outage. Check house lights to be sure. Call your local electric company for service.</li> </ul>
<b>Oven light does not work.</b>	<ul style="list-style-type: none"> <li>• Replace or tighten bulb. See Changing the Oven Light section in this Owner's Manual.</li> </ul>
<b>Oven smokes excessively during broiling.</b>	<ul style="list-style-type: none"> <li>• Control not set properly. Follow instructions under Setting Oven Controls.</li> <li>• Meat too close to the element. Reposition the rack to provide proper clearance between the meat and the element. Preheat broil element for searing.</li> <li>• Meat not properly prepared. Remove excess fat from meat. Cut remaining fatty edges to prevent curling.</li> <li>• Insert on broiler pan wrong side up and grease not draining. Always place grid on the broiler pan with ribs up and slots down to allow grease to drip into pan.</li> <li>• Grease has built up on oven surfaces. Regular cleaning is necessary when broiling frequently. <ul style="list-style-type: none"> <li>- Old grease or food spatters cause excessive smoking.</li> </ul> </li> </ul>
<b>Food does not bake or roast properly</b>	<ul style="list-style-type: none"> <li>• Oven controls improperly set. <ul style="list-style-type: none"> <li>- See the Using the Oven section.</li> </ul> </li> <li>• Rack position is incorrect or the rack is not level. <ul style="list-style-type: none"> <li>- See the Using the Oven section.</li> </ul> </li> <li>• Incorrect cookware or cookware of improper size being used. <ul style="list-style-type: none"> <li>- See the Using the Oven section.</li> </ul> </li> <li>• Oven sensor needs to be adjusted. <ul style="list-style-type: none"> <li>- See Oven Temperature Adjustment in the Features section.</li> </ul> </li> </ul>
<b>Food does not broil properly</b>	<ul style="list-style-type: none"> <li>• Improper rack position being used. <ul style="list-style-type: none"> <li>- See the Broiling Guide.</li> </ul> </li> <li>• Cookware not suited for broiling. <ul style="list-style-type: none"> <li>- Use broiling pan and grid.</li> </ul> </li> </ul>
<b>Food does not broil properly</b>	<ul style="list-style-type: none"> <li>• Aluminum foil used on the broiling pan and grid has not been fitted properly and slit as recommended. <ul style="list-style-type: none"> <li>- See the Using the Oven section.</li> </ul> </li> <li>• In some areas the power voltage may be low. <ul style="list-style-type: none"> <li>- Preheat the broil element for 5-7 minutes.</li> <li>- See the Broiling Guide.</li> </ul> </li> </ul>
<b>Oven temperature too hot or too cold</b>	<ul style="list-style-type: none"> <li>• Oven sensor needs to be adjusted. <ul style="list-style-type: none"> <li>- See Oven Temperature Adjustment in the Features section.</li> </ul> </li> </ul>
<b>Oven will not Self Clean</b>	<ul style="list-style-type: none"> <li>• The oven temperature is too high to set a Self Clean operation. <ul style="list-style-type: none"> <li>- Allow the range to cool and reset the controls.</li> </ul> </li> <li>• Oven controls improperly set. <ul style="list-style-type: none"> <li>- See the Self Clean section.</li> </ul> </li> <li>• A Self Clean cycle cannot be started if the oven lockout feature is active.</li> </ul>
<b>"Crackling" or "popping" sound</b>	<ul style="list-style-type: none"> <li>• This is the sound of the metal heating and cooling during both the cooking and Self Clean functions. <ul style="list-style-type: none"> <li>- This is normal.</li> </ul> </li> </ul>

