

Use & Care Guide
Manual de Uso y Cuidado
Manuel d'utilisation et d'entretien
English / Español / Français

Models/Modelos/Modèles: 790.3253*, 790.3254*, 790.3255*, 790.3268* & 790.3269*

Kenmore®

Gas Cooktop

Parrilla de Cocinar a gas

Table de cuisson à gaz

* = Color number, número de color, numéro de couleur

P/N A01704601B (1411)
Sears Brands Management Corporation
Hoffman Estates, IL 60179 U.S.A.
www.kenmore.com
www.sears.com



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KENMORE LIMITED WARRANTY

FOR ONE YEAR from the date of sale this appliance is warranted against defects in material or workmanship when it is correctly installed, operated and maintained according to all supplied instructions.

WITH PROOF OF SALE, a defective appliance will receive free repair or replacement at option of seller.

For warranty coverage details to obtain free repair or replacement, visit the web page: www.kenmore.com/warranty

This warranty applies for only 90 DAYS from the sale date in the United States, and is void in Canada, if this appliance is ever used for other than private household purposes.

This warranty covers ONLY defects in material and workmanship, and will NOT pay for:

1. Cracks in a ceramic glass cooktop that are not a result of thermal shock.
2. Stains and scratches on a ceramic glass cooktop resulting from accident or improper operation or maintenance.
3. Discoloration of cooktop surfaces resulting from normal use.
4. Expendable items that can wear out from normal use, including but not limited to filters, belts, bags or screw-in base light bulbs.
5. A service technician to clean or maintain this appliance, or to instruct the user in correct appliance installation, operation and maintenance.
6. Service calls to correct appliance installation not performed by Sears authorized service agents, or to repair problems with house fuses, circuit breakers, house wiring, and plumbing or gas supply systems resulting from such installation.
7. Damage to or failure of this appliance resulting from installation not performed by Sears authorized service agents, including installation that was not in accord with electrical, gas or plumbing codes.
8. Damage to or failure of this appliance, including discoloration or surface rust, if it is not correctly operated and maintained according to all supplied instructions.
9. Damage to or failure of this appliance, including discoloration or surface rust, resulting from accident, alteration, abuse, misuse or use for other than its intended purpose.
10. Damage to or failure of this appliance, including discoloration or surface rust, caused by the use of detergents, cleaners, chemicals or utensils other than those recommended in all instructions supplied with the product.
11. Damage to or failure of parts or systems resulting from unauthorized modifications made to this appliance.
12. Service to an appliance if the model and serial plate is missing, altered, or cannot easily be determined to have the appropriate certification logo.

Disclaimer of implied warranties; limitation of remedies

Customer's sole and exclusive remedy under this limited warranty shall be product repair or replacement as provided herein. Implied warranties, including warranties of merchantability or fitness for a particular purpose, are limited to one year or the shortest period allowed by law. Seller shall not be liable for incidental or consequential damages. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, or limitation on the duration of implied warranties of merchantability or fitness, so these exclusions or limitations may not apply to you.

This warranty applies only while this appliance is used in the United States or Canada*.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

* In-home repair service is not available in all Canadian geographical areas, nor will this warranty cover user or servicer travel and transportation expenses if this product is located in a remote area (as defined by Sears Canada Inc.) where an authorized servicer is not available.

Sears Brands Management Corporation, Hoffman Estates, IL 60179
Sears Canada Inc., Toronto, Ontario, Canada M5B 2C3



Important Safety Instructions

Read all instructions before using this appliance.
Save these instructions for future reference.



This manual contains important safety symbols and instructions. Please pay attention to these symbols and follow all instructions given.

⚠ WARNING This symbol will help alert you to situations that may cause serious bodily harm, death or property damage.

⚠ CAUTION This symbol will help alert you to situations that may cause bodily injury or property damage.

⚠ WARNING If the information in this manual is not followed exactly, a fire or explosion may result causing property damage, personal injury or death.

