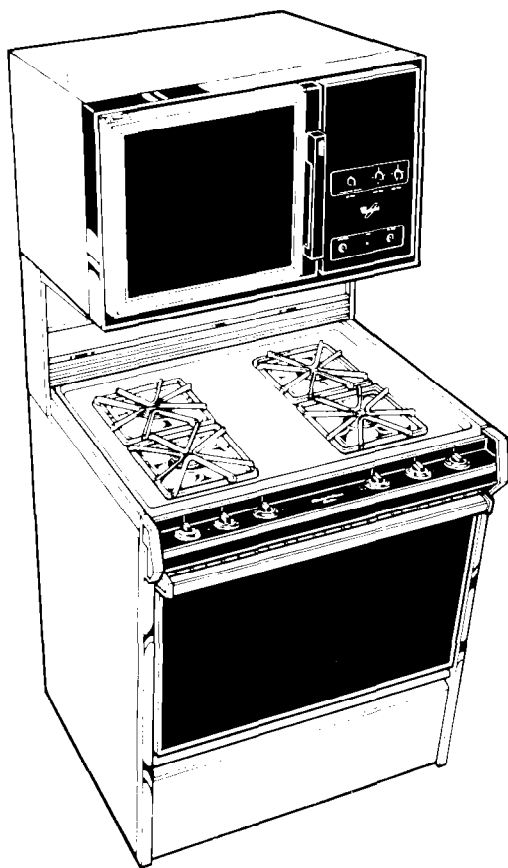


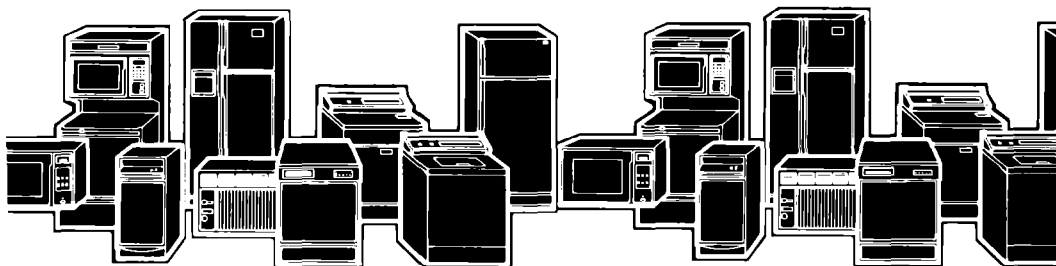
# use & care guide



## GAS COOKTOP AND LOWER OVEN

Model SM958PEP

Wave Ovens, Trash Compactors, Room Air Conditioners, Dehumidifiers, Automatic Washers, Clothes Dryers, Freezers, Refrigerator-Freezers



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\*Tmk

## Before you use your range

**Read and carefully follow the "INSTALLATION INSTRUCTIONS" packed with your range.**

Read this "Use & Care Guide" and your "Cooking Guide" carefully for important use and safety information. Store these with the Upper Microwave Oven literature in the Range Literature Pac for future use.

**• FOR YOUR SAFETY •**  
**TO PREVENT FIRE AND EX-**  
**PLOSION, DO NOT STORE**  
**OR USE GASOLINE OR**  
**OTHER FLAMMABLE**  
**VAPORS AND LIQUIDS IN**  
**THE VICINITY OF THIS OR**  
**ANY OTHER APPLIANCE.**

**• FOR YOUR SAFETY •**  
**IF YOU SMELL GAS:**  
**1. OPEN WINDOWS.**  
**2. DON'T TOUCH ELEC-**  
**TRICAL SWITCHES.**  
**3. EXTINGUISH ANY OPEN**  
**FLAMES.**  
**4. IMMEDIATELY CALL YOUR**  
**GAS SUPPLIER.**

**• FOR YOUR SAFETY •**  
**DO NOT OBSTRUCT THE FLOW OF COMBUSTION AND**  
**VENTILATION AIR.**

**You are personally responsible for:**

- Reading and following all safety precautions in this Use & Care Guide and the Cooking Guide.
- Having your range installed by a qualified installer.
- Installing the range where it is protected from the elements, and on a level floor strong enough to hold its weight.
- Having your range properly connected to electrical supply and grounded. (See "Installation Instructions")
- Having your range properly connected to the proper gas supply and checked for leaks. (See "Installation Instructions.")
- Making sure the range is not used by children or anyone unable to operate it properly.
- Properly maintaining your range.
- Using the range only for jobs expected of a home range.

**See your "Cooking Guide" and "Upper Microwave Oven Use & Care Guide" for additional safety and use information.**

## IMPORTANT SAFETY INSTRUCTIONS



**WARNING** – When using your cooktop or lower oven, follow basic precautions, including the following:

- 1. DO NOT** allow children to use or play with any part of the range or leave them unattended near it. They could be burned or injured.
- 2. DO NOT** store things children might want above the range. Children could be burned or injured while climbing on it.
- 3. DO NOT** allow anyone to touch a hot surface burner, oven burner or areas around them. They could be hot enough to burn severely.
- 4. KEEP** children away from the range when it is on. The cooktop, oven walls, racks and door can be hot enough to cause burns.
- 5. DO NOT** use a range to heat a room. Persons in the room could be burned or injured, or a fire could start.
- 6. KEEP** pan handles turned in, but not over another surface burner to prevent burns, injury and to help prevent the utensil from being pushed off the cooktop.
- 7. DO NOT** use water on grease fires. The fire will spread. Cover fire with large lid or smother with baking soda or salt.
- 8. DO NOT** wear loose or hanging garments when using the range. They could ignite if they touch a hot burner or surrounding area and you could be burned.
- 9. DO NOT** heat unopened containers. They could explode. The hot contents could burn and container particles could cause injury.
- 10.** When adding or removing food, **MAKE SURE** to open the oven door all the way to prevent burns.

**continued on next page**

**11. DO NOT** use a wet pot holder. Steam burns can result. **DO NOT** use a towel or bulky cloth as a pot holder. They could catch fire and burn you.

**12. MAKE SURE** the utensils you use are large enough to contain food and avoid boil overs and spillovers. This will help prevent hazardous build-ups of food. Heavy splattering or spillovers left on a range can ignite and burn you. Pan size is especially important in deep fat frying.

**13. DO NOT** leave surface burners on high heat settings. Boil overs and greasy spillovers could cause steam, smoke and could ignite and burn you.

**14. GREASE** is flammable and should be handled carefully. Let fat cool before attempting to handle it. **Do not allow grease to collect around range or in vents.** Wipe spillovers immediately.