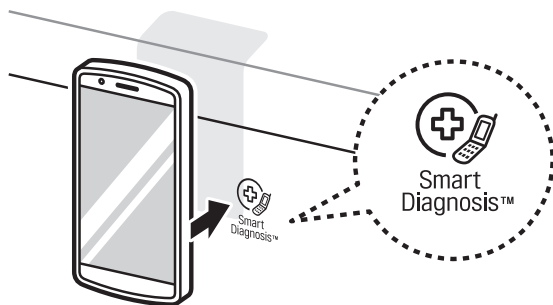
Symptoms	Possible Causes / Solutions
<b>Fan noise</b>	<ul style="list-style-type: none"> <li>• A convection fan may automatically turn on and off. <ul style="list-style-type: none"> <li>- This is normal.</li> </ul> </li> </ul>
<b>Convection Fan stops</b>	<ul style="list-style-type: none"> <li>• Convection fan stops during a convection bake cycle. <ul style="list-style-type: none"> <li>- This is normal and is done to allow for more even heating during the cycle. This is not a failure of the range and should be considered normal operation.</li> </ul> </li> </ul>
<b>Displayed colon in the clock is flashing</b>	<ul style="list-style-type: none"> <li>• This is normal. This means that the product has just been plugged in, or that it has experienced a power interruption. Press <b>Cook Time</b> for three seconds and reset the clock, or press any key to stop the flashing.</li> </ul>
<b>Excessive smoking during a Self Clean cycle</b>	<ul style="list-style-type: none"> <li>• Excessive soil. <ul style="list-style-type: none"> <li>- Press the <b>Clear/Off</b> button. Open the windows to rid the room of smoke. Wait until the Self Clean mode is cancelled. Wipe up the excess soil and reset the clean.</li> </ul> </li> </ul>
<b>Oven door does not open after a Self Clean cycle</b>	<ul style="list-style-type: none"> <li>• Oven is too hot. <ul style="list-style-type: none"> <li>- Allow the oven to cool below locking temperature.</li> </ul> </li> <li>• Allow about one hour for the oven to cool after the completion of a Self Clean cycle. The door can be opened when the lock  is no longer displayed.</li> <li>• The control and door may be locked.</li> </ul>
<b>The oven does not clean after a Self Clean cycle</b>	<ul style="list-style-type: none"> <li>• Oven controls not properly set. <ul style="list-style-type: none"> <li>- See the Self Clean section.</li> </ul> </li> <li>• Oven was heavily soiled. <ul style="list-style-type: none"> <li>- 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.</li> </ul> </li> </ul>
<b>CLEAN and door flash in the display</b>	<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>
<b>LOCKED is on in the display when you want to cook</b>	<ul style="list-style-type: none"> <li>• The oven door is locked because the temperature inside the oven has not dropped below the locking temperature. <ul style="list-style-type: none"> <li>- Press the <b>Clear/Off</b> button. Allow the oven to cool.</li> </ul> </li> </ul>
<b>Burning or oily odor emitting from the vent</b>	<ul style="list-style-type: none"> <li>• This is normal in a new oven and will disappear in time. <ul style="list-style-type: none"> <li>- To speed the process, set a Self Clean cycle for a minimum of 3 hours. See the Self Clean section.</li> </ul> </li> </ul>
<b>Oven racks are difficult to slide</b>	<ul style="list-style-type: none"> <li>• The shiny, silver-colored racks were cleaned in a Self Clean cycle. <ul style="list-style-type: none"> <li>- Apply a small amount of vegetable oil to a paper towel and wipe the edges of the oven racks with the paper towel.</li> </ul> </li> </ul>
<b>Moisture collects on oven window or steam comes from oven vent</b>	<ul style="list-style-type: none"> <li>• This is normal when cooking foods high in moisture.</li> <li>• Excessive moisture was used when cleaning the window.</li> </ul>

## 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 Oven application or via your telephone to the LG call center.

Smart Diagnosis™ cannot be activated unless your range is turned on by pressing 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 Oven application on your smart phone.
- 2 Open the LG Smart Oven 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 Oven 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 SIGNATURE Customer Information Center at 1-800-984-6306.
- 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 Press 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.