FOR YOUR SAFETY:

- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
 - **WHAT TO DO IF YOU SMELL GAS:**
 - Do not try to light any appliance.
 - Do not touch any electrical switch; do not use any phone in your building.
 - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
 - If you cannot reach your gas supplier, call the fire department.
 - Installation and service must be performed by a qualified installer, servicer or the gas supplier.
- Remove all tape and packaging wrap before using the cooktop. Destroy the carton and plastic bags after unpacking the cooktop. Never allow children to play with packaging material. Do not remove the model/serial plate attached to the cooktop.
 - Proper Installation—Be sure your appliance is properly installed and grounded by a qualified technician in accordance with the National Fuel Gas Code ANSI Z223.1 latest edition and CAN/CGA B149.2, and the National Electrical Code ANSI/NFPA No. 70—latest edition, and local code requirements. Install and/or adjust only per installation instructions provided in the literature package for this cooktop.
- Sears Parts & Repair is the recommended repair service for this appliance. Know how to disconnect the electrical power to the appliance at the circuit breaker or fuse box in case of an emergency.
- User Servicing—Do not repair or replace any part of the appliance unless specifically recommended in the manuals. All other servicing should be done only by a qualified technician to reduce the risk of personal injury and damage to the cooktop.
 - Never modify or alter the construction of a cooktop by removing panels, wire covers, or any other part of the product.
 - Air curtain or other overhead hoods, which operate by blowing a downward air flow on to a range, shall not be used in conjunction with gas ranges other than when the hood and range have been designed, tested and listed by an independent test laboratory for use in combination with each other.
- ⚠ WARNING** Stepping or leaning on this cooktop can result in serious injuries and may also cause damage to the cooktop. Do not allow children to climb or play around the cooktop.
- Storage on Appliance—Flammable materials should not be stored on the cooktop, near surface burners. This includes paper, plastic and cloth items, such as cookbooks, plasticware and towels, as well as flammable liquids. Do not store explosives, such as aerosol cans, on the cooktop. Flammable materials may explode and result in fire or property damage.
- ⚠ CAUTION** Do not store items of interest to children in the cabinets above the cooktop.
- Do not leave children alone—Children should not be left alone or unattended in the area where an appliance is in use. They should never be allowed to sit or stand on any part of the appliance.
 - DO NOT TOUCH SURFACE BURNERS, GRATES, OR AREAS NEAR THESE BURNERS. Surface burners may be hot even though the flames are not visible. Areas near surface burners may become hot enough to cause burns. During and after use, do not touch or let clothing or other flammable materials touch these areas until they have had sufficient time to cool. Among these areas are the cooktop and the surfaces facing the cooktop.
 - Wear Proper Apparel—Loose-fitting or hanging garments should never be worn while using the appliance. Do not let clothing or other flammable materials contact hot surfaces.
- ⚠ WARNING** NEVER use this appliance as a space heater to heat or warm the room. Doing so may result in carbon monoxide poisoning.
- Do Not Use Water or Flour on Grease Fires—Smother the fire with a pan lid, or use baking soda, a dry chemical or foam-type extinguisher.
 - When heating fat or grease, watch it closely. Fat or grease may catch fire if allowed to become too hot.
 - Use Only Dry Potholders—Moist or damp pot holders on hot surfaces may result in burns from steam. Do not let the potholders touch the flame or burners. Do not use a towel or other bulky cloth instead of a pot holder.
 - Do Not Heat Unopened Food Containers—Buildup of pressure may cause container to burst and result in injury.
 - Know which knob controls each surface burner. Always turn the knob to the LITE position when igniting the burners. Visually check that the burner has lit. Then adjust the flame so it does not extend beyond the edge of the utensil.

Important Safety Instructions

⚠ WARNING Use Proper Flame Size—Adjust flame size so it does not extend beyond the edge of the utensil. The use of undersized utensils will expose a portion of the burner flame to direct contact and may result in ignition of clothing. Proper relationship of utensil to flame will also improve efficiency.

⚠ WARNING Do not use stove top grills on your sealed gas burners. If you use a stove top grill on a sealed gas burner, it will cause incomplete combustion and can result in exposure to carbon monoxide levels above allowable current standards. This can be hazardous to your health.

⚠ WARNING Use proper pan size—This appliance is equipped with one or more surface burners of different sizes. Select utensils having flat bottom large enough to cover the surface burner. The use of undersized utensils will expose a portion of the surface burner to direct contact and may result in ignition of clothing. Proper relationship of utensil to the surface burner will also improve efficiency.

- **Clean the appliance regularly to keep all parts free of grease that could catch fire.** Exhaust fan ventilation hoods and grease filters should be kept clean. Do not allow grease to accumulate on hood or filter. Greasy deposits in the fan could catch fire. When flaming food under the hood, turn fan on. Refer to hood manufacturer's instructions for cleaning.

