



TUTORIS

Range Troubleshooting Guide



The Dufresne Group

NORMAL SOUNDS YOU MAY HEAR

The following sounds may be heard while your range is operating. They are normal.

Crackling” or “popping” sound:

This is the sound of the metal heating and cooling during both cooking and cleaning.

BEFORE CALLING FOR SERVICE

Your range is equipped with an automatic error-monitoring system to detect and diagnose problems at an early stage. If your range does not function properly or does not function at all, check the following before you call service.

Problem	Possible Causes	Possible Solutions
OPERATIONS		
Nothing will operate	<ul style="list-style-type: none"> • The power supply cord unplugged • A household fuse has blown, or a circuit breaker has tripped • The time of day is not set • Electrical power outage 	<ul style="list-style-type: none"> • Plug into a grounded outlet. • Replace the fuse or reset the circuit breaker. • The time of day must first be set in order to operate the oven (digital control panels). • Call your local electric company for service.
Cooktop will not operate	<ul style="list-style-type: none"> • The control knob is set incorrectly • On ceramic glass models: The oven control lockout has been set • A self-clean cycle has been selected 	<ul style="list-style-type: none"> • Push in knob before turning to a setting. • See the control lock keypad feature in the “Feature Guide” section in manual. • On some ceramic glass models, the cooktop will not operate during a self-clean cycle.

BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
Oven will not operate	<ul style="list-style-type: none"> • The electronic oven control is set in correctly • A delay start has been set • The oven control lockout has been set 	<ul style="list-style-type: none"> • See “Electronic Oven Controls” section. • See “Timed Cooking” section in manual. • See the control lock keypad feature in the “Feature Guide” section in manual.
Excessive heat around cookware on cooktop	<ul style="list-style-type: none"> • The cookware is not the proper size 	<ul style="list-style-type: none"> • Use cookware about the same size as the surface cooking area, element or surface burner. Cookware should not extend more than ½" (1.3 cm) outside the cooking area.
Oven temperature too high or too low	<ul style="list-style-type: none"> • The oven temperature calibration needs adjustment 	<ul style="list-style-type: none"> • See “Oven Temperature Control” section of the “Electronic Oven Controls” section in manual.
Oven cooking results not what expected	<ul style="list-style-type: none"> • The range is not level • The proper temperature has not been set • The oven temperature calibration has been set incorrectly • The oven did not preheat • The racks are not positioned properly • Improper air circulation around bake ware • The improper amount of time is being used • The oven door was opened during cooking process 	<ul style="list-style-type: none"> • Level the range. See the Installation Instructions in manual. • Double-check the recipe in a reliable cookbook. • See “Oven Temperature Control” section of the “Electronic Oven Controls” section in manual. • See “Baking and Roasting” section in manual. • See “Positioning Racks and Bake ware” section in manual. • See “Positioning Racks and Bake ware” section in manual. • Adjust cooking time. • “Oven peeking” releases oven heat and can result in longer cooking times.
Surface element does not heat	<ul style="list-style-type: none"> • Lightweight or warped pans used 	<ul style="list-style-type: none"> • Use only flat, evenly balanced, medium or heavy weight cookware. Flat pans heat better than warped pans. Cookware materials and weight of the material affect heating. Heavy & medium-weight pans

BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
	<ul style="list-style-type: none"> No power to the appliance A fuse in your home may be blown or the circuit breaker tripped 	<p>heat evenly. Because lightweight pans heat unevenly, foods may burn easily.</p> <ul style="list-style-type: none"> Make sure cord/plug is plugged correctly into outlet. Electrical power outage Replace the fuse or reset the circuit breaker.
Oven light does not work	<ul style="list-style-type: none"> Bulb may be loose or burnt out 	<ul style="list-style-type: none"> Replace or tighten bulb.
Oven smokes excessively during broiling	<ul style="list-style-type: none"> Oven door is closed Food is too close to the broil element 	<ul style="list-style-type: none"> Make sure oven door is opened to broil stop position. Reposition the broil rack to provide proper clearance between the food & the element.
Flames inside oven or smoking from oven vent	<ul style="list-style-type: none"> Excessive spillovers in oven 	<ul style="list-style-type: none"> Wipe up excessive spillovers before starting oven.
DRIP BOWLS		
Drip bowls are pitting or rusting	<ul style="list-style-type: none"> Foods with acids, such as tomatoes if allowed to stand in or on drip bowls will cause corrosion Normal environment 	<ul style="list-style-type: none"> Remove & wash drip bowls as soon as possible after a spillover. Houses along coastal areas are exposed to salt air. Protect bowls as much as possible from direct exposure to salt air.
Drip bowls turning color or distorted	<ul style="list-style-type: none"> Bottom surface of cookware extends beyond surface elements and touches cooktop surface 	<ul style="list-style-type: none"> This can cause high enough temperatures to discolor the drip bowls. DO NOT use cookware of this type. Pan sizes should be matched to the size of the element.
COOKTOP MARKS		
Scratches or abrasions on ceramic cooktop surface	<ul style="list-style-type: none"> Coarse particles such as salt or sand between cooktop and utensils can cause scratches Cleaning materials not recommended for ceramic-glass cooktop 	<ul style="list-style-type: none"> Be sure cooktop surface and bottoms of utensils are clean before usage. Small scratches do not affect cooking and will become less visible with time. See "Cleaning the glass cooktop" in the care/use section in manual.

BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
	<ul style="list-style-type: none"> have been used Cookware with rough bottom has been used 	<ul style="list-style-type: none"> Use smooth, flat-bottomed cookware.
Metal marks	<ul style="list-style-type: none"> Scraping of metal utensils on cooktop surface 	<ul style="list-style-type: none"> Do not slide metal utensils on cooktop surface. Use a ceramic-glass cooktop cleaning cream to remove the marks.
Brown streaks or specks	<ul style="list-style-type: none"> Boil overs are cooked onto surface 	<ul style="list-style-type: none"> Use a blade scraper to remove soil.
Areas of discoloration with metallic sheen	<ul style="list-style-type: none"> Mineral deposits from water and food 	<ul style="list-style-type: none"> Remove using a ceramic-glass cooktop cleaning cream. Use cookware with clean, dry bottoms.
CLEAN CYCLE		
Excessive smoking during a clean cycle	<ul style="list-style-type: none"> Excessive soil 	<ul style="list-style-type: none"> Press the CLEAR/OFF pad. 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 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.
Oven not clean after a clean cycle	<ul style="list-style-type: none"> 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.
Moisture collects between glass on oven	<ul style="list-style-type: none"> Excessive moisture was used when cleaning the window 	<ul style="list-style-type: none"> Use less cleaning product during the next cleaning. A technician may be required to resolve.
Self-Cleaning cycle will not operate	<ul style="list-style-type: none"> The oven door is open The Self-Cleaning function has not been entered A delay start has been set 	<ul style="list-style-type: none"> Close the oven door all the way. See “Self-Cleaning Cycle” section in manual. See “Timed Cooking” section in manual.
DISPLAY/ERROR CODES		
Refer to your Owner’s Manual		