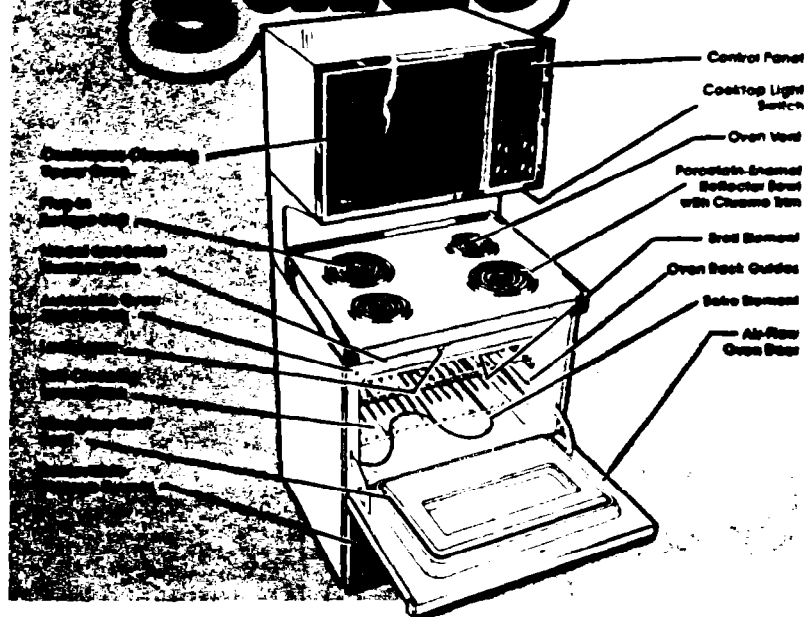


Whirlpool
30-INCH FREE-STANDING EYE-LEVEL ELECTRIC RANGE
Models RE963PXX;
RE960PXX

use & care guide



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 just behind the oven door).
2. Purchase date from sales slip (or date installed).

Copy this information in these spaces. Keep this book, your warranty and sales slip together in a handy place.

Model Number

Serial Number

Purchase/Installation Date

Service Company and Phone Number

See the "Cooking Guide" for important safety information.

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 QUALITY OF THE ORIGINALS

Your responsibilities...

Proper installation and safe use of your range are your personal responsibilities. Read this "Use and Care Guide" and the "Cooking Guide" carefully for important use and safety information.

Installation

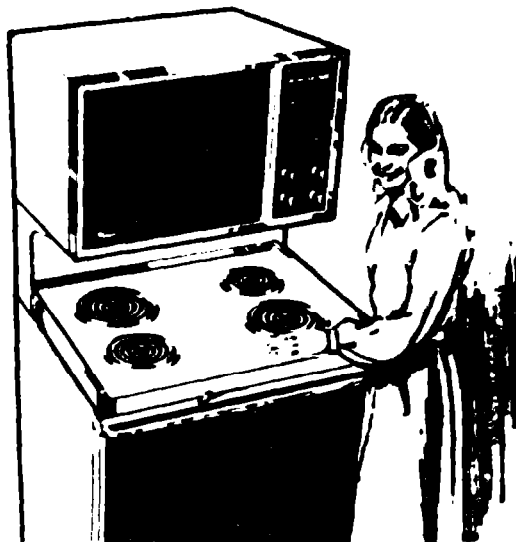
You want to move your range to...

- installed and leveled on a floor that will hold the weight,
- installed in a well-ventilated area protected from the weather,
- properly connected to the correct electric supply and grounding (see "Installation Instructions").

Proper use

You must be sure your range is...

- used only for jobs expected of home ranges;
- used only by people who can operate it properly;
- properly maintained.



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1. Cleaning and Caring for Your Range	2	12
2. Control Panel and Knobs	2	12
3. Surface Units and Reflector Bows	3	12
4. Lift Up Cooktop	3	12
5. Removing the Storage Drawer	4	12
6. Removing Upper Oven Rack Guides	4	12
7. The Continuous Cleaning upper Oven	5	12
8. The Lower Oven Self-Cleaning Cycle	5	12
9. Cleaning Char	5	12
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25. Before Calling for Assistance	9	
26. If You Need Assistance	9	
27. If You Need Service	9	
28. If You Have a Problem	9	

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Safety



DO NOT allow children to use or play with the range.

DO NOT leave the range unattended near the range.



DO NOT store things children might want above the range.



Red surface units and oven heating elements are very hot. Do not touch them. They can burn you. Do not touch them when they are hot.



Keep pan handles turned in, but not over another surface unit.



Make sure surface units are off when you are finished, and when you aren't watching.



DO NOT use water on grease fires.



DO NOT use anything to put out a fire. It can cause a fire to spread.