**15. NEVER** use a match or other flame to look for a gas leak. Explosion and injury could result.

**16. DO NOT** repair or replace any parts unless specifically recommended in this manual. All other servicing should be referred to a qualified service technician.

• FOR YOUR SAFETY •

**DO NOT STORE OR USE GASOLINE OR OTHER FLAMMABLE VAPORS AND LIQUIDS IN THE VICINITY OF THIS OR ANY OTHER APPLIANCE. THEY COULD IGNITE CAUSING EXPLOSION AND/OR FIRE.**

**- SAVE THESE INSTRUCTIONS -**

## Copy your Model and Serial Numbers here...

If you need service, or call with a question, have this information ready:

**1. Complete** Model and Serial Numbers (from the plate located behind the microwave oven door).

**2. Purchase date** from sales slip.

Copy this information in these spaces. Keep this book, your warranty and sales slip together in the Literature Pac.

There is no warranty registration to return. Proof-of-purchase is all that is required for in-warranty service.

Model Number

Serial Number

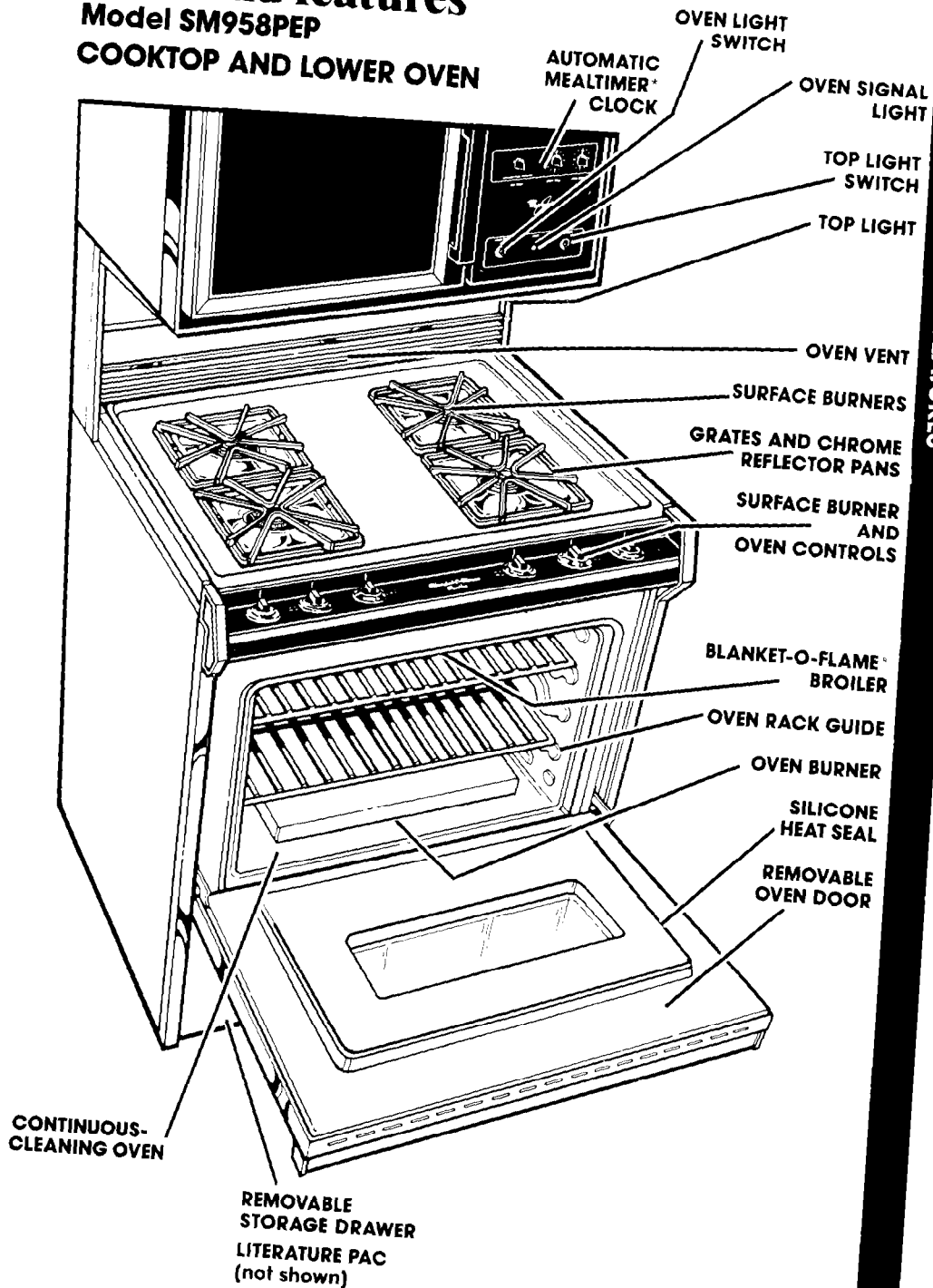
Purchase Date

Service Company/Phone Number

# Parts and features

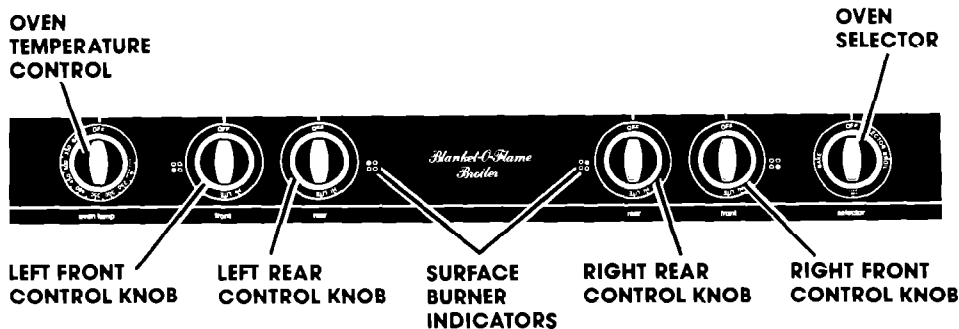
Model SM958PEP

## COOKTOP AND LOWER OVEN

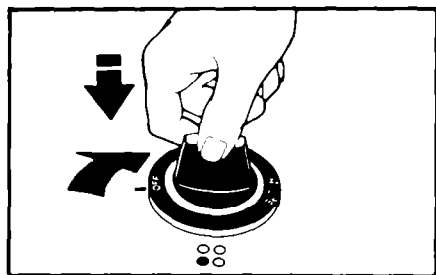


**SAFETY • PARTS AND FEATURES**

# Using your range



## Using the Surface Burners



**Control knobs must be pushed in,** then turned to the LITE position. The clicking sound is the ignition sparking.

To stop the clicking sound after the burner lights, turn the control knob back to a desired setting. The control knob has stops for HI, MED and LOW, however it can be set anywhere between HI and OFF. **Do not cook with the control in the LITE position.**

## Surface Burner Indicators

The solid dot in the surface burner indicator shows which surface burner is turned on by that knob.



