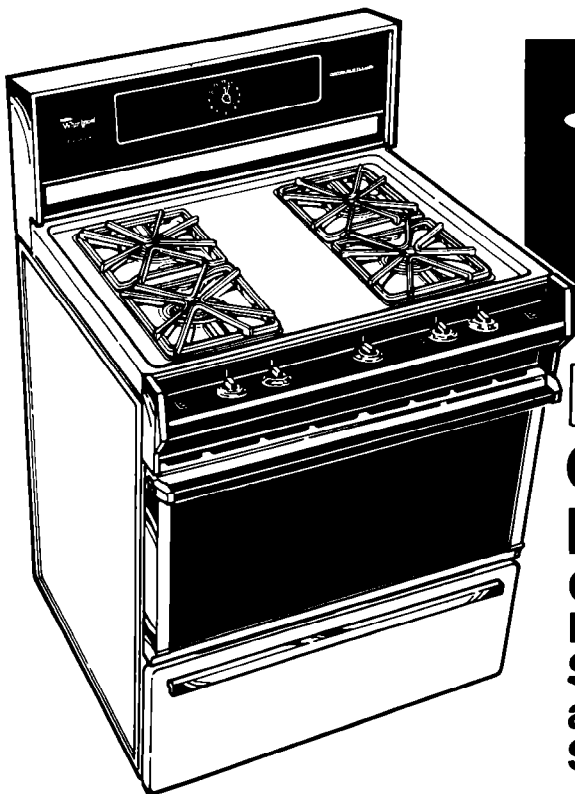


# use & care guide



**Whirlpool**

*Estate* SERIES

## **GAS RANGE**

**Continuous-Cleaning  
Model**

**SF335ESR/ER(Shown)  
and Model  
SF315ESR/ER**

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



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## Before you use your range

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

**Read this Use & Care Guide and the Cooking Guide for important safety information.**

### • FOR YOUR SAFETY •

**TO PREVENT FIRE AND EXPLOSION, 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 ELECTRICAL 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 "Cooking Guide" for important safety and use information.**

## IMPORTANT SAFETY INSTRUCTIONS



**WARNING – When using your range, 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. Garments 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 spill-overs. This will help prevent hazardous build-ups of food. Heavy splattering or spill-overs 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 spill-overs 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.
- 17. DO NOT** use oven for storage. Stored items and range could be damaged if oven is turned on accidentally.

• 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 as shown).
- 2.** Purchase date from sales slip.