- **Utensil Handles Should Be Turned Inward from Edges of Cooktop and Not Extend Over Adjacent Surface Burners**—To reduce the risk of burns, ignition of flammable materials, and spillage due to unintentional contact with the utensil, the handle of the utensil should be positioned so that it is turned inward, and does not extend over adjacent surface burners.
- **Never Leave Surface Burners Unattended at High Heat Settings**—Boilovers cause smoking and greasy spillovers that may ignite, or a pan that has boiled dry may melt.
- **Protective Liners**—Do not use aluminum foil to line surface burner pans. Protective liners or aluminum foil may interfere with heat and air distribution, and combustion. Damage to the cooktop or personal injury may result.
- **Glazed Cooking Utensils**—Only certain types of glass, glass/ceramic, ceramic, earthenware, or other glazed utensils are suitable for cooktop service without breaking due to the sudden change in temperature. Check the manufacturer's recommendations for cooktop use.
- **Do Not Use Decorative Surface Burner Covers.** If a burner is accidentally turned on, the decorative cover will become hot and possibly melt. You will not be able to see that the burner is on. Burns will occur if the hot covers are touched. Damage may also be done to the cooktop or burners because the covers may cause overheating. Air will be blocked from the burner and cause combustion problems.

IMPORTANT SAFETY NOTICE

The California Safe Drinking Water and Toxic Enforcement Act requires the Governor of California to publish a list of substances known to the state to cause cancer, birth defects or other productive harm, and requires businesses to warn customers of potential exposure to such substances.

Please carefully read and save these instructions

This Use & Care Manual contains general operating instructions for your appliance and feature information for several models. Your product may not have all the described features. The graphics shown are representative. The graphics on your appliance may not look exactly like those shown. Common sense and caution must be practiced when installing, operating and maintaining any appliance.

Product Record

In this space below, record the date of purchase, model and serial number of your product. You will find the model and serial number printed on the serial plate. This serial plate is located under the cooktop. See bottom of this page for the serial plate location.

Model No. _____

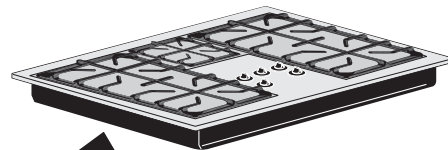
Serial No. _____

Date of purchase _____

Save these instructions and your sales receipt for future reference.

Serial Plate Location

Please see the illustration for exact location. Remember to record the serial number for future reference.



Serial plate is located under the burner box.

Conversion to Liquefied Petroleum Gas (or L.P. Gas)

This natural gas appliance is designed to allow for conversion to Liquefied Petroleum (L.P.) Gas.

Only a qualified service agent should perform the L. P. conversion. Contact the local gas provider for conversion. The L. P. Conversion Kit is supplied with this unit and is located in the literature package. The kit contains installation

instructions which must be read before and followed carefully when installing the kit.

⚠ WARNING To avoid serious injury, any additions, changes or conversions required in order for this appliance to satisfactorily meet the application needs must be made by a qualified service agent.

Grounding Instructions

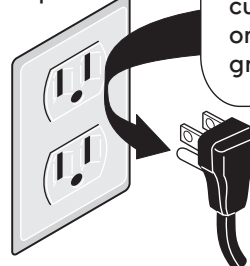
For personal safety, the cooktop must be properly grounded. For maximum safety, the power cord must be plugged into an electrical outlet that is correctly polarized and properly grounded.

DO NOT Operate the cooktop using a 2-prong adapter or an extension cord. If a 2-prong wall receptacle is the only available outlet, it is the personal responsibility of the consumer to have it replaced with a properly grounded 3-prong wall receptacle installed by a qualified electrician.

See the **INSTALLATION INSTRUCTIONS** packaged with this cooktop for complete installation and grounding instructions.

⚠ WARNING This appliance is equipped with a 3-prong grounding plug for your protection against shock hazard and should be plugged directly into a properly grounded receptacle. **DO NOT** cut or remove the grounding prong from this plug.

Grounding type wall receptacle



Do not, under any circumstances, cut, remove, or bypass the grounding prong.

Power supply cord with 3-prong grounding plug

⚠ WARNING Avoid fire hazard or electrical shock. **DO NOT** use an adapter plug, an extension cord, or remove grounding prong from electrical power cord. Failure to follow this warning can cause serious injury, fire or death.

Features at a Glance

Location of the Gas Surface Burners

Your cooktop is equipped with gas surface burners with different BTU ratings. The ability to heat food quicker and in larger volumes increases as the burner size increases.