**WARNING: If the flame should go out while cooking, or if there is a strong odor, turn the burners OFF. Wait five minutes for the gas odor to disappear, before relighting burner. If gas odor is still present, see safety note on page 2.**

## In Case of a Prolonged Power Failure

Surface burners can be manually lighted. Hold a lighted match near a burner and turn the control to the LITE position. After the burner lights, turn the control to the desired setting.



**WARNING:** Burner flame should not extend beyond the edge of the cooking utensil. The flame can burn you and cause poor cooking results.

See the "Cooking Guide" for important utensil information.

Until you get used to the settings, use the following as a guide:

**Use LITE** to light the burner. After the burner lights, turn control back to a desired setting to stop the clicking of the ignition.

**Do not cook with the control in the LITE position.**

**Use HI** to start foods cooking or to bring liquids to a boil.

**Use MED** to continue cooking or to fry chicken or pancakes; for gravy, puddings and icing or to cook large amounts of vegetables.

**Use LOW** to keep foods warm until ready to serve.

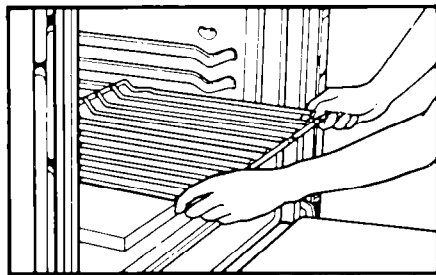
## Using the lower oven

The lower oven is always set with two knobs.

- The Oven Selector
- The Oven Temperature Control

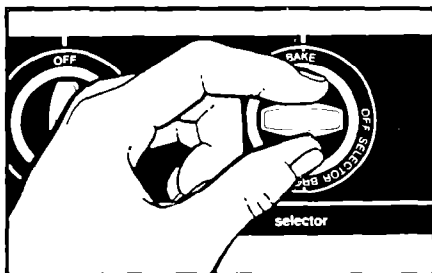
**Both must be on a setting for the oven to heat.**

## Baking or roasting

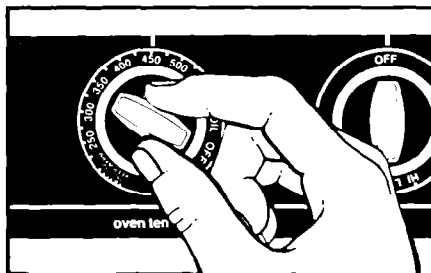


Rack(s) should be placed so the top of the food will be centered in the oven. Always leave at least 1½ to 2 inches (4-5 cm) between the sides of the pan and the oven walls and other pans. For more information, see the "Cooking Guide."

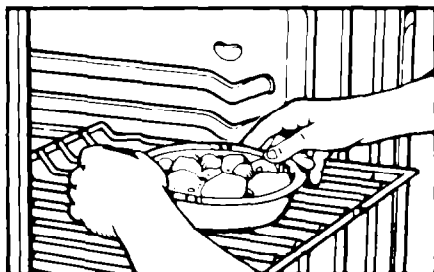
- 1.** Position the rack(s) properly **before** turning on the oven. **To change rack position**, pull rack out to stop, raise front edge and lift out.



2. Set the Oven Selector on BAKE.



3. Set the Oven Temperature Control to the baking temperature you want. The oven burner will automatically light in 50-60 seconds.



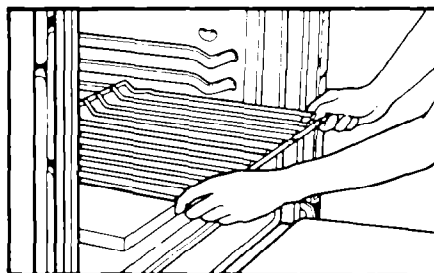
4. Preheat the oven. The oven is preheated when the Oven Signal Light first goes off. **Note: Oven racks, walls and door will be hot. Do not place food directly on oven bottom.**

5. During baking, the oven burner will turn on and off to maintain the temperature setting. The Oven Signal Light will turn on and off with the burner.

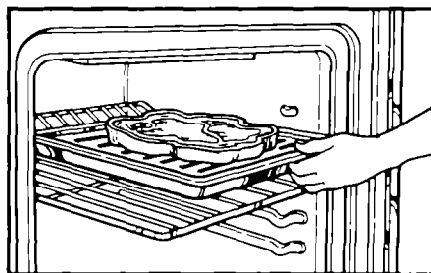
When baking is done, turn **both** the Oven Selector and the Oven Temperature Control to OFF.

## Broiling

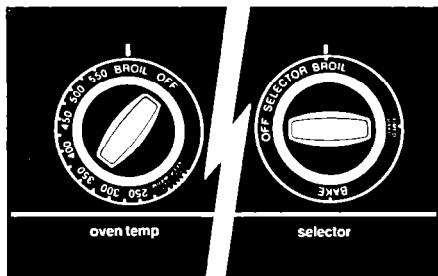
The Blanket-O-Flame® Broiler uses infra-red rays to cook the food. Infra-red rays create fast, searing heat and consume most smoke and spatters. **Always broil with the oven door closed.**



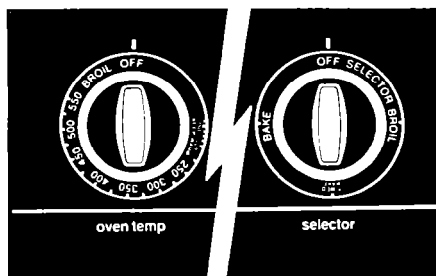
1. Position the rack **before** turning the oven on. See rack placement chart and broiling chart in the "Cooking Guide" for recommended rack positions.



2. Put the broiler pan and food on the rack and completely close the oven door. **DO NOT PREHEAT THE BROILER BEFORE USING.**



3. Set the Oven Selector and the Oven Temperature Control to BROIL. The broiler will automatically light in 50-60 seconds.



4. When broiling is done, turn **both** the Oven Selector and the Oven Temperature Control to OFF.

**DO NOT PREHEAT THE BROILER BEFORE USING. CLOSE OVEN DOOR DURING BROILING.**

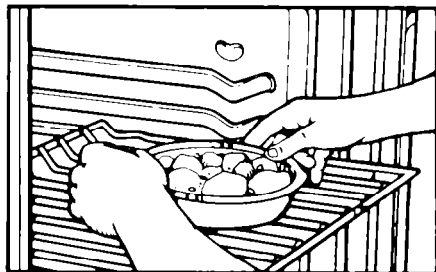
## Using the Automatic MEALTIMER\* Clock

The automatic MEALTIMER\* Clock is designed to turn the oven on and off at times you set, even when you are not around.