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

\_\_\_\_\_  
**Model Number**

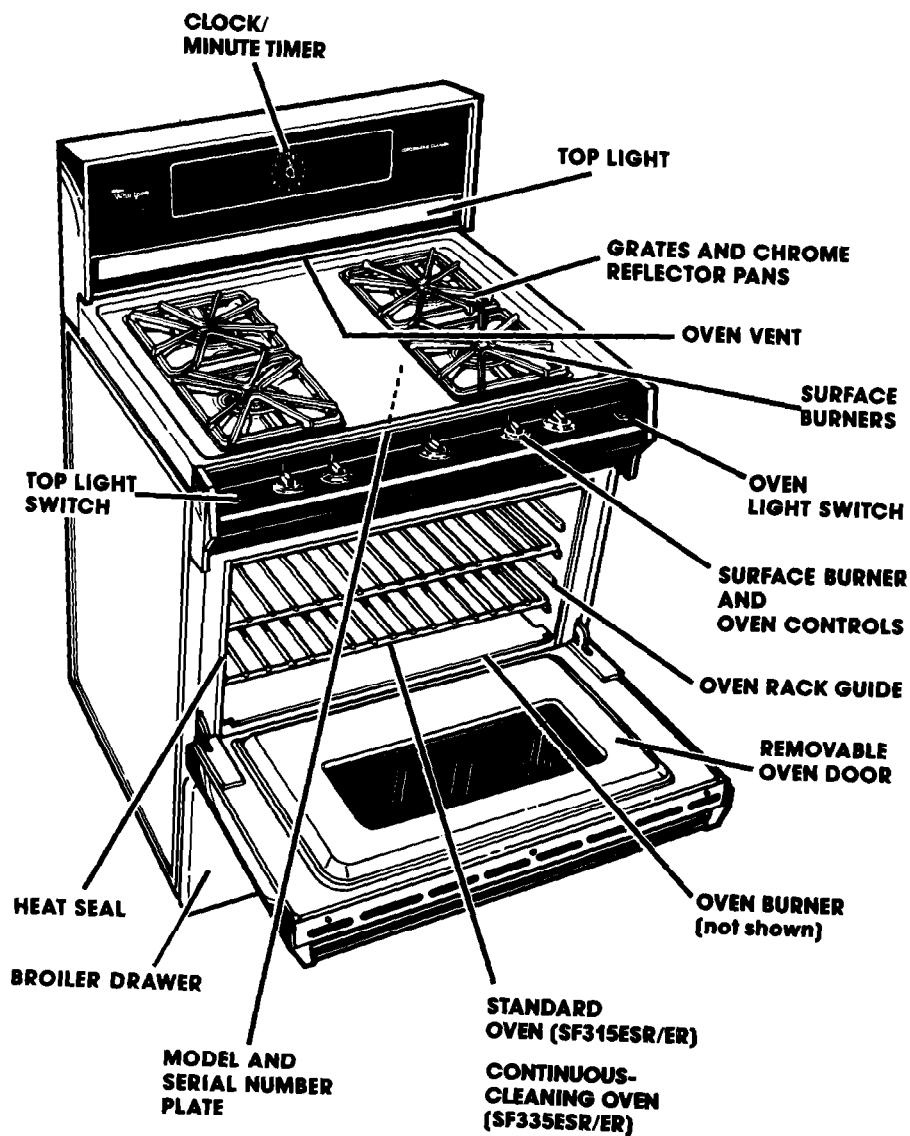
\_\_\_\_\_  
**Serial Number**

\_\_\_\_\_  
**Purchase Date**

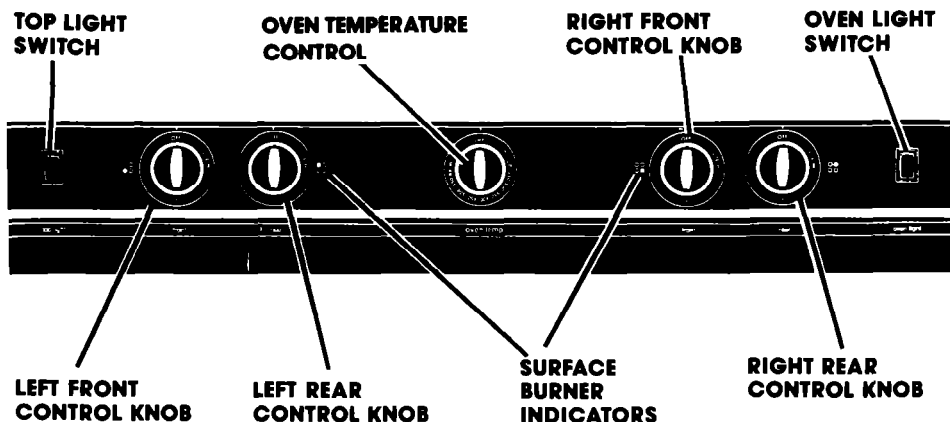
\_\_\_\_\_  
**Service Company Phone Number**

# Parts and features

Models SF335ESR/ER and SF315ESR/ER

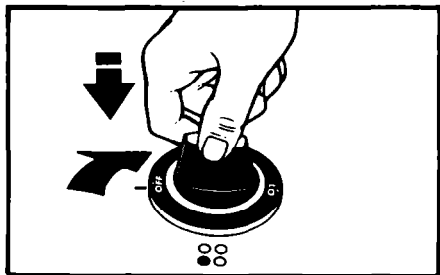


# Using your range



## Using the Surface Burners

These ranges are equipped with either standing pilots or electronic ignitors. Standing pilots must be lit initially with a match following the directions on page 11. The pilot light will remain lit when the burners are turned off. To turn a burner on again, just push in and turn the control knob to LITE and the burner will light. Electronic ignitors automatically light the burners each time they are used.



**Control knobs must be pushed in, then turned to LITE position.** On electronic ignitor models, the clicking sound is the ignitor sparking.