- ① The small **SIMMER** burner is best used for simmering delicate sauces, etc.
- ② The **REGULAR** burners can be used for most surface cooking needs.
- ③ The **POWER** burner is best used when preparing large quantities of food and it quickly bring liquids up to a rolling boil.
- ④ The **TURBO BOIL** burner (some models only) is best used when bringing larger quantities of liquid to a rolling boil. You'll spend less time preparing dinner and more time enjoying it with 18,200 BTUs of power.

Regardless of size, always select cookware that is suitable for the amount and type of food being prepared. Select a burner and flame size appropriate to the pan. Never allow flames to extend beyond the outer edge of the pan.

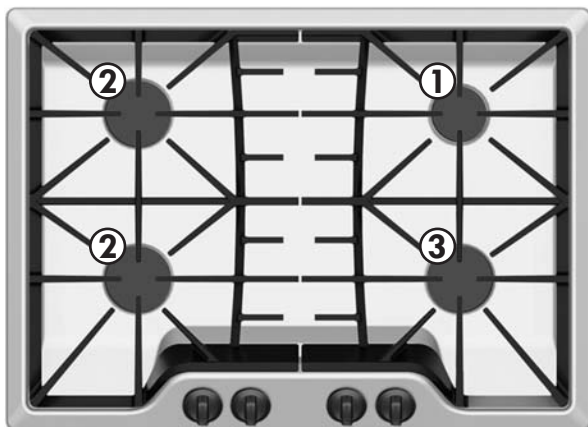


Figure 1 - Model 790.3253*

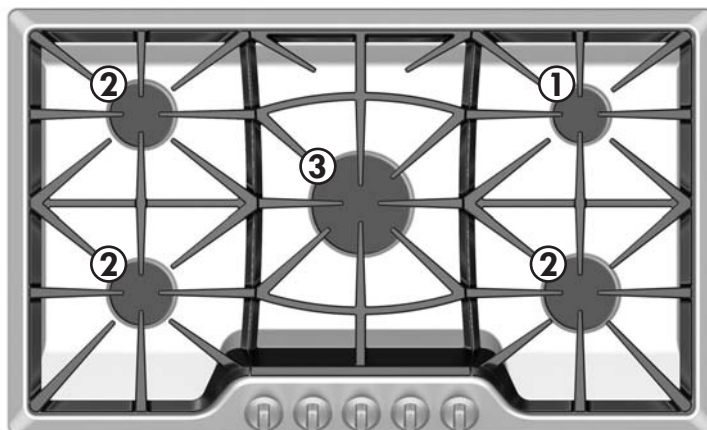


Figure 4 - Model 790.3255*

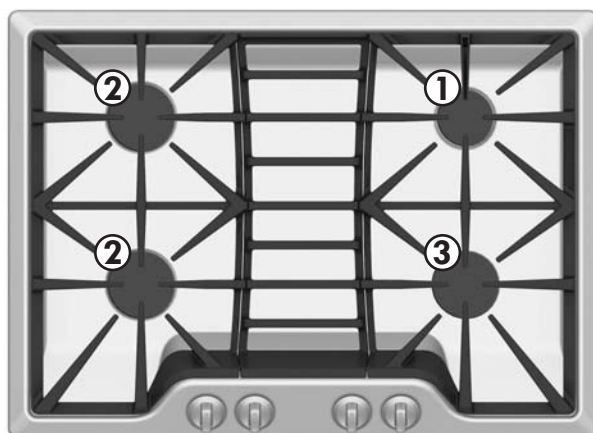


Figure 2 - Model 790.3254*

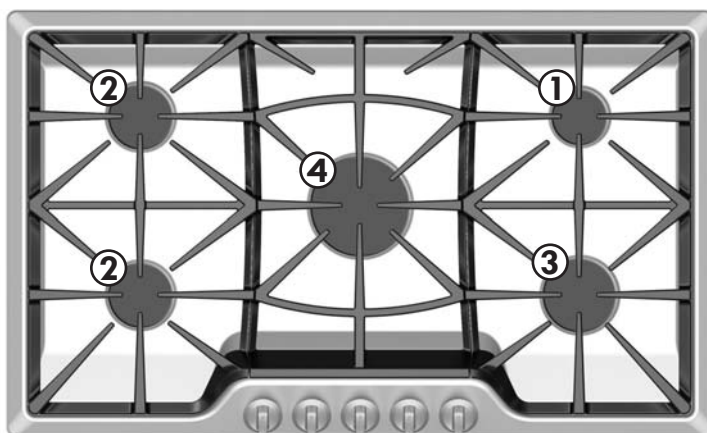


Figure 5 - Model 790.3269*

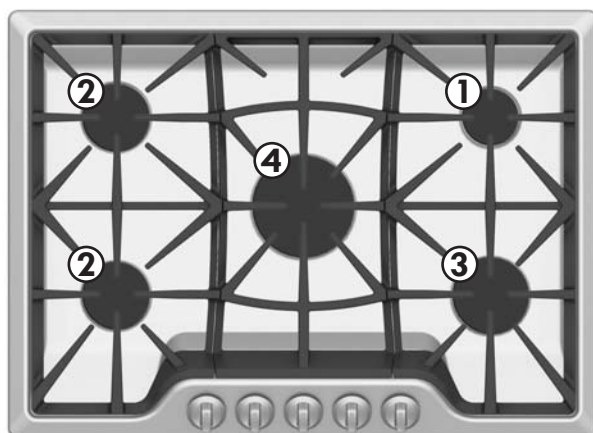


Figure 3 - Model 790.3268*

Surface Cookware Recommendations

Use Proper Cookware

Cookware should have flat bottoms that make good contact with the cooktop grate. Check for flatness by rotating a ruler across the bottom of the cookware (See Figure 1). Be sure to follow the recommendations for using cookware as shown in Figure 2.

Note: The size and type of cookware used will influence the setting needed for best cooking results.

Note: Always use a utensil for its intended purpose. Follow manufacturer's instructions. Some utensils were not made to be used in the oven or on the cooktop.

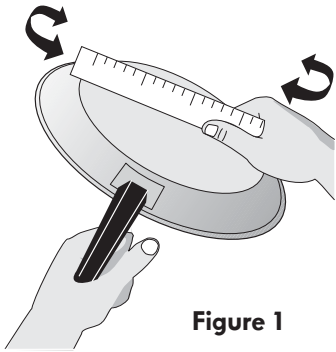


Figure 1

CORRECT



- Flat bottom and straight sides.
- Tight fitting lids.
- Weight of handle does not tilt pan. Pan is well balanced.