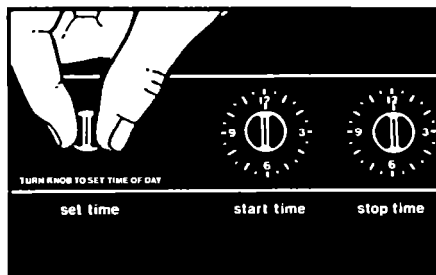
Automatic baking is ideal for foods which do not require a preheated oven such as meats and casseroles. **Do not use the automatic cycle for cakes, cookies, etc...undercooking will result.**

**To start and stop baking automatically:**

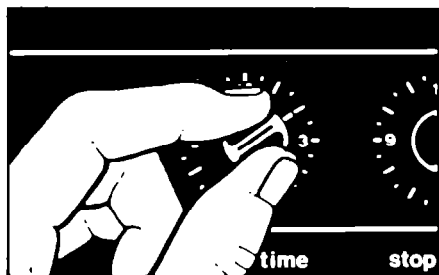
\*Tmk.



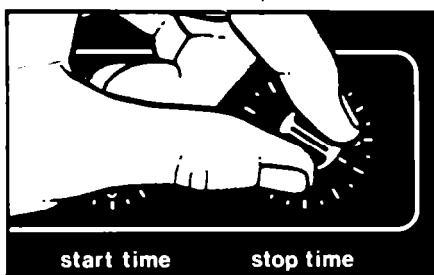
1. Position the oven rack(s) properly, and place the food in the oven.



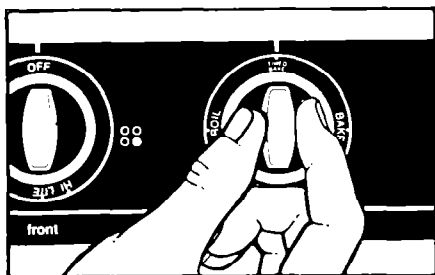
2. Turn the Set Time Knob until the Start and Stop Time Dials show the correct time of day.



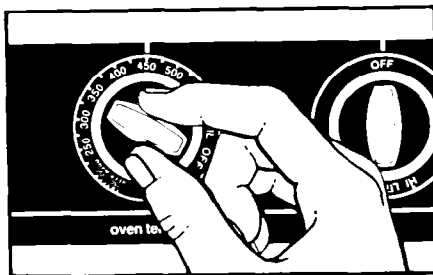
3. Push in and turn the Start Time Knob **clockwise** to the time you want baking to start.



4. Push in and turn the Stop Time Knob **clockwise** to the time you want the oven to shut off.



5. Set the Oven Selector on TIMED BAKE.



6. Set the Oven Temperature Control on the baking temperature you want. The oven will now start and stop automatically.  
**After baking is done or to stop the oven before preset time,** turn both the Oven Selector and the Oven Temperature Control to OFF.

### To start baking now and stop automatically:

1. Position rack(s) properly, and place the food in the oven.
2. Turn the Set Time Knob until the Start and Stop Time Dials show the right time of day.
3. Push in and turn the Stop Time Knob **clockwise** to the time you want the oven to shut off.
4. Set the Oven Selector on TIMED BAKE.
5. Set the Oven Temperature Control on the baking temperature you want.
6. **After baking is done or to stop the oven before the preset time,** turn both the Oven Selector and the Oven Temperature Control to OFF.



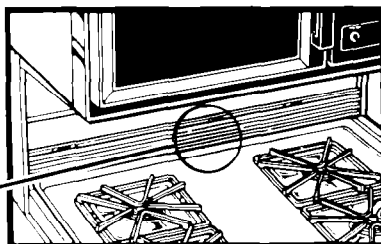
#### **WARNING: To avoid sickness and food waste.**

- Use foods that will not go bad or spoil while waiting for cooking to start.
- Avoid using dishes with milk or eggs, cream soups, cooked meats or fish, or any item with baking powder or yeast.
- Any food that has to wait for cooking to start should be very cold or frozen before it is put in the oven. **MOST UNFROZEN FOODS SHOULD NEVER STAND MORE THAN TWO HOURS BEFORE COOKING STARTS.**

### The Oven Vent

Hot air and moisture escape from the oven through a vent just under the cooktop light. **Do not block vent.** Poor baking will result.

OVEN VENT

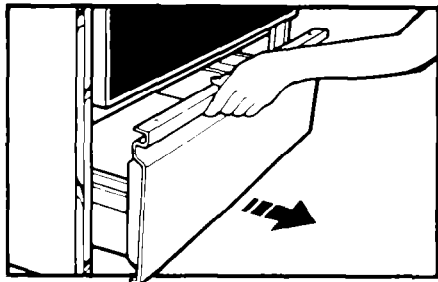


## The Storage Drawer

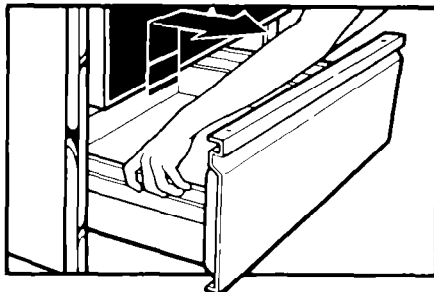
The storage drawer is for storing pots and pans.

Use care when handling the drawer. The edges could be sharp.

### Removing the storage drawer

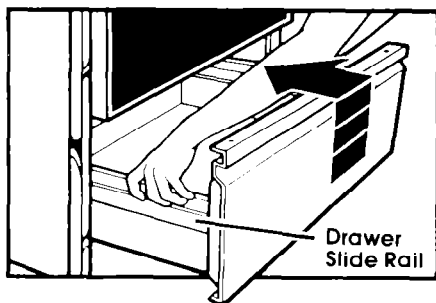


1. Pull drawer straight out to the first stop. Lift front and pull out to the second stop.

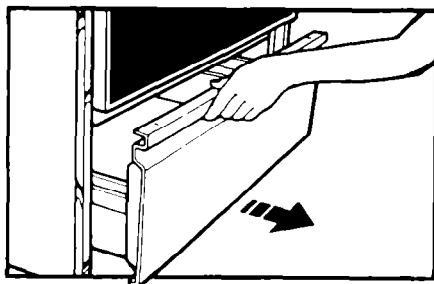


2. Lift back slightly and slide drawer all the way out.

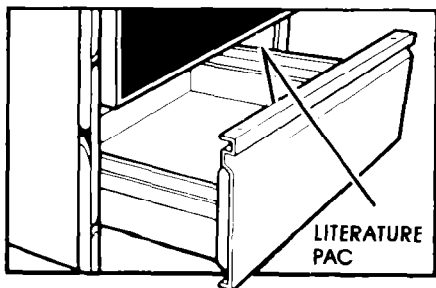
### Replacing the storage drawer



1. Fit ends of drawer slide rails into the drawer guides on both sides of opening



2. Lift drawer front and push in until white stops on drawer slide rails clear white stops on drawer guides, then slide drawer closed.