DO NOT use a towel or other bulky cloth as a pot holder.



DO NOT use a wet pot holder. Steam burns can result.



DO NOT wear loose or hanging garments when using the range.

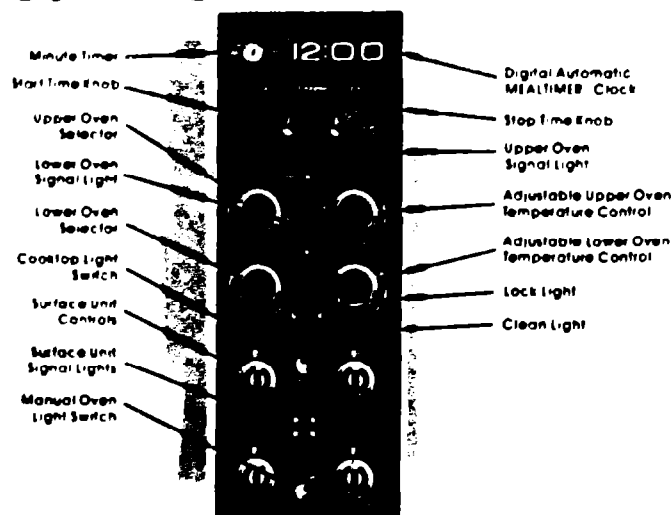


DO NOT heat unopened containers. They can explode.

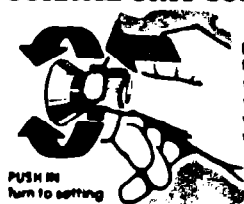
Remove the Consumer Buy Guide label before using your range.

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Using your range



SURFACE UNIT CONTROLS



Control knobs must be pushed in before turning. Turn either way until the setting you want shows in the window. Set them anywhere from HI to OFF.



One of the signal lights will glow to remind you which surface unit is on. Be sure all signal lights are off when you are not cooking.

Signal lights match location of surface units on cooktop.

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



Use HI to start foods cooking or to bring liquids to a boil. Surface unit will not turn red if good contact is made with bottom of pan.



Use MED-HI to hold a rapid boil or to fry chicken or pancakes.



Use MED for gravy, puddings and icings, or to cook large amounts of vegetables.



Use MED-LO to keep food cooking after starting it on a higher setting.



Use LO to keep food warm until ready to serve. Set the heat higher or lower within the LO band to keep food at the temperature you want.

Time

4

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SETTING THE CLOCK



1. Push in Minute Timer Knob and turn clockwise until clock digits show the right time of day.



2. Let the Minute Timer Knob pop out. Turn counter-clockwise until the Minute Timer Knob is in OFF position. This sets the clock for the time of day.

USING THE MINUTE TIMER



1. Without pushing it in, turn the Minute Timer Knob until the setting showing in the window is longer than the one you want.



2. Turn the knob back so the setting you want shows in the window.
3. When the set time is up, an alarm will sound.
4. Turn the knob to OFF to stop the alarm.

THE OVEN CONTROLS

Both ovens are controlled by two knobs: an Oven Selector and an Oven Temperature Control. Both knobs for either oven must be on a setting for that oven to work.

THE OVEN SELECTORS



With an Oven Selector on **BROIL**, only the top element heats. (Broiling, pg. 7)



With an Oven Selector on **BAKE**, the bottom element does most of the work. The top element heats, but does not turn red. (Baking, pg. 6)



With an Oven Selector on **TIMED**, the MEALTIMER Clock can be used to turn that oven on and off automatically. (MEALTIMER Clock, pg. 8)

THE OVEN TEMPERATURE CONTROLS

Use an Oven Temperature Control to set baking or roasting temperature when that Oven Selector is on **BAKE** or **TIMED**.

When both the Oven Selector and Temperature Control are on **BROIL**, the broil element heats all the time. The

Oven Temperature Control can be set on a temperature for slower broiling. (see Broiling, page 7)

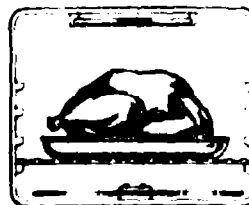
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BAKING OR ROASTING IN EITHER OVEN



1 Lift rack at front and pull out

Put the rack(s) where you want them before turning on the oven. Rack(s) should be placed so food can be centered in the oven. Always leave at least 1 to 2 inches (4-5 cm) between the sides of the pan and the oven walls and pans for more information see the Cooking Guide



2 Set the Oven Selector on BAKE



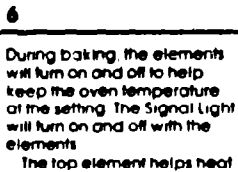
3 Set the Oven Temperature Control to the baking temperature you want



4 Let the oven preheat until the Signal Light goes off



5 Put food in the oven. Oven rack, walls and door will be hot



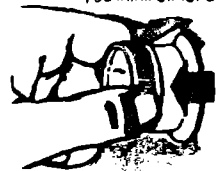
6 During baking, the elements will turn on and off to help keep the oven temperature at the setting. The Signal Light will turn on and off with the elements. The top element helps heat during baking, but does not turn red.