- Pan sizes match the amount of food to be prepared.
- Made of material that conducts heat well.
- Easy to clean.

INCORRECT

- Curved and warped pan bottoms.



- Pan overhangs unit by more than 2.5 cm (1").



- Heavy handle tilts pan.



- Flame extends beyond unit.



Figure 2

* Specialty pans such as lobster pots, griddles and pressure cookers may be used but must conform to the above recommended cookware requirements.

Cookware Material types

The cookware material determines how evenly and quickly heat is transferred from the surface unit to the pan bottom. The most popular materials available are:

ALUMINUM - Excellent heat conductor. Some types of food will cause it to darken (Anodized aluminum cookware resists staining & pitting).

COPPER - Excellent heat conductor but discolors easily.

STAINLESS STEEL - Slow heat conductor with uneven cooking results. Is durable, easy to clean and resists staining.

CAST IRON - A poor heat conductor however will retain heat very well. Cooks evenly once cooking temperature is reached.

PORCELAIN-ENAMEL on METAL - Heating characteristics will vary depending on base material.

GLASS - Slow heat conductor.

Setting Surface Burner Controls

Check Burner Cap Placement Before Operating the Surface Burners

To prevent flare-ups and avoid creation of harmful by-products, **do not** use the cooktop without all burner caps properly installed to insure proper ignition and gas flame size.

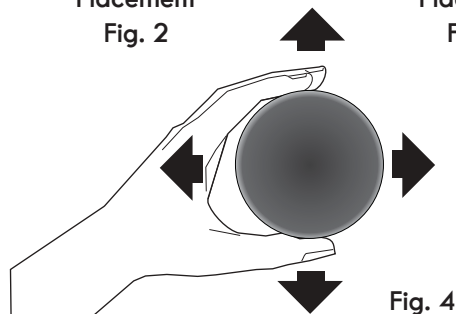
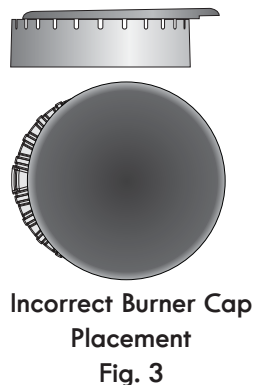
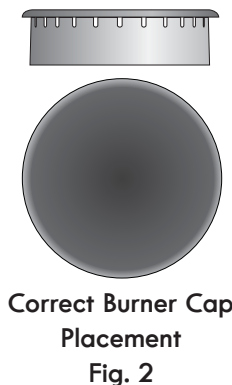
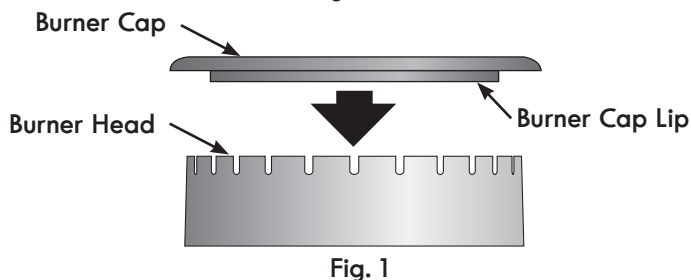
It is very important to be sure that all surface burner caps and burner grates are properly installed and in the correct locations **BEFORE** operating the cooktop burners.