### Use & Care Guide storage

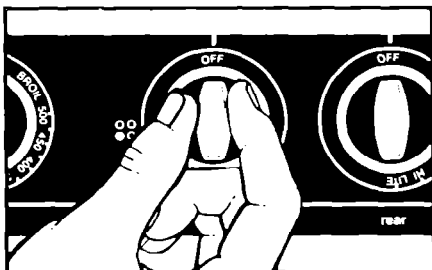
Store this booklet, along with your "Cooking Guide," sales slip and warranty in the Literature Pac, inside the storage drawer.

# Caring for your cooktop and lower oven

## Control Panels



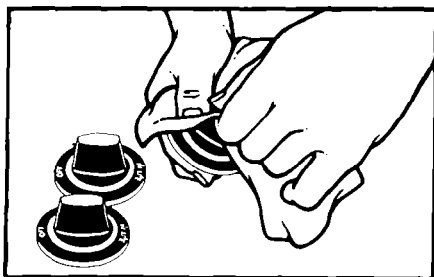
**WARNING:** To avoid burns, first make sure all controls are OFF and the range is COOL.



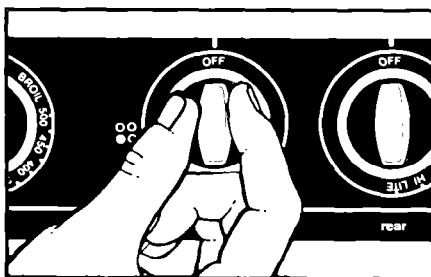
1. Pull knobs straight off.



2. Use warm soapy water or baking soda and a damp soft cloth to wipe the control panels. Rinse and wipe dry.



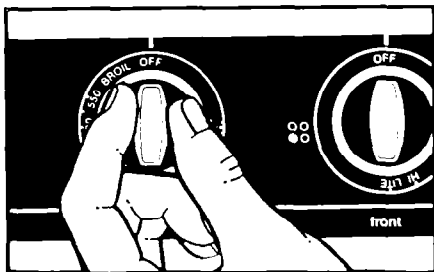
3. Wash knobs in warm soapy water or use baking soda and a damp, soft cloth. Rinse well and dry.



4. Push the knobs straight back on. Make sure they point to OFF.

**CAUTION:** Do not use abrasive cleansers. They could rub off the markings.

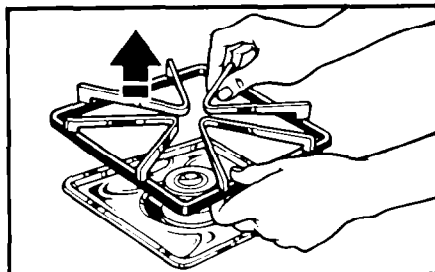
## Surface Burner Grates and Reflector Pans



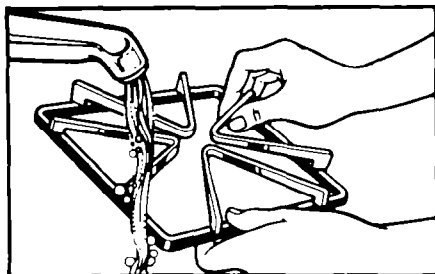
1.



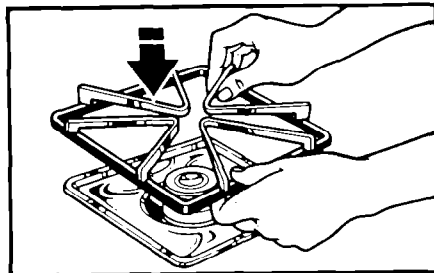
**WARNING:** To avoid burns, be sure the surface burners are OFF and the surrounding parts are COOL.



2. Lift off the grates and remove the reflector pans.

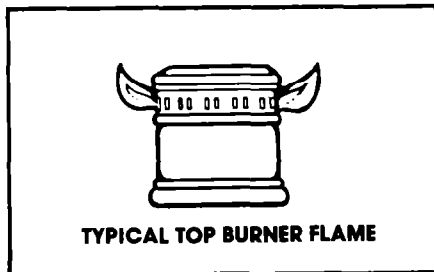
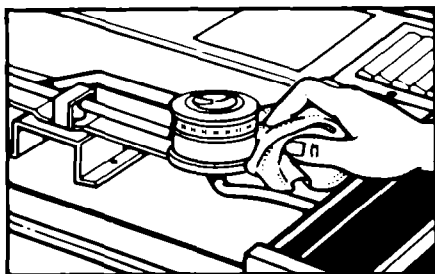


3. Wash the grates and reflector pans in warm soapy water. Rinse and dry well



4. Replace reflector pans and grates.

## Surface Burners



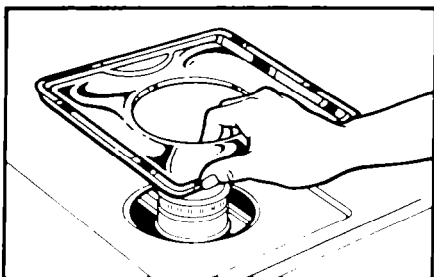
**TYPICAL TOP BURNER FLAME**

To remove the cooktop, follow the instructions on page 14.

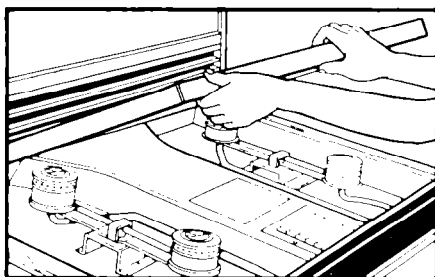
Wipe off surface burners with warm soapy water and a soft cloth after each use.

Occasionally check surface burner flames for size and shape as shown. If flames do not burn properly, you may need to remove the burners for cleaning (see page 17), or call a qualified technician for adjustment.