7 When baking is done, turn both knobs to OFF

ADJUSTING THE OVEN TEMPERATURE CONTROLS

Does either oven seem to be hotter or colder than your old oven at the same settings? The temperature setting in your old oven may have changed gradually over the years. The accurate settings of your new ovens can seem different. If you think either oven temperature needs adjusting, follow these steps.



1. Pull the Oven Temperature Control straight off



2. Loosen the locking screw. NOTICE position of notches



3. To lower the temperature, move black part of knob closer to LO. Each notch equals about 10 F (5 C)



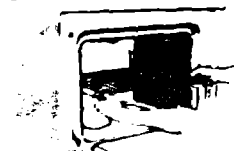
4. To raise the temperature, move black part of knob closer to HI. Each notch equals about 10 F (5 C)

5. Tighten the locking screw. Replace the knob.

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BROILING IN EITHER OVEN



1. Place the rack where you want it for broiling.



2. Put the broiler pan and food on the rack.



3. Set the Oven Selector to BROIL.



4. Set the Oven Temperature Control on BROIL (or on a lower temperature for slower broiling).



5. During broiling the oven door must be partly open. A built-in stop will hold it there.



6. When broiling is done, turn the broiler pan out.

For slower broiling, set the Oven Temperature Control on a temperature instead of BROIL. The broil element will then turn on and off at the selected temperature. The lower the temperature setting, the slower the broiling.

The Oven Selector must be on BROIL and the door partly open for all broiling temperatures.

Suggested oven-rack positions and broiling times for different kinds of meats.

Food	Description	Inches (cm) from top of food to Broil Element	Approximate Minutes Selector set to BROIL	
			1st side	2nd side
Beef Steaks				
Rare	1 (2.5 cm)	3 (8 cm)	7-9	3-5
Medium	1 (2.5 cm)	3 (8 cm)	9-11	4-7
Well done	1 (2.5 cm)	3 (8 cm)	11-13	5-7
Beef Steaks				
Rare	1 1/2 (4 cm)	4-5 (10-13 cm)	13-15	6-8
Medium	1 1/2 (4 cm)	4-5 (10-13 cm)	17-19	8-10
Well Done	1 1/2 (4 cm)	4-5 (10-13 cm)	19-21	14-16
Hamburgers	1/2 (1 cm)	3 (8 cm)	6-8	4-5
Lamb Chops				
Medium	1 (2.5 cm)	3 (8 cm)	6-8	4-5
Ham slice, precooked or tendered	1 (2.5 cm)	3 (8 cm)	6-8	4-5
Canadian Bacon	1/2 (1 cm)	3 (8 cm)	6	4
Pork Rib or Loin Chop	2-3 (5-7.5 cm)	4-5 (10-13 cm)	15	10
Chicken	2-3 lb (1-1.5 kg) cut in half	7-9 (18-23 cm)	25-30	10-12
Fish	whole	3 (8 cm)	11-16	9-14
	fillets	3 (8 cm)	7-8	5-7
Liver	1-2 (2.5-5 cm)	3 (8 cm)	3	3
Frankfurters		4-8 (10-13 cm)	6-7	4-5



USING THE AUTOMATIC MEALTIMER* CLOCK

The Automatic MEALTIMER Clock is designed to turn either even on and off at times you set, even when you are not around.

To start and stop baking automatically:



1. Put the oven rack(s) where you want them and place the food in the oven.



2. Make sure the clock is set to the right 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.



6. Set the Oven Temperature Control on the baking temperature you want.



7. After baking is done, turn both knobs to Off.

8. To stop the oven before the preset time, turn both knobs to Off.

To stop baking automatically:

1. Put the oven rack(s) where you want them and place the food in the oven.

2. Make sure the clock is set to 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.

5. Set the Oven Temperature Control on the baking temperature you want.

6. After baking is done, turn both knobs to Off.

7. To stop the oven before the preset time, turn both knobs to Off.

SPECIAL CAUTION:

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.

Smoked or frozen meats may be used; so can vegetables, fruits and casserole-type foods. Vegetables can be cooked in

a covered baking dish with about a half-cup (118 ml.) of water for 1 to 1½ hours.

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.

