

# 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 does “HS” appear on the cooktop display?

HS (Hot Surface) will appear in the display once the element is turned off or during the self clean cycle. The HS indicator will stay on until the surface has cooled to approximately 150°F (66°C) or when the self clean cycle ends.

### 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 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?

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, press and hold **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. If a self-clean feature is not available, use a scraper to remove stubborn soil.

**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  $\frac{1}{5}$  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. If stubborn or built-up stains remain, use the Self Clean feature. Refer to the Self Clean section of your owner's manual.

Some models do not include a self-clean option. The EasyClean® feature may not be effective in removing heavy, built up soil. If a self-clean option is not available, it may help to use EasyClean® more often to avoid heavy soil build up.

**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. If using a metal scraper, be careful not to damage the oven surface. Fully saturating soils with water is also recommended. Certain types of soil are harder to clean than others. For these stubborn soils, use the Self Clean cycle. Consult the Self Clean section of the 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 the full contents of the spray bottle for EasyClean®?**

Yes. It is highly recommended that  $\frac{4}{5}$  of water be sprayed or poured on the bottom and an additional  $\frac{1}{5}$  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. However, if a self-clean option is not available on your oven, you may want to use the EasyClean® option often to prevent heavy, burnt-on soil from building up. 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 water, a scraper, a nonscratch scrubbing pad and a towel. You should not use abrasive scrubbers such as heavy-duty scouring pads or steel wool.


## 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>	<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> <table border="1" data-bbox="843 710 1277 846"> <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</td> </tr> </tbody> </table>	CODE	CAUSE	F-3	Key short error	F-9	Oven not heating
CODE	CAUSE						
F-3	Key short error						
F-9	Oven not heating						
<b>Surface units will not maintain a rolling boil or cooking is not fast enough</b>	<ul style="list-style-type: none"> <li>• Improper cookware being used. <ul style="list-style-type: none"> <li>- Use pans which are flat and match the diameter of the surface unit selected.</li> </ul> </li> <li>• In some areas, the power (voltage) may be low. <ul style="list-style-type: none"> <li>- Cover pan with a lid until desired heat is obtained.</li> </ul> </li> </ul>						
<b>Surface units do not work properly</b>	<ul style="list-style-type: none"> <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>• Cooktop controls improperly set. <ul style="list-style-type: none"> <li>- Check to see the correct control is set for the surface unit you are using.</li> </ul> </li> </ul>						
<b>Surface unit stops glowing when changed to a lower setting</b>	<ul style="list-style-type: none"> <li>• This is normal. The unit is still on and hot.</li> </ul>						
<b>Areas of discoloration on the cooktop</b>	<ul style="list-style-type: none"> <li>• Food spillovers not cleaned before next use. <ul style="list-style-type: none"> <li>- See Cleaning the Glass-Ceramic Cooktop section.</li> </ul> </li> <li>• Hot surface on a model with a light-colored cooktop. <ul style="list-style-type: none"> <li>- This is normal. The surface may appear discolored when it is hot. This is temporary and will disappear as the glass cools.</li> </ul> </li> </ul>						
<b>Frequent cycling on and off of surface units</b>	<ul style="list-style-type: none"> <li>• This is normal. <ul style="list-style-type: none"> <li>- The element will cycle on and off to maintain the heat setting.</li> </ul> </li> </ul>						

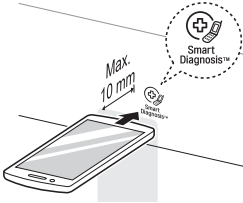
Symptoms	Possible Causes / Solutions
<b>Oven will not work</b>	<ul style="list-style-type: none"> <li>• Plug on range is not completely inserted in the electrical outlet.               <ul style="list-style-type: none"> <li>- Make sure electrical plug is plugged into a live, properly grounded outlet.</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 Using the Oven 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>
<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>• Oven controls improperly set.               <ul style="list-style-type: none"> <li>- Make sure you press <b>Broil</b>.</li> </ul> </li> <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>

Symptoms	Possible Causes / Solutions
<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>Scratches or abrasions on cooktop surface</b>	<ul style="list-style-type: none"> <li>• Coarse particles such as salt or sand between cooktop and utensils can cause scratches. Be sure the cooktop surface and bottoms of utensils are clean before using. Small scratches do not affect cooking and will become less visible with time.</li> <li>• Cleaning materials not recommended for glass-ceramic cooktop have been used. See Cleaning the Glass-Ceramic Cooktop in the MAINTENANCE section.</li> <li>• Cookware with rough bottom has been used. Use smooth, flat-bottomed cookware.</li> </ul>
<b>Metal marks</b>	<ul style="list-style-type: none"> <li>• Scraping of metal utensils on cooktop surface. Do not slide metal utensils on cooktop surface. Use a glass-ceramic cooktop cleaning creme to remove the marks. See Cleaning the Glass-Ceramic Cooktop in the MAINTENANCE section.</li> </ul>
<b>Brown streaks or specks</b>	<ul style="list-style-type: none"> <li>• Boilovers are cooked onto surface. Use a blade scraper to remove soil. See Cleaning the Glass-Ceramic Cooktop in the MAINTENANCE section.</li> </ul>
<b>Areas of discoloration on cooktop</b>	<ul style="list-style-type: none"> <li>• Mineral deposits from water and food. Remove using a glass-ceramic cooktop cleaning creme. Use cookware with clean, dry bottoms.</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>
<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 Time 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 the <b>Clock</b> key and reset the time, or press any key to stop the flashing.</li> </ul>


Symptoms	Possible Causes / Solutions
<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™ FUNCTION

Should you experience any problems with the appliance, it has the capability of transmitting data via your telephone to the LG Customer Information Center. Wi-Fi equipped models can also transmit data to a smartphone using the LG SmartThinQ application.



## Smart Diagnosis™ through the Customer Information Center

- For appliances with the  or  logo

This method allows you to speak directly to our trained specialists. The specialist records the data transmitted from the appliance and uses it to analyze the issue, providing a fast and effective diagnosis.

- 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 pressing) the machine.

### NOTE



Do not press 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.

## LG SmartThinQ Smart Diagnosis™

- For appliances with the  or  logo

Use the Smart Diagnosis feature in the LG SmartThinQ application for help diagnosing issues with the appliance without the assistance of the LG Customer Information Center.

Follow the instructions in the LG SmartThinQ application to perform a Smart Diagnosis using your smartphone.

- 1 Download the LG SmartThinQ application on your smart phone by searching for **LG SmartThinQ** at Play Store.
- 2 Open the LG SmartThinQ application on your smart phone.
- 3 Follow directions of the application. The application will show how to use Audible Diagnosis.
- 4 Press [ ? ] in the LG SmartThinQ application for a more detailed guide on how to use the Smart Diagnosis function.

### NOTE

- Smart Diagnosis™ cannot be activated unless the appliance can be turned on using the **Power** button. If the appliance cannot be turned on, troubleshooting must be done without using Smart Diagnosis™.
- 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.