

TROUBLESHOOTING

FAQs

Can I use a rack in my upper oven to reheat or cook on two levels at once?

Only use the rack that is supplied with your upper oven. Use of any other rack can result in poor cooking performance and/or arcing and may damage your oven.

Will the upper oven be damaged if it operates empty?

Yes. Never operate the oven empty or without the glass tray.

Does microwave energy pass through the viewing screen in the door?

No. The metal screen bounces the energy back to the oven cavity. The holes (or ports) allow only light to pass through. They do not let microwave energy pass through.

Why do I see light reflection around the outer case?

This light is from the upper oven light which is located between the oven cavity and the outer wall of the oven.

What are the various sounds I hear when the upper oven is operating?

The clicking sound is caused by a mechanical switch turning the microwave oven's magnetron ON and OFF.

The heavy hum and clunk is from the change in power the magnetron draws as it is turned ON and OFF by a mechanical switch. The change in blower speed is from the change in line voltage caused by the magnetron being turned ON and OFF.

Can my upper oven be damaged if food is cooked for too long?

Like any other cooking appliance, it is possible to overcook food to the point that the food creates smoke and even possibly fire, and damage to the inside of the oven. It is always best to be near the oven while you are cooking.

Why is a standing time recommended after microwave cooking time is over?

Standing time allows foods to continue cooking evenly for a few minutes after the actual microwave oven cooking cycle. The amount of standing time depends upon the density of the foods.

Why is additional time required for cooking food stored in the refrigerator?

As in conventional cooking, the initial temperature of food affects total cooking time. You need more time to cook food taken out of a refrigerator than for food at room temperature.

Can I use either metal or aluminum pans in my upper oven?

Usable metal includes aluminum foil for shielding (use small, flat pieces), and shallow foil trays (if tray is $\frac{3}{4}$ inch deep and filled with food to absorb microwave energy). Never allow metal to touch walls or door.

Sometimes the door of my upper oven appears wavy. Is this normal?

This appearance is normal and does not affect the operation of your oven.

The glass tray does not move.

The glass tray is not correctly in place. It should be correct-side up and sitting firmly on the center hub. The support is not operating correctly. Remove the glass tray and restart the oven. Cooking without the glass tray can give you poor results.

Why does the dish become hot when I microwave food in it? I thought that this should not happen.

As the food becomes hot it will conduct the heat to the dish. Use hot pads to remove food after cooking.

What does standing time mean?

Standing time means that food should be taken out of the oven and covered for additional time after cooking. This process allows the cooking to finish, saves energy, and frees the oven for other purposes.

**Can I pop popcorn in my upper oven?
How do I get the best results?**

Yes. Pop packaged microwave popcorn following manufacturer's guidelines or use the preprogrammed Popcorn key.

Do not use regular paper bags. Use the listening test by stopping the oven as soon as the popping slows to a pop every one or two seconds. Do not try to repop unpopped kernels. You can also use special microwave poppers. When using a popper, be sure to follow manufacturer's directions. Do not pop popcorn in glass utensils.

Why does steam come out of the air exhaust vent?

Steam is normally produced during cooking. The upper oven has been designed to vent steam out of the top vent.

**The Lower 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 the lower oven when I am using it?

Your new oven 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 the lower 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 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 lower 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.

Why aren't the function buttons working?

Make sure that the oven 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 oven 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 to assist in hand-cleaning of your oven. It does not automatically remove all soils after the cycle. Some scrubbing of your oven 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.

Soil on the oven walls is not coming off. How can I clean the oven walls?

Soils on the side and rear walls of your oven 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).

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.

I see smoke coming out of my oven's 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 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 oven.