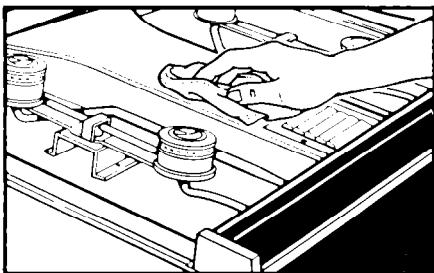
## Removable Cooktop



1. Remove Surface Burner Grates and Reflector Pans.



2. Lift front of cooktop enough to clear front of range. Grasp both sides of the cooktop, lift and pull forward to remove.



3. Wipe surface under the cooktop with warm soapy water. Use soapy steel-wool pad on stubborn spots.



**WARNING:** Do not try to clean under the cooktop without removing it first. The cooktop could accidentally fall and injure you.

**CAUTION:** Do not drop the cooktop or let it bump the upper oven when removing. Damage could result to the porcelain and the cooktop frame.

## The Oven Door

Removing the oven door will help make it easier to clean the oven.

1.



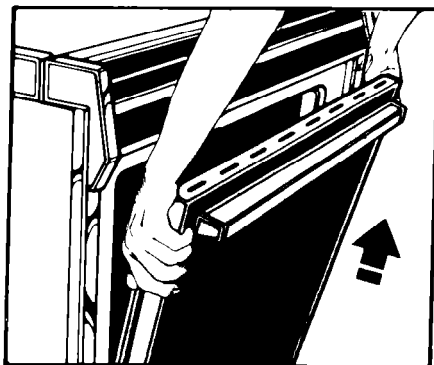
**WARNING:** To avoid burns, be sure the oven is OFF and cool.

Open the door to the first stop position.

2. Hold the door at both sides and lift it at the same angle it is in.

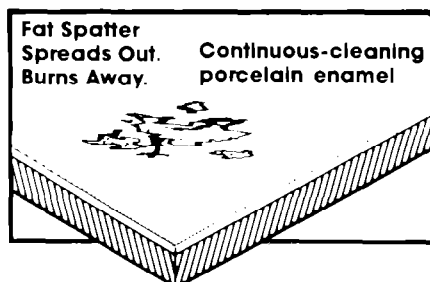
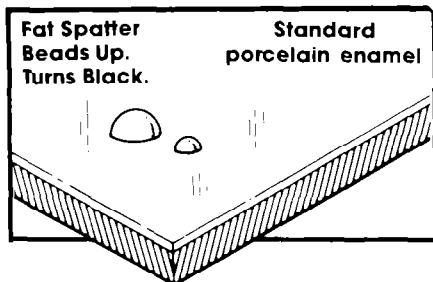
3. **To replace,** fit the bottom corners of the door over the ends of the hinges.

Push the door down evenly. The door will close only when it is on the hinges correctly.



## The Continuous-Cleaning Oven

Standard oven walls are coated with smooth porcelain enamel. Your continuous-cleaning oven walls are coated with a special, rougher porcelain enamel. A fat spatter beads up on the smooth surface, but spreads out on the rougher surface. The bead of fat chars and turns black. The spread-out fat **gradually** burns away at **medium to high baking temperatures** (350 -475 F, 176 -246 C) so the oven can return to a presentably clean condition.



## Spillovers

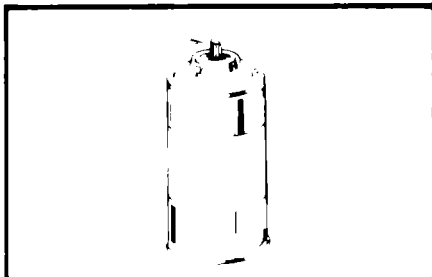
Sugar and starchy spills (from pies and casseroles) and soils which occur in heavy amounts will not be removed. After the oven is cooled, remove these spillovers with a nylon scrubbing pad and water. If the soil is really baked on, it can be loosened by using TOP JOB,<sup>®</sup> HANDY ANDY,<sup>®</sup> or FANTASTIK.<sup>®</sup> Spray cleaner on the spot and let soak for about 15 minutes. Brush with a wet nylon scrubbing pad and rinse well with a wet sponge.

**CAUTION: Do not use foil or foil liner on the oven bottom. It will cause poor baking results and could damage the oven.**

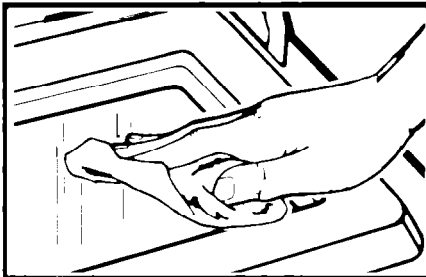
## Cleaning Tips

1. The oven window and racks are not coated. Clean them by hand.
2. The oven door does not get as hot as the walls. Some hand cleaning may be needed.

## Hand Cleaning

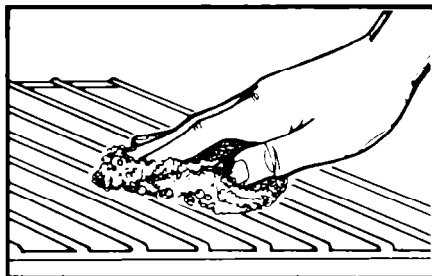


**WARNING: DO NOT USE OVEN CLEANING PRODUCTS.** Some can become trapped in the porcelain enamel surface and give off harmful fumes.

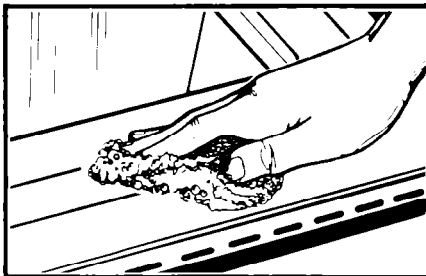


**WINDOW** – Keep clean with hot sudsy water. Use a plastic scouring pad for stubborn spots. Rinse well.

**Do not use steel-wool or abrasive cleansers.**



**RACKS** – Use soapy steel-wool pad for best cleaning results. Rinse well.



**WALLS AND DOOR** – Wash with hot soapy water. Use a plastic scouring pad for stubborn spots. Rinse well.

## Cleaning Chart



**WARNING: To avoid burns, be sure all controls are OFF and the range is COOL.**

| PART                                   | WHAT TO USE                                                                                           | HOW TO CLEAN                                                                                                                                                                                                                                                                                                                          |
|----------------------------------------|-------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Cooktop and lower oven exterior</b> | Soft cloth and warm soapy water or baking soda.<br>Nylon or plastic scrubbing pad for stubborn spots. | <ul style="list-style-type: none"> <li>• Wipe off regularly when cooktop and lower oven are cool.</li> <li>• <b>Do not allow food containing acids (such as vinegar, tomato, lemon juice or milk) to remain on surface. Acids will remove the glossy finish.</b></li> <li>• <b>Do not use abrasive or harsh cleansers.</b></li> </ul> |