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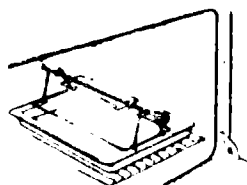
The oven vent

Hot air and moisture escape from the lower oven through a vent under the right rear surface unit. You can cook on the unit or keep food warm on it while the oven is on. Plastic utensils left over the vent can melt. Do not block the vent. Poor baking may result.



THE OPTIONAL ROTISSEPIE

If you would like a rotisserie for your oven, you can order a Rotisserie Kit from your dealer. The kit includes easy installation instructions.



The lights

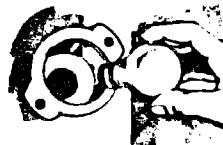
THE OVEN LIGHTS

Both oven lights will come on when you open the lower oven door. Both will turn on when you push the **Oven Light** switch on the control panel. Close the oven door or push the switch again to shut them off.

To replace the upper oven light bulb:



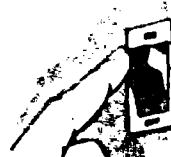
1. Turn off the electric power at the main power supply.



2. Remove the light bulb from its socket.



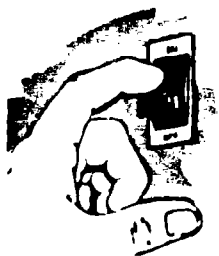
3. Replace the bulb with a 40-watt appliance bulb available wherever light bulbs are sold.



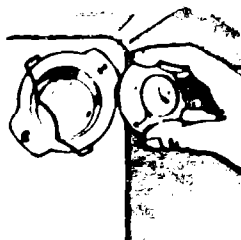
4. Turn electric power back on at main power supply.

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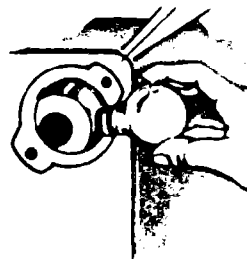
To replace the lower even light bulb:



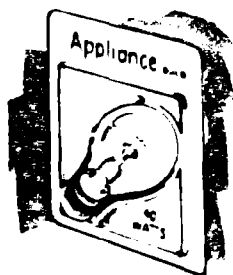
1. Turn off the electric power at the main power supply



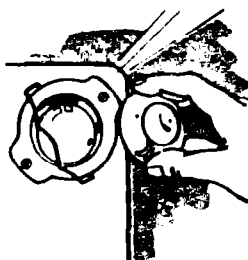
2. Remove the bulb cover by pulling out on the wire holder and moving it to the side



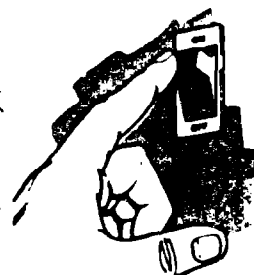
3. Remove the light bulb from its socket



4. Replace the bulb with a 40-watt appliance bulb available from most grocery variety and hardware stores



5. Replace the bulb cover and snap the wire holder in place. The bulb must have this cover when the even is being used.



6. Turn the power back on at the main power supply

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THE COOKTOP LIGHT

To turn on the fluorescent light under the upper oven, push the button on the control panel marked **TOP LIGHT**. Hold it in for a second before letting it go. Push it again to shut off the light.

To replace the light tube:



1. Turn off the electric power at main power supply.



2. Remove the 3 screws and front metal rim that supports the light cover. The glass is heavy. Hold it securely.



3. With both hands, lift the front of the glass cover. The glass is heavy. Hold it securely.



4. Turn top of fluorescent tube toward you until it comes out of the receptacles at both ends.



5. Replace with a 20-watt cool-white fluorescent tube.



6. With both hands, care-fully fit the glass cover into the metal support frame at the back.



7. Slide the cover back far enough for the front to fit behind the spring tabs at the ends.



8. Replace the front support rim and the 3 screws.



9. Turn electric power back on at main power supply.

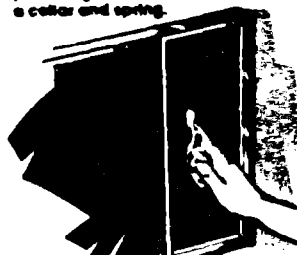
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Cleaning and caring for your range

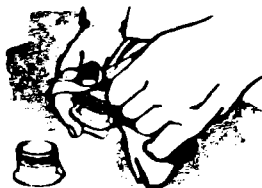
CONTROL PANEL AND KNOBS



1. First make sure oven and surface unit control knobs are set on OFF. All knobs pull straight off. Surface unit knobs have a collar and spring.