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							
Oven control beeps and displays any F code error	<ul style="list-style-type: none"> Electronic control has detected a fault condition. Touch Clear/Off to clear the display and stop beeping. Reprogram oven. If fault recurs, record fault number. Touch Clear/Off and contact a Service agent. 	<table border="1"> <thead> <tr> <th data-bbox="934 390 1033 424">CODE</th> <th data-bbox="1033 390 1369 424">CAUSE</th> </tr> </thead> <tbody> <tr> <td data-bbox="934 424 1033 474">F-3</td> <td data-bbox="1033 424 1369 474">Touch key error</td> </tr> <tr> <td data-bbox="934 474 1033 541">F-19</td> <td data-bbox="1033 474 1369 541">Oven not heating (Lower oven)</td> </tr> </tbody> </table>	CODE	CAUSE	F-3	Touch key error	F-19	Oven not heating (Lower oven)
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Oven will not work	<ul style="list-style-type: none"> Plug on range is not completely inserted in the electrical outlet. <ul style="list-style-type: none"> Make sure electrical plug is plugged into a live, properly grounded outlet. A fuse in your home may be blown or the circuit breaker tripped. <ul style="list-style-type: none"> Replace the fuse or reset the circuit breaker. Oven controls improperly set. <ul style="list-style-type: none"> See the Using the Oven section. Oven too hot. <ul style="list-style-type: none"> Allow the oven to cool to below locking temperature. 							
Arcing or Sparking (Upper Oven)	<ul style="list-style-type: none"> Cookware is not microwave safe. When in doubt, test cookware before use. Do not operate oven while empty. 							
Unevenly Cooked Foods (Upper Oven)	<ul style="list-style-type: none"> Test cookware to make sure it is microwave safe. Do not cook without the glass tray. Turn or stir food while cooking. Defrost food completely before cooking. Use correct cook time and power level. 							
Overcooked Foods (Upper Oven)	<ul style="list-style-type: none"> Change cook time or power level. 							
Undercooked Foods (Upper Oven)	<ul style="list-style-type: none"> Test that cookware is microwave safe. Defrost food completely before cooking. Change cook time or power level. Make sure ventilation ports are not blocked. 							
Improper Defrosting (Upper Oven)	<ul style="list-style-type: none"> Test that cookware is microwave safe. Change defrost time or weight. Turn or stir food during defrost cycle. 							
If the display shows a time counting down but the oven is not cooking	<ul style="list-style-type: none"> Check that door is firmly closed. Check that timer wasn't started instead of a cooking function. 							
Steam is exhausted through the oven vent	<ul style="list-style-type: none"> Cooking foods with high moisture produces steam. This is normal. 							

Symptoms	Possible Causes / Solutions
Appliance does not operate	<ul style="list-style-type: none"> • Make sure cord is plugged correctly into outlet. Check circuit breakers. • Service wiring is not complete. Contact your electrician for assistance. • Power outage. Check house lights to be sure. Call your local electric company for service.
Oven light does not work	<ul style="list-style-type: none"> • Replace or tighten bulb. See Changing the Oven Light section in this Owner's Manual.
Oven smokes excessively during broiling	<ul style="list-style-type: none"> • Control not set properly. Follow instructions under Setting Oven Controls. • Meat too close to the element. Reposition the rack to provide proper clearance between the meat and the element. Preheat broil element for searing. • Meat not properly prepared. Remove excess fat from meat. Cut remaining fatty edges to prevent curling. • 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. • Grease has built up on oven surfaces. Regular cleaning is necessary when broiling frequently. <ul style="list-style-type: none"> - Old grease or food spatters cause excessive smoking.
Food does not bake or roast properly	<ul style="list-style-type: none"> • Oven controls improperly set. <ul style="list-style-type: none"> - See the Using the Oven section. • Rack position is incorrect or the rack is not level. <ul style="list-style-type: none"> - See the Using the Oven section. • Incorrect cookware or cookware of improper size being used. <ul style="list-style-type: none"> - See the Using the Oven section. • Oven sensor needs to be adjusted. <ul style="list-style-type: none"> - See Oven Temperature Adjustment in the Features section.
Food does not broil properly	<ul style="list-style-type: none"> • Oven controls improperly set. <ul style="list-style-type: none"> - Make sure you touch Broil. • Improper rack position being used. <ul style="list-style-type: none"> - See the Broiling Guide. • Cookware not suited for broiling. <ul style="list-style-type: none"> - Use broiling pan and grid. • Aluminum foil used on the broiling pan and grid has not been fitted properly and slit as recommended. <ul style="list-style-type: none"> - See the Using the Oven section. • In some areas the power voltage may be low. <ul style="list-style-type: none"> - Preheat the broil element for 5-7 minutes. - See the Broiling Guide.
Oven temperature too hot or too cold	<ul style="list-style-type: none"> • Oven sensor needs to be adjusted. <ul style="list-style-type: none"> - See Oven Temperature Adjustment in the Features section.