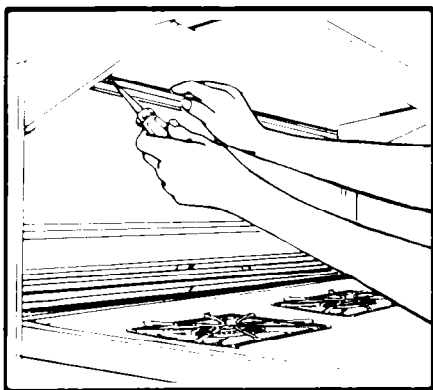
| PART                            | WHAT TO USE                                                                                                                                 | HOW TO CLEAN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Surface burner grates</b>    | Automatic dishwasher or warm soapy water and plastic scrubbing pad.                                                                         | <ul style="list-style-type: none"> <li>• Wash with other cooking utensils.</li> <li>• Dry completely.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Chrome reflector pans</b>    | Automatic dishwasher or warm soapy water and plastic scrubbing pad.                                                                         | <ul style="list-style-type: none"> <li>• Wash with other cooking utensils.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Surface burners</b>          | Warm soapy water, a plastic scrubbing pad, dishwashing detergent or a solution of 1 quart of boiling hot water and 2 tablespoons of DIP IT. | <ul style="list-style-type: none"> <li>• Remove cooktop, see page 14.</li> <li>• Wipe off spills immediately after burner has cooled.</li> </ul> <p><b>In case of stubborn stains:</b></p> <ul style="list-style-type: none"> <li>• Remove burner from manifold with phillips screwdriver.</li> <li>• Soak in warm soapy water and wipe with plastic scrubbing pad and dishwashing detergent. <b>If stain is still there, soak 20 minutes in boiling water and DIP IT® solution. Be sure the solution covers the whole burner.</b></li> <li>• Rinse and dry well.</li> <li>• If ports are clogged, clean with a straight pin. <b>Do not enlarge or distort ports. Do not use a wooden toothpick.</b></li> <li>• <b>Do not clean surface burner in dishwasher.</b></li> </ul> |
| <b>Broiler pan and grid</b>     | Warm soapy water and plastic scrubbing pad.                                                                                                 | <ul style="list-style-type: none"> <li>• Wash with other cooking utensils.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Control knobs</b>            | Warm soapy water and soft cloth.                                                                                                            | <ul style="list-style-type: none"> <li>• Wash, rinse and dry well.</li> <li>• <b>Do not soak.</b></li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Control panels</b>           | Warm soapy water or baking soda, soft cloth and spray glass cleaner.                                                                        | <ul style="list-style-type: none"> <li>• Wash, rinse and dry well.</li> <li>• Follow directions provided with cleaner.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Oven racks</b>               | Warm soapy water and plastic scrubbing pad.                                                                                                 | <ul style="list-style-type: none"> <li>• Wash, rinse and dry well. Use plastic scrubbing pad for stubborn areas.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Lower oven door glass</b>    | Spray glass cleaner; warm soapy water and soft cloth.                                                                                       | <ul style="list-style-type: none"> <li>• <b>Make sure oven is cool.</b></li> <li>• Follow directions provided with cleaner.</li> <li>• Wash, rinse and dry well.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Continuous-Cleaning Oven</b> | Warm, soapy water or soapy scrubbing pad. Use TOP JOB,® HANDY ANDY,® or FANTASTIK,® for sugar and starchy spills and baked on soil.         | <ul style="list-style-type: none"> <li>• Clean stubborn spots or stains. Rinse well with water.</li> <li>• Spray cleaner on spot and let soak for about 15 minutes. Rinse well with a wet sponge.</li> </ul> <p><b>Most fat spatters on the Continuous-Cleaning porcelain-enamel interior surface gradually reduce to a presentably clean condition during normal baking or roasting operations.</b></p>                                                                                                                                                                                                                                                                                                                                                                     |

**CAUTION:** Do not attempt to push any object into the openings of the protective shield surrounding the ignitor coil that is located at the top of the oven. The coil could be damaged.

## The Cooktop Light

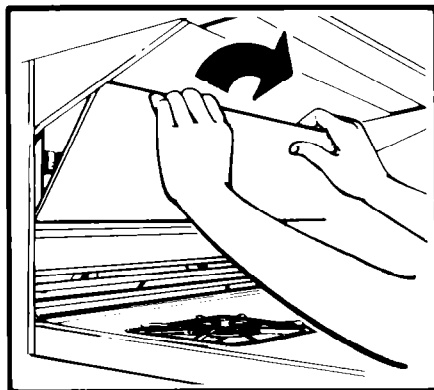
The **Top Light** switch is at the bottom of the upper control panel. Push and hold the button for a few seconds before letting go to turn it ON. Push again to turn off the light.

### To replace:

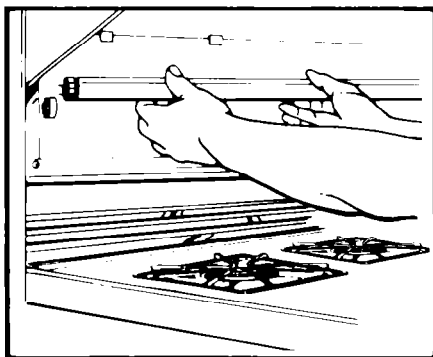


1.  **WARNING: To avoid possible shock hazard, turn off the electric power at the main power supply.**

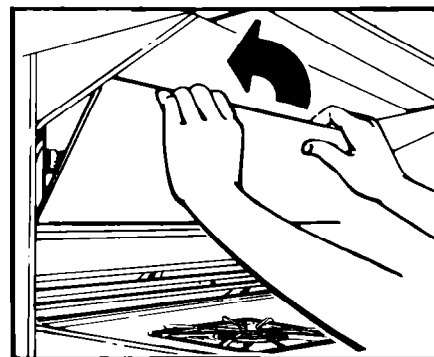
Remove the screws and metal trim that supports the top of the light cover. **The glass is heavy. Hold it securely.**



2. **With both hands, pull top of light cover towards you and lift it out of bottom support trim.**



3. **Grasp the fluorescent tube at both ends. Roll bottom of tube towards the front until both ends come out of the receptacles. Replace with a 20-watt cool-white fluorescent tube.**

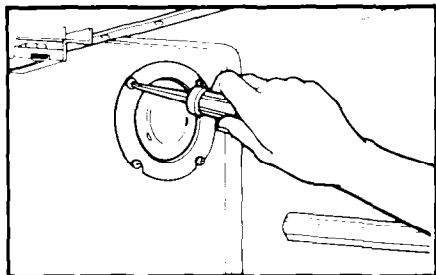


4. **With both hands, carefully fit the glass light cover into the bottom metal support trim. Replace the top support trim and screws.**

Turn electric power back on at the main power supply.