2. Use warm soapy water and a soft cloth to wipe the panel. Rinse and wipe dry.



3. Wash knobs and surface unit collars in warm soapy water. Rinse well and dry.

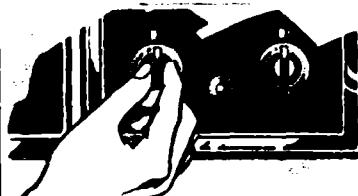


4. Push knobs straight back on. Make sure they point to OFF. Make sure the collar and spring on surface unit knobs are put together as shown.

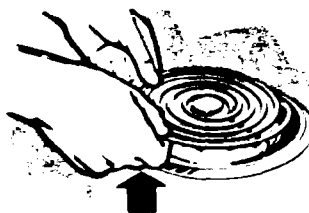
12

SURFACE UNITS AND REFLECTOR BOWLS

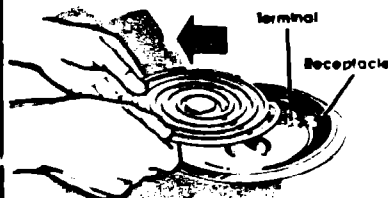
REMOVING



1. Be sure surface units are OFF and COOL.



2. Lift the edge of the unit opposite the receptacle just enough to clear the reflector bowl.



3. Pull the surface unit straight away from the receptacle.

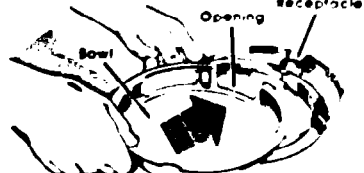


4. Lift out the reflector bowl and trim ring.

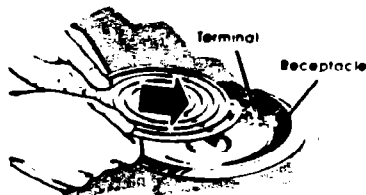
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REPLACING

1. Be sure surface unit controls are **OFF**.



2. Line up opening in the reflector bowl and notch in trim ring with the surface unit receptacle.



3. Hold the surface unit as level as possible with the terminal just started into the receptacle.



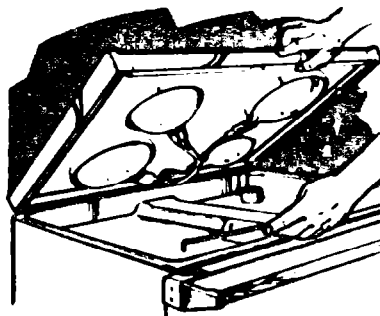
4. While pushing the surface unit terminal into the receptacle, lift a little on the edge of the unit nearest the receptacle.
5. When the terminal is pushed into the receptacle as far as it will go, the surface unit will fit into the reflector bowl.

Reflector bowls reflect heat back to the utensils on the surface unit. They also help catch spills. When they are kept clean, they reflect heat better and look new longer.

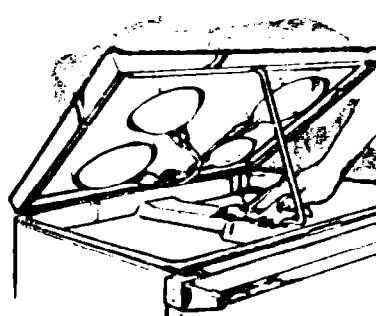
If a trim ring gets discolored, some of the utensils used may not be flat enough. Or some may be too large for the surface unit. In either case, some of the heat that is meant to go into or around a utensil goes down and heats the trim ring. This extra heat can discolor it.

DO NOT LINE THE REFLECTOR BOWLS WITH FOIL, SALT, OR ANY SUBSTANCE OF THIS KIND.

LIFT-UP COOKTOP



1. Be sure surface units and cooktop are cool. Lift the front of the cooktop at the center and swing the support rod up.



2. Carefully lower the cooktop onto the support rod. Be sure the tip of the rod fits in the notch in the cooktop.
3. Wipe with warm soapy water. Use soapy steel wool pad on stubborn spots.

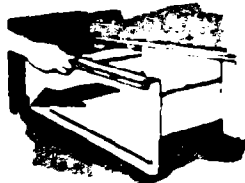
DO NOT let the cooktop bump the upper oven when lifting.
DO NOT drop the cooktop. Damage can result.

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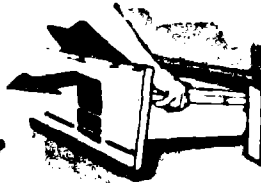
STORAGE DRAWER

The storage drawer is for storing pots and pans. Never store anything that can burn or melt in the drawer. The drawer is warm during baking in lower oven. Use care when handling the drawer.