Symptoms	Possible Causes / Solutions
Oven will not Self Clean	<ul style="list-style-type: none"> • The oven temperature is too high to set a Self Clean operation. <ul style="list-style-type: none"> - Allow the oven to cool and reset the controls. • Oven controls improperly set. <ul style="list-style-type: none"> - See the Self Clean section. • A Self Clean cycle cannot be started if the oven lockout feature is active. • Make sure to slide the tank into the slot until it clicks into place.
“Crackling” or “popping” sound	<ul style="list-style-type: none"> • This is the sound of the metal heating and cooling during both the cooking and Self Clean functions. <ul style="list-style-type: none"> - This is normal.
Fan noise	<ul style="list-style-type: none"> • A convection fan may automatically turn on and off. <ul style="list-style-type: none"> - This is normal.
Convection Fan stops	<ul style="list-style-type: none"> • Convection fan stops during a convection bake cycle. <ul style="list-style-type: none"> - This is normal and is done to allow for more even heating during the cycle. This is not a failure of the oven and should be considered normal operation.
Displayed Time is flashing	<ul style="list-style-type: none"> • This is normal. This means that the product has just been plugged in, or that it has experienced a power interruption. Touch the Clock key and reset the time, or touch any key to stop the flashing.
Excessive smoking during a Self Clean cycle	<ul style="list-style-type: none"> • Excessive soil. <ul style="list-style-type: none"> - Touch the Clear/Off 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.
Oven door does not open after a Self Clean cycle	<ul style="list-style-type: none"> • Oven is too hot. <ul style="list-style-type: none"> - Allow the oven to cool below locking temperature. • 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. • The control and door may be locked.
The oven does not clean after a Self Clean cycle	<ul style="list-style-type: none"> • Oven controls not properly set. <ul style="list-style-type: none"> - See the Self Clean section. • Oven was heavily soiled. <ul style="list-style-type: none"> - 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.
CLEAN and door flash in the display	<ul style="list-style-type: none"> • The Self Clean cycle has been selected, but the door is not closed. <ul style="list-style-type: none"> - Close the oven door.
LOCKED is on in the display when you want to cook	<ul style="list-style-type: none"> • The oven door is locked because the temperature inside the oven has not dropped below the locking temperature. <ul style="list-style-type: none"> - Touch the Clear/Off button. Allow the oven to cool.
Burning or oily odor emitting from the vent	<ul style="list-style-type: none"> • This is normal in a new oven and will disappear in time. <ul style="list-style-type: none"> - To speed the process, set a Self Clean cycle for a minimum of 3 hours. See the Self Clean section.
Oven racks are difficult to slide	<ul style="list-style-type: none"> • The shiny, silver-colored racks were cleaned in a Self Clean cycle. <ul style="list-style-type: none"> - Apply a small amount of vegetable oil to a paper towel and wipe the edges of the oven racks with the paper towel.

Symptoms	Possible Causes / Solutions
Moisture collects on oven window or steam comes from oven vent	<ul style="list-style-type: none"> • This is normal when cooking foods high in moisture. • Excessive moisture was used when cleaning the window.
Oven will not Steam cook	<ul style="list-style-type: none"> • Make sure to slide the tank into the slot until it clicks into place. • The drain in the water tank may be clogged with hard water scale. If this happens, the descaling function must be run before the steam function can be used.
Water pools in the bottom of the oven during or after steam cooking	<ul style="list-style-type: none"> • During steam cooking, the water in the water tank is transferred to the bottom of the oven. It is normal for water to fill the bottom of the oven during or after the Steam mode. • If the water leaves mineral deposits on the oven bottom, remove the deposits with a cloth or sponge soaked in vinegar.
White residue appears on the oven bottom after steam cooking	<ul style="list-style-type: none"> • Using hard water in the water tank can result in hard water scale on the oven bottom. • To remove mineral deposits that remain on the oven bottom, use a cloth or sponge soaked in vinegar or a weak citric acid solution.
Trouble connecting appliance and smartphone to Wi-Fi network	<ul style="list-style-type: none"> • The password for the Wi-Fi network was entered incorrectly. <ul style="list-style-type: none"> - Delete your home Wi-Fi network and begin the registration process again. • Mobile data for your smartphone is turned on. <ul style="list-style-type: none"> - Turn off the Mobile data on your smartphone before registering the appliance. • The wireless network name (SSID) is set incorrectly. <ul style="list-style-type: none"> - The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.) • The router frequency is not 2.4 GHz. <ul style="list-style-type: none"> - Only a 2.4 GHz router frequency is supported. Set the wireless router to 2.4 GHz and connect the appliance to the wireless router. To check the router frequency, check with your Internet service provider or the router manufacturer. • The distance between the appliance and the router is too far. <ul style="list-style-type: none"> - If the appliance is too far from the router, the signal may be weak and the connection may not be configured correctly. Move the router closer to the appliance or purchase and install a Wi-Fi repeater.