

# TROUBLESHOOTING

## FAQs

**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, page 13, 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 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 a NORMAL operation.

**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 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.

**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.

**Should I broil with the door open or closed?**

Your electric oven isn't designed for open door broiling. If you broil with the oven door open, it can damage the oven knobs and display.



### 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.

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

Make sure that the oven is not in Lockout mode. The lock symbol  will show in the display if Lockout is activated. To deactivate Lockout, touch and hold the **PROBE** button for three seconds. The unlock melody will sound and UNLOCKING will appear 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.

### 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 may be more difficult to fully soak with water. **Try repeating the EasyClean® process with more than the ¼ cup (2 oz or 50 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 1-1/4 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 1/4 cup (2 oz or 50 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'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 spray bottle filled with 1¼ cups (10 oz or 300 ml) of water, a plastic scraper, a nonscratch 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.

Problem	Possible Causes / Solutions							
Oven control beeps and displays any F error code.	<ul style="list-style-type: none"> <li>Electronic control has detected a fault condition. Touch any button and turn any knob once to clear the display and stop the beeping. Reprogram oven. If fault reoccurs, record fault number. Clear the display and stop the beeping, then contact a qualified service technician.</li> </ul>	<table border="1"> <thead> <tr> <th data-bbox="876 407 977 446">CODE</th> <th data-bbox="979 407 1297 446">CAUSE</th> </tr> </thead> <tbody> <tr> <td data-bbox="876 450 977 513">F-3</td> <td data-bbox="979 450 1297 513">Key held down too long or shorted key</td> </tr> <tr> <td data-bbox="876 517 977 556">F-19</td> <td data-bbox="979 517 1297 556">No heating</td> </tr> </tbody> </table>	CODE	CAUSE	F-3	Key held down too long or shorted key	F-19	No heating
CODE	CAUSE							
F-3	Key held down too long or shorted key							
F-19	No heating							
Oven will not work	<ul style="list-style-type: none"> <li>Plug on oven 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>Instructions for setting cooking modes start on page 18.</li> <li>Instructions for adjusting oven settings start on page 11 .</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>							
Appliance does not operate.	<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 appliance service person for assistance.</li> <li>Power outage. Check house lights to be sure. Call your local electric company for service.</li> </ul>							
Oven light does not work.	<ul style="list-style-type: none"> <li>Replace or tighten bulb. See Changing the Oven Light , page 33.</li> </ul>							
Oven smokes excessively during broiling.	<ul style="list-style-type: none"> <li>Control not set properly. Follow instructions under Broil, page 22.</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, but do not cut into lean.</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. Old grease or food spatters cause excessive smoking.</li> </ul>							

Problem	Possible Causes / Solutions
Food does not bake or roast properly	<ul style="list-style-type: none"> <li>• Oven controls improperly set.               <ul style="list-style-type: none"> <li>- See the instructions for setting Bake, Convection Bake, Roast, and Convection Roast modes, pages 18-21.</li> </ul> </li> <li>• Rack position is incorrect or the rack is not level.               <ul style="list-style-type: none"> <li>- See Rack and Pan Placement, page 17.</li> </ul> </li> <li>• Incorrect cookware or cookware of improper size being used.               <ul style="list-style-type: none"> <li>- the tips on pages 17, 19 and 21.</li> </ul> </li> <li>• Oven sensor needs to be adjusted.               <ul style="list-style-type: none"> <li>- See Oven Temperature Adjustment, page 13.</li> </ul> </li> </ul>
Food does not broil properly	<ul style="list-style-type: none"> <li>• Oven controls improperly set.               <ul style="list-style-type: none"> <li>- See the Broil section, page 22.</li> </ul> </li> <li>• Improper rack position being used.               <ul style="list-style-type: none"> <li>- See the Broiling Guide, page 22-24.</li> </ul> </li> <li>• Cookware not suited for broiling.               <ul style="list-style-type: none"> <li>- Use the broiling pan and grid that came with your oven.</li> </ul> </li> <li>• Aluminum foil has been used on the broiling pan, grid has not been fitted properly, or slits are not on correct side.               <ul style="list-style-type: none"> <li>- See the Broil section, page 22.</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 10 minutes.</li> <li>- See the Broil section, page 22.</li> </ul> </li> </ul>
Oven temperature too hot or too cold	<ul style="list-style-type: none"> <li>• Oven Sensor needs to be adjusted.               <ul style="list-style-type: none"> <li>- Oven Temperature Adjustment, page 13.</li> </ul> </li> </ul>
Oven will not self clean	<ul style="list-style-type: none"> <li>• Oven controls improperly set.               <ul style="list-style-type: none"> <li>- See the Self Clean section, page 29.</li> </ul> </li> <li>• A self-clean cycle cannot be started if oven door is open.</li> </ul>
Crackling or popping sound	<ul style="list-style-type: none"> <li>• This is the sound of the metal heating and cooling during the cooking and cleaning functions.               <ul style="list-style-type: none"> <li>- This is normal.</li> </ul> </li> </ul>
Excessive smoking during a self clean cycle	<ul style="list-style-type: none"> <li>• Excessive soil.               <ul style="list-style-type: none"> <li>- Set the Oven Mode knob to the <b>OFF</b> position. 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>
Oven door does not open after a self clean cycle	<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> </ul>

Problem	Possible Causes / Solutions
Oven not clean after a self clean cycle	<ul style="list-style-type: none"><li>• Oven controls not properly set.<ul style="list-style-type: none"><li>- See the self-clean section, page 29-31.</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>
DOOR LOCKED icon is on when you want to cook	<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 after Self Clean.</li></ul>
Burning or oily odor emitting from the vent	<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, page 29-31.</li></ul></li></ul>
Cooling fan continues to run after oven is turned off	<ul style="list-style-type: none"><li>• The fan turns off automatically when the electronic components have cooled sufficiently.<ul style="list-style-type: none"><li>- This is normal.</li></ul></li></ul>
Warm air venting into kitchen after oven has been turned off.	<ul style="list-style-type: none"><li>• Warm air exhaust is needed to maintain and cool down oven temperatures. It turns off automatically when the heat cools to a safe temperature.<ul style="list-style-type: none"><li>- This is normal.</li></ul></li></ul>

# SMART DIAGNOSIS

Should you experience any problems with your oven, 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 oven is turned on by pressing the Power button. If your oven 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. Press 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. Press [ ? ] in the LG Smart ThinQ app 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.