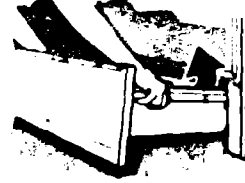
REMOVING THE STORAGE DRAWER



1. Pull drawer straight out to the first stop.

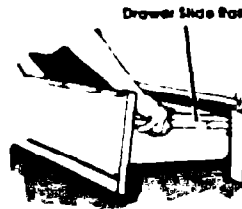


2. Lift front and pull out to the second stop.

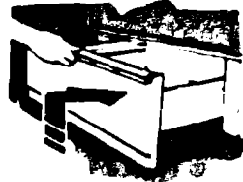


3. Lift back slightly and slide drawer all the way out.

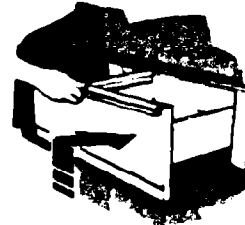
REPLACING THE STORAGE DRAWER



1. Ends of Drawer Slide Rails into drawer guides on both sides of opening.



2. Lift drawer front and push in until metal stops (on drawer slide rails) clear while stops on drawer guides.

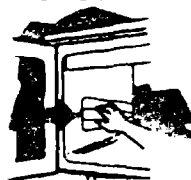


3. Lift drawer front to clear second stop and slide drawer closed.

REMOVING UPPER OVEN RACK GUIDES



1. Make sure oven is cool. Lift the front of the rack guide.



2. Swing the front away from the oven wall far enough so the tab in the guides clears the notch in the oven wall.



3. Pull the guide straight away from the back oven wall.

REVERSE THE PROCEDURE TO REPLACE RACK GUIDES.

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THE CONTINUOUS-CLEANING UPPER 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 / 175°-231° C) so the oven can return to a presentably clean condition.



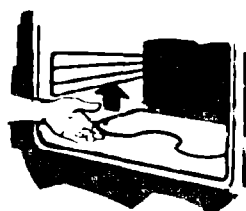
Standard porcelain-enamel



Continuous-cleaning porcelain enamel

USING FOIL

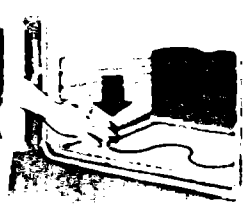
Foil must be used on the upper oven bottom to catch spillovers. The foil must be used properly for best results. Cut foil from a roll of heavy-duty 18-inch (45 cm) aluminum foil, or buy a foil kit (Part No. 241430) from your Whirlpool Appliance Dealer.



Lift the cook bake element slightly to lift the foil off the oven bottom.



Slide the foil under the bake element. Make sure foil is centered, long enough to start up both sides, and lying flat without wrinkles.



For proper baking, lower the bake element so all feet rest solidly on the foil.

DO NOT USE FOIL IN LOWER SELF-CLEANING OVEN.

PORTIONS OF THESE DRAWINGS
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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.
3. If you do more broiling than baking, hand cleaning may be needed.
4. Use aluminum foil on the oven bottom according to instructions. Spillovers do not burn away and may stain the bottom.

HAND CLEANING



DO NOT USE OVEN CLEANING PRODUCTS. Some can be trapped in the porcelain-enamel surface and give off harmful fumes.



WINDOW — Keep clean with hot sudsy water. Do not use steel wool or abrasive cleansers. Use a plastic scouring pad for stubborn spots. Rinse well.



RACKS — Use a soapy steel-wool pad for best results. Rinse well.



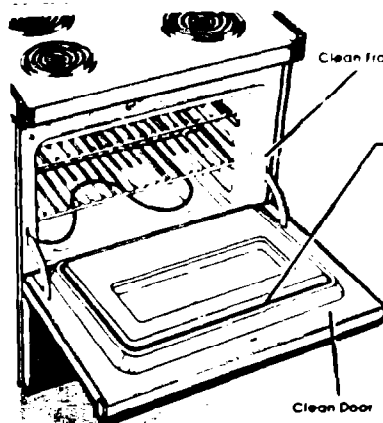
WALLS AND DOOR — Wash with hot soapy water. Use a soapy steel-wool pad or plastic scouring pad for stubborn spots. Rinse well.

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THE LOWER OVEN SELF-CLEANING CYCLE

The lower oven self-cleaning cycle uses very high heat to burn away soil. Before you start, make sure you understand exactly how to use the cycle safely.

BEFORE YOU START



1. Clean greasy fat may not burn away during the clean cycle. Use of water and detergent and a scrubby steel wool pad on the frame around the door will remove soil. Do not use a scouring pad on the door.

DO NOT try to clean the fiberglass seal. **DO NOT** move it or bend it.

2. Remove any pots or pans with food stored in the oven. They might crack at high heat.
3. Wipe off any loose oil or grease. This will help reduce smoke during the cleaning cycle.
4. Make sure the motor shield covers are closed if your oven has a rotisserie.
5. Put oven racks on the top two guides. Put two reflector bowls upside down on each. They should not touch each other or the oven walls.