Remember:

- Always keep surface burner caps in place whenever using a surface burner.
- When placing the burner caps, be sure that all burner caps are **seated firmly and rest level on top of burner heads**.
- For proper flow of gas and ignition of burners **DO NOT** allow spills, food, cleaning agents or any other material to enter the gas orifice port opening.

Round Style Burners

The burner cap lip (See Fig. 1) should fit snug into the center of burner head and rest level. Refer to Figs. 2 & 3 for correct and incorrect burner cap placement. Once in place, you may check the fit by gently sliding the burner cap from side to side (Fig. 4) to be sure it is centered and firmly seated. When the burner cap lip makes contact inside the center of the burner head you will be able to feel it. Please note that the burner cap should NOT move off the center of the burner head when sliding from side to side.



Setting Proper Surface Burner Flame Size

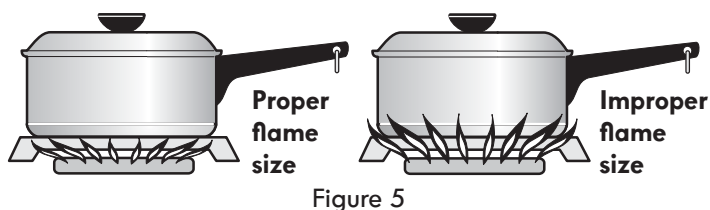
For most cooking, start on the highest control setting and then turn to a lower one to complete the process. Use the recommendations below as a guide for determining proper flame size for various types of cooking. The size and type of utensil used and the amount of food being cooked will influence the setting needed for cooking.

*Flame Size	Type of Cooking
High Flame	Start most foods; bring water to a boil; pan broiling.
Medium Flame	Maintain a slow boil; thicken sauces, gravies; steaming.
Low Flame	Keep foods cooking; poach; stewing.

***These settings are based on using medium-weight metal or aluminum pans with lids. Settings may vary when using other types of pans.** The color of the flame is the key to proper burner adjustment. A good flame is clear, blue and hardly visible in a well-lighted room. Each cone of flame should be steady and sharp. Clean burner if flame is yellow-orange.

Regardless of size, always select cookware that is suitable for the amount and type of food being prepared. Select a burner and flame size appropriate to the pan. Never allow flames to extend beyond the outer edge of the pan.

Never extend the flame beyond the outer edge of the utensil. A higher flame wastes heat and energy and increases your risk of being burned by the flame (Figure 5).



For deep fat frying, use a thermometer and adjust the surface control knob accordingly. If the fat is too cool, the food will absorb the fat and be greasy. If the fat is too hot, the food will brown so quickly that the center will be undercooked. Do not attempt to deep fat fry too much food at once as the food will neither brown nor cook properly.

CAUTION Do not place items such as aluminum foil, salt and pepper shakers, spoon holders or plastic wrappings on top of the range when it is in use. These items could melt or ignite. Potholders, towels or wood spoons could catch fire if placed too close to a flame.

Manual Lighting

In the event of an electrical power outage, the surface burners can be lit manually. To light a surface burner, hold a lit match to the burner head, then slowly turn the surface control knob to **LITE**. After burner lights push in and turn knob to desired setting. Use caution when lighting surface burners manually.

Setting Surface Burner Controls

Setting the Burners

1. Place cooking utensil on surface burner.
2. Push the surface control knob down and turn **counterclockwise** out of the OFF position (See Figures 1&2).
3. Release the knob and rotate to the LITE position.
4. **Visually check that the burner has a flame.**
5. Once the burner is lit, continue to turn **counterclockwise** to the desired flame size. The control knobs do not have to be set at a particular setting. Use the knob indicator settings to adjust the flame as needed.