## The Oven Light

The Oven Light will come on when you open the oven door. To turn the light on when the door is closed, push the **Oven Light** switch on the bottom of the upper control panel.

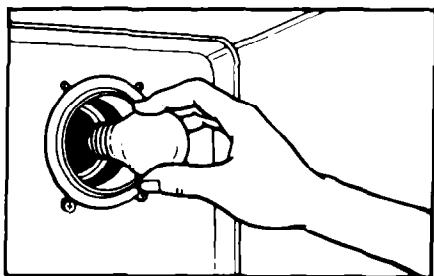


1.

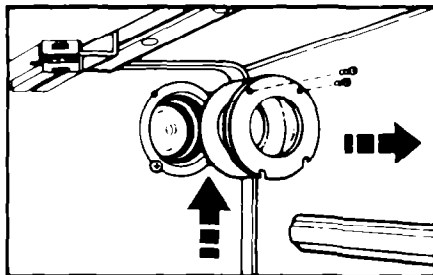


**WARNING:** To avoid possible shock hazard, turn off the electric power at the main power supply.

Remove the top screws from the bulb cover and loosen the bottom screws.

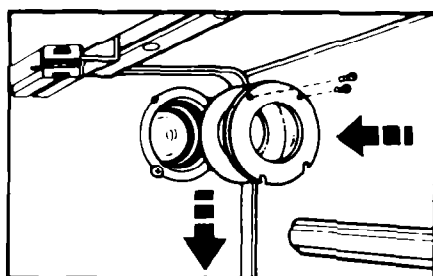


3. Remove the light bulb from its socket. Replace with a 40-watt appliance bulb.



2.

Push up bulb cover, retainer and seal to clear bottom screws, then remove.



4. Replace bulb cover, retainer, seal and top screws. Tighten screws. Turn the power back on at the main power supply.

**CAUTION:** The bulb cover must be in place when using the oven. The cover protects the bulb from breaking.

# If you need service or assistance, we suggest you follow these four steps:

## 1. Before calling for assistance...

Performance problems often result from little things you can fix yourself without tools of any kind.

### If nothing operates:

- Is the range properly connected to gas and electrical supplies? (See "Installation Instructions")
- Have you checked the main fuse or circuit breaker box?
- Is the flow of combustion and/or ventilation air to the range blocked? **Do not block the air flow to and around the range.**

### If the oven will not operate:

- Is the Oven Selector turned to a setting (BAKE or BROIL, but not TIMED BAKE)?
- Is the Oven Temperature Control turned to a temperature setting?

### If burner fails to light:

- Is the range connected to electrical power?
- Have you checked the main fuse or circuit breaker box?
- Are burner ports clogged? (See page 17.)

### If burner flames are uneven:

- Are burner ports clogged? (See page 17.)

### If burner flames lift off ports, are yellow, or are noisy when turned off:

- The air/gas mixture may be incorrect. (Call for service.)

### If burner makes a popping noise when ON:

- Is the burner wet from washing? Let dry.

### If control knob(s) will not turn:

- Did you push in before trying to turn?

### If soil is visible on Continuous-Cleaning oven finish:

- The special finish is designed to **gradually reduce oven soil** during normal baking or roasting. It is not designed to keep your oven spotless, only presentably clean.
- If you broil often, you may see oven soil.
- The door is cooler than the oven walls. Soil will be more visible on the door than other areas in the oven. See page 16 for how to clean.
- Sugar and starchy spills may leave stains. See page 16 for hand cleaning tips.

### If cooking results aren't what you expected:

- Is the range level?
- Are you using pans recommended in the **Cooking Guide**?
- Does the flame size fit the cooking utensil being used? (See the **Cooking Guide**.)
- If baking, have you allowed 1½ to 2 inches (4-5 cm) on all sides of the pans for air circulation?
- Have you preheated the oven before cooking?
- Are the pans the size called for in the recipe?
- Are you following a tested recipe from a reliable source?
- If broiling, have you completely closed the oven door? Blanket-O-Flame® Broiler provides best cooking results with the oven door closed.
- Do the cooking utensils have smooth, flat bottoms?

See the **Cooking Guide** for more information on cooking problems and how to solve them.

## 2. If you need assistance\*...

Call Whirlpool COOL-LINE® service assistance telephone number. Dial free from:

Continental U.S. . . (800) 253-1301  
Michigan . . . . . (800) 632-2243  
Alaska & Hawaii . . (800) 253-1121

and talk with one of our trained Consultants. The Consultants can instruct you in how to obtain satisfactory operation from your appliance or, if service is necessary, recommend a qualified service company in your area.

## 3. If you need service\*...



Whirlpool has a nationwide network of franchised TECH-CARE® Service Companies. TECH-CARE service technicians

are trained to fulfill the product warranty and provide after-warranty service, anywhere in the United States. To locate TECH-CARE service in your area, call our COOL-LINE service assistance telephone number (see Step 2) or look in your telephone directory Yellow Pages under:

APPLIANCES, HOUSEHOLD . . . ELECTRICAL APPLIANCES  
MAJOR SERVICE & REPAIR . . . MAJOR REPAIRING & PARTS

OR

WHIRLPOOL APPLIANCES  
FRANCHISED TECH-CARE SERVICE

WHIRLPOOL APPLIANCES  
FRANCHISED TECH-CARE SERVICE

SERVICE COMPANIES  
KEY SERVICE  
121 Maple . . . 999-9999

SERVICE COMPANIES  
KEY SERVICE CO.  
121 Maple . . . 999-9999

OR

WASHING MACHINES, DRYERS  
& IRONERS . . . SERVICE

WHIRLPOOL APPLIANCES  
FRANCHISED TECH-CARE SERVICE

SERVICE COMPANIES  
KEY SERVICE  
121 Maple . . . 999-9999

## 4. If you have a problem\*...

Call our COOL-LINE service assistance telephone number (see Step 2) and talk with one of our Consultants, or if you prefer, write to:

Mr. Robert F. Gunts, Vice President  
Whirlpool Corporation  
Administrative Center  
2000 US-33 North  
Benton Harbor, MI 49022

\*If you must call or write, please provide: model number, serial number, date of purchase, and a complete description of the problem. This information is needed in order to better respond to your request for assistance.



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will fit right and work right because they are made to the same exacting specifications used to build every new Whirlpool appliance.

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