Chrome trim rings must not be cleaned in the oven. They will become discolored. High heat will also discolor oven racks. See special tip on page 15.

SPECIAL CAUTIONS

DO NOT block the vent during the cleaning cycle. Air must move freely for best results.

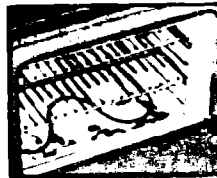
DO NOT touch the oven during the cleaning cycle. It can burn you.



DO NOT use commercial oven cleaners in your oven. Damage to the porcelain finish may occur.



DO NOT force the Lock Lever. The lever is designed to stay locked until the oven is cool enough to safely open.



DO NOT use foil or other liners in the oven. During the cleaning cycle, foil can burn or melt.

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SETTING THE CONTROLS



1. Set the Oven Selector to CLEAN



2. Set the Oven Temperature Control to CLEAN



3. Make sure the clock and start and stop time dials all have the right time of day



4. Push in the Stop Time knob and turn the hand clockwise about two or three hours. (Two hours for light soil, three or more for heavier soil.)



5. Move the Lock Lever all the way to the right. The Clean Light will come on only when the lever is all the way over.



6. The Lock Light comes on when the oven gets above normal baking temperatures. The Lock Lever can't be moved when the Lock Light is on.



7. When the Lock Light goes off, turn the Oven Selector and Oven Temperature Control to OFF.



8. Move the Lock Lever back to the left. Do not force it. Wait until it will move easily. This turns off the Clean Light.



9. After the oven is cool, wipe off any residue or ash with a damp cloth. If needed, touch up spots with cleanser or soapy steel-wool pad.

DO NOT TOUCH THE RANGE DURING THE CLEANING CYCLE. IT CAN BURN YOU.

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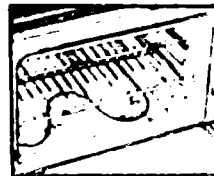
SPECIAL TIPS



1. Keep the kitchen well ventilated during the cleaning cycle to help get rid of normal heat odors and smoke.



2. Clean the oven before it gets heavily soiled. Cleaning a very soiled oven takes longer and results in more smoke than usual.



3. If there is a strong odor, draw open the oven door. A strong odor is expected for the first few hours of the cleaning cycle. The odor may not dissipate until the program is complete. Set time cleaning time for further instructions.

4. Oven racks lose their shine, discolor and become harder to slide on their guides when they are left in the oven during the cleaning cycle. To make them slide easier, polish the edges of the racks and rack guides with a soapy steel-wool pad, rinse well, and wipe on a thin coat of salad oil.

5. To stop the cleaning cycle after it is started:

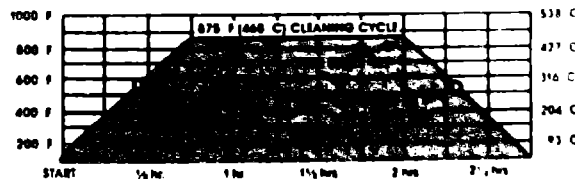
- Turn the Stop Time knob clockwise until the hand points to the right time of day.
- Turn the Clean Selector and Oven Temperature Control to OFF.
- When the Lock Light turns off, move the Lock Lever back to the left. DO NOT FORCE IT. Wait until the oven is cool.

HOW IT WORKS

During the self-cleaning cycle, the oven gets much hotter than it does for baking or broiling, approximately 875 F (468 C). This heat breaks up grease and soil, and burns it off.

The graph shows approximate temperatures and times during a self-cleaning cycle set for two hours.

SELF-CLEANING CYCLE - TWO HOUR SETTING
(Approximate Temperatures and Times)



Notice that the heating stops when the two-hour setting is up, but that it takes a while longer for the oven to cool down enough to unlock.