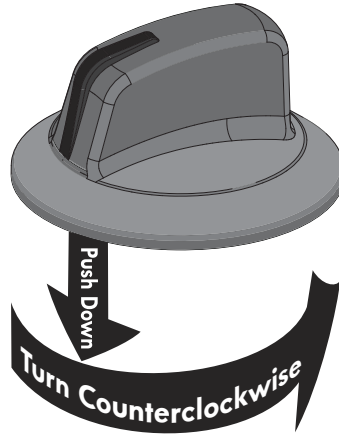


Figure 1

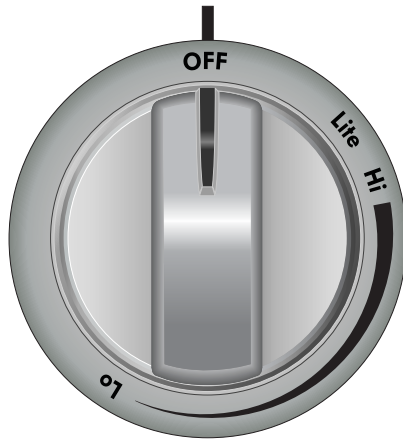


Figure 2 - Typical Control Knob

Important notes:

- **DO NOT** cook with the surface control knob left in the LITE position. (The electronic ignitor will continue to spark if the control knob setting remains in the LITE position).
- When setting any surface control knob to the LITE position, all electronic surface ignitors will spark at the same time. However, only the surface burner you are setting will ignite.
- **NEVER** place or straddle a cooking utensil over two different surface cooking areas at the same time. This can cause uneven heating results.

Using a Wok (not supplied)

Woks with flat bottoms suitable for use on your cooktop are available in most cookshop or hardware stores. Round-bottomed woks (with a support ring that does not extend beyond the burner unit) may also be used. The metal ring was designed to support the wok safely when it is filled with large amounts of liquids (soup making) or fat (frying).

Wire trivets: Do not use wire trivets. Cookware bottoms must be in direct contact with the grates.



DO NOT use a wok if it is equipped with a metal ring that extends beyond the burner unit. Because this ring traps heat, the surface unit and cooktop surface could be damaged.



General Care & Cleaning

Cleaning Various Parts of Your Cooktop

Before cleaning any part of the cooktop, be sure all controls are turned OFF and the cooktop is COOL. REMOVE SPILLOVERS AND HEAVY SOILING AS SOON AS POSSIBLE. REGULAR CLEANINGS NOW WILL REDUCE THE DIFFICULTY AND EXTENT OF A MAJOR CLEANING LATER.

Surfaces	How to Clean
Painted Control Knobs	For general cleaning, use hot soapy water and a cloth. For more difficult soils and built-up grease, apply a liquid detergent directly onto the soil. Leave on soil for 30 to 60 minutes. Rinse with a damp cloth and dry. DO NOT use abrasive cleaners on any of these materials; they can scratch or dull the finish.
Control Panel	Wipe the control panel clean after each use. Before cleaning the control panel, turn all controls to OFF and remove the control knobs. To remove, pull each knob straight off the shaft. Clean using hot, soapy water and a cloth. Be sure to squeeze excess water from the cloth before wiping the panel; especially when wiping around the controls. Excess water in or around the controls may cause damage to the appliance. To replace knobs after cleaning, line up the flat sides of both the knob and the shaft; then push the knob into place.
Stainless Steel	Clean with hot, soapy water and a dishcloth. Rinse with clean water and cloth. Do not use cleaners with high concentrations of chlorides or chlorines. Do not use harsh scrubbing cleaners. Only use kitchen cleaners that are especially made for cleaning stainless steel. Always be sure to rinse the cleaners off from the surface as bluish stains may occur during heating that cannot be removed.
Porcelain Enamel Burner Grates, Cooktop Surface	Gentle scouring with a soapy scouring pad will remove most spots. Rinse with a 1:1 solution of clear water and ammonia. If necessary, cover difficult spots with an ammonia-soaked paper towel for 30 to 40 minutes. Rinse with clean water and a damp cloth, and then scrub with a soap-filled scouring pad. Rinse and wipe dry with a clean cloth or paper towel. Remove all cleaners or the porcelain may become damaged during future heating. DO NOT use spray oven cleaners on the cooktop.

General Care & Cleaning

Cleaning the Cooktop and Surface Burners

⚠ CAUTION To avoid possible burns **DO NOT** attempt any of the cooktop cleaning instructions provided before turning OFF all of the surface burners and allow them to completely cool.

⚠ CAUTION Any additions, changes or conversions required in order for this appliance to satisfactorily meet the application needs must be made by an authorized qualified agency.

Routinely clean the cooktop. Wipe with a clean, damp cloth and wipe dry to avoid scratches.

Keeping the surface burner head ports and slots clean will prevent improper ignition and an uneven flame. See the following sections for more instructions.

Cleaning recessed and contoured areas of cooktop

If a spill occurs on or in the recessed or contoured areas, blot up spill with an absorbent cloth. Rinse with a clean, damp cloth and wipe dry.

Cleaning surface burner grates

- Clean only after the grates are completely cool.
- Use nonabrasive plastic scrubbing pad and mild abrasive cleanser or clean in the dishwasher.
- Food soils containing acids may affect the finish. Clean immediately after the grates are cool.
- Thoroughly dry grates **immediately** following cleaning.

Cleaning burner caps

- Remove caps from burner heads after they have cooled.
- Clean heavy soils with a plastic scrubbing pad and absorbent cloth.
- Thoroughly dry burner caps immediately following cleaning including the bottom and inside of cap.
- Do not use abrasive cleaners. They can scratch porcelain.
- Do not clean burner caps in the dishwasher.
- **Do not operate surface burners without burner caps properly in place. Read important notes.**

Cleaning surface burner heads

For proper gas flow it may be necessary to clean the burner head and slots. To clean, first use a clean DAMP cloth to soak up any spills. Remove any food from between the burner slots using a small nonabrasive brush like a toothbrush and afterwards wipe up using a damp cloth. For stubborn soils located in the slots, use a small-gauge wire or needle to clean.

Any spill on or around the electrode must be carefully cleaned. Take care not to hit the electrode with anything hard or it could be damaged.

To clean the burner head ignition ports

Each burner head has a small ignition port located as shown. Should you experience ignition problems it may be that this port hole is partially blocked with soil. With the burner head in place, use a small wire gauge needle or the end of a paper clip to clear the ignition port (See to Fig. 1 and 2).

Important notes:

- The surface burner heads are secured to the cooktop and must be cleaned in place on the cooktop.
- **Always** keep the surface burner caps in place **whenever a surface burner is in use.**
- When replacing the burner caps, be sure the burner caps are **seated firmly on top of the burner heads.**
- For proper flow of gas and ignition of burners **DO NOT** allow spills, food, cleaning agents or any other material to enter the gas orifice port opening.

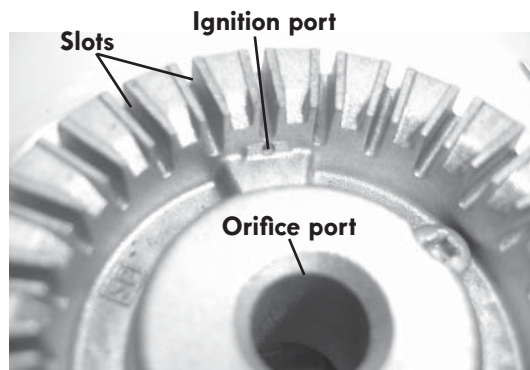


Figure 1- Cooktop regular burner head

Before You Call

Solutions to Common Problems

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.

OCCURRENCE	POSSIBLE CAUSE/SOLUTION
Surface burners do not light	Surface Control knob has not been completely turned to LITE. Push in and turn the Surface Control knob to LITE until burner ignites and then turn control to desired flame size.
	Be sure gas supply valve is open.
	Gas-air mixture needs a straight line to travel. Be sure burner is properly seated in its support (models with open burners only).
	Burner ports or slots are clogged. With the burner off, use a small-gauge wire or needle to clean ports or slots.
	Power cord is disconnected from outlet (electric ignition models). Be sure cord is plugged securely into outlet.
	Electrical power outage (electric ignition models). Burners can be lit manually. See Setting Surface Controls in this Use & Care Guide.
Surface burner flame burns half way around.	Burner ports or slots are clogged. With the burner off, clean ports with a small-gauge wire or needle to clean ports or slots.
	Moisture is present after cleaning. Lightly fan the flame and allow burner to operate until flame is full. To avoid this occurrence dry the burners thoroughly following instructions under General Care & Cleaning .
Surface burner flame is orange.	Dust particles in main line. Allow the burner to operate a few minutes until flame turns blue.
	In coastal areas, a slightly orange flame is unavoidable due to salt air.

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