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CLEANING CHART

PART	WHAT TO USE	HOW TO CLEAN
Outside of range	Soft cloth, warm soapy water Nylon or plastic scouring pad for stubborn spots	- Wipe off regularly when range is cool - Do not allow food containing acids (such as vinegar, tomato, lemon juice or milk) to remain on surface. Acids will remove the glossy finish - Do not use abrasive or harsh cleansers
Surface units	No cleaning required	- Spatters or spills will burn off. - Do not immerse in water.
Control knobs and chrome rings	Warm, sudsy water and bristle brush	- Wash, rinse and dry well - Do not soak.
Porcelain-enamel reflector bowls	Automatic dishwasher or warm, soapy water Self-Cleaning Oven cycle	- Wipe out excess spills. Wash with other cooking utensils for routine cleaning. - Place upside down on oven racks in oven during Self-Cleaning Oven cycle.
Chrome trim rings	Automatic dishwasher or warm, soapy water or plastic scrubbing pad	- Wash with other cooking utensils. - Do not place in Self-Cleaning Oven.
Aluminum broiler pan and grid	Warm, soapy water or soapy steel wool pads	- Wash with other cooking utensils. - Do not place in Self-Cleaning Oven.
Control panel	Warm, soapy water Commercial glass cleaner	- Wash, rinse and dry with soft cloth - Follow directions with cleaner.
Upper oven rock guides	Warm, soapy water or plastic scrubbing pad	- Wash, rinse and dry well. - Do not use harsh abrasives.
Oven door glass	Warm, soapy water or plastic scrubbing pad Commercial glass cleaner	- Make certain oven is cool. Wash, rinse and dry well with soft cloth. - Follow directions provided with cleaner.
Upper oven door liner	Warm soapy water or plastic scrubbing pad	- Make certain oven door is cool. Wash, rinse and dry well with soft cloth. - Do not use harsh abrasives.
Continuous-Cleaning Upper Oven	Warm, soapy water or soapy scrubbing pad	- Clean stubborn spots or stains. Rinse well with clean water. - Do not use commercial oven cleaners. - Place strip of aluminum foil on bottom of oven to catch spillovers. See page 15. - Follow directions on page 16.
	Most fat spatters on the Continuous-Cleaning porcelain enamel interior surface gradually reduce to a presentably clean condition during normal baking or roasting operations	
Self-Cleaning Lower Oven	For areas outside Self-Cleaning area use warm, soapy water or soapy steel wool pads	- Clean before using Self-Cleaning cycle to prevent burn-on of soil. - Follow directions given on page 17. "Using the Self-Cleaning Cycle." - Do not use commercial oven cleaners.
	Do not use foil to line the bottom of your Self-Cleaning Oven.	
Porcelain-enamel broiler pan and grid	Warm, soapy water or soapy steel wool pads	- Wash with other cooking utensils. - Do not clean in self-cleaning cycle.

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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 find and fix yourself without tools of any kind.

If nothing operates:

- Is the oven correctly wired to a live circuit with the proper voltage? (See *Installation Instructions*.)
- Have you checked the main fuse or circuit breaker box?

If the upper oven will not operate:

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

If the self-cleaning cycle will not operate:

- Are the Oven Selector and the Oven Temperature Control set to "CLEAN"?
- Does the Start Time Dial show the correct time of day?
- Is the Stop Time Dial set ahead to the time you want the cleaning cycle to stop?
- Is the Lock Lever all the way to the right? (The Clean Light will come on.)

If the lower oven will not operate:

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

If surface units will not operate:

- Have you checked the main fuse or circuit breaker box?
- Are surface units plugged in all the way?
- Do the control knobs turn?

If surface unit knob or knobs will not turn:

- Did you push in before trying to turn?
- Is the spring replaced as shown on page 12?

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 prove that it is clean.
- If you broil often, you may see oven soil.
- The door is cooler than oven walls. Soil will be more visible on the door than other areas in the oven. See page 15, "Hard Cleaning."

If cooking results aren't what you expect:

- Is the oven level?
- Are you using pans recommended in the *Cooking Guide*?
- If baking, have you allowed 1 1/2 to 2 inches (4-5 cm) on all sides of the pans for air circulation?
- Does the oven temperature seem too low or too high? See page 16, "Adjusting the oven temperature controls."
- Have you preheated the oven as the recipe calls for?
- Are the pans the size called for in the recipe?
- Are you following a tested recipe from a reliable source?
- Do the cooking utensils have smooth flat bottoms?

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

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2. If you need assistance ...

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

Continental U.S.	(800) 253-1281
Michigan	(800) 432-2242
Alaska & Hawaii	(800) 253-1121

and talk with one of our trained Consultants. The Consultant 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— MAJOR—SERVICE & REPAIR	ELECTRICAL APPLIANCES— MAJOR—REPAIRING & PARTS
OR	OR
APPLIANCES—HOUSEHOLD— MAJOR—SERVICE & REPAIR	APPLIANCES—HOUSEHOLD— MAJOR—REPAIRING & PARTS
OR	OR
WASHING MACHINES—DRYERS & IRONERS—SERVICING	WASHING MACHINES—DRYERS & IRONERS—SERVICING
OR	OR
APPLIANCES—HOUSEHOLD— MAJOR—SERVICE & REPAIR	APPLIANCES—HOUSEHOLD— MAJOR—REPAIRING & PARTS
OR	OR
WASHING MACHINES—DRYERS & IRONERS—SERVICING	WASHING MACHINES—DRYERS & IRONERS—SERVICING

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. Guy Turner, 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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Notes

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