After the burner lights, turn the control knob back to a desired setting. The control knob has stops for HI and LO, however it can be set anywhere between HI and LO. **Do not cook with the control in the LITE position.**

## In Case of a Prolonged Power Failure

Surface burners with electronic ignitors can be manually lighted. Hold a lit match near the burner and turn the control to the LITE position. After the burner lights, turn the control to the desired setting. Power failures will not affect Standing Pilots.

## 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 gas 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.**



**WARNING:** Do not attempt to light the oven burner during a power failure. Personal injury could result.



**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.**

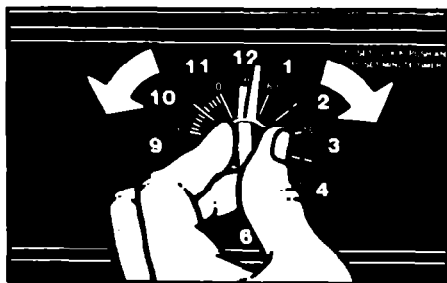
**Use HI** to start foods cooking or to bring liquids to a boil.

**Use a medium setting** to start cooking or to fry chicken or pancakes; for gravy, puddings and icing or to cook large amounts of vegetables.

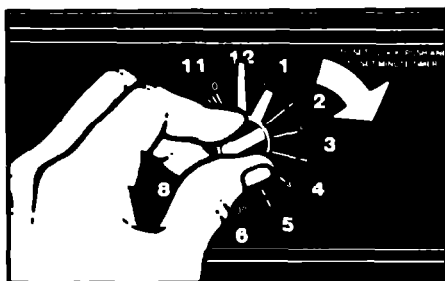
**Use LO** to keep foods warm until ready to serve.

## Setting the Clock

Push In and turn the Minute Timer Knob to set the Clock.



**1. Push in Minute Timer Knob and turn in either direction** until clock shows the right time of day.

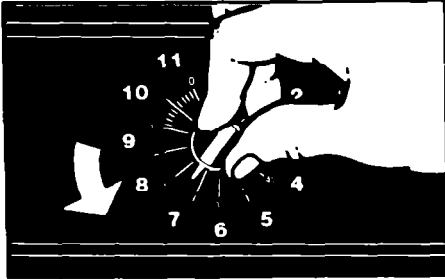


**2. Let the Minute Timer Knob pop out.** Turn in either direction until Minute Timer hand points to OFF. The clock setting will change if you push in the knob when turning.

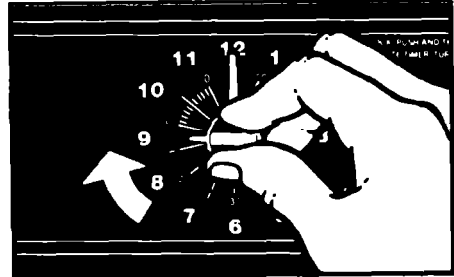
## Using the Minute Timer

The Minute Timer does not start or stop the oven. It works like a kitchen timer. Set it in minutes up to an hour. You will hear a buzzer when the set time is up.

**DO NOT PUSH IN THE KNOB** when setting the Minute Timer.



- 1. Without pushing it in,** turn the Minute Timer Knob until the hand passes the setting you want.



- 2. Without pushing in,** turn the knob back to the setting you want.

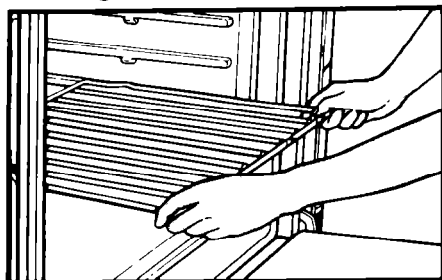
**When the time is up,** a buzzer will sound. To stop the buzzer, turn the Minute Timer hand to OFF.

**PUSHING IN AND TURNING THE MINUTE TIMER KNOB CHANGES THE CLOCK SETTING.**



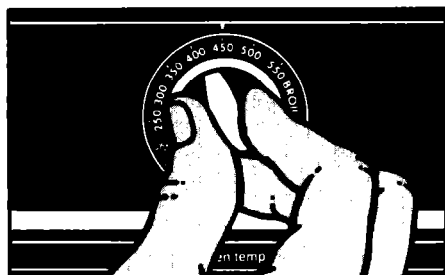
# Using the Oven Control

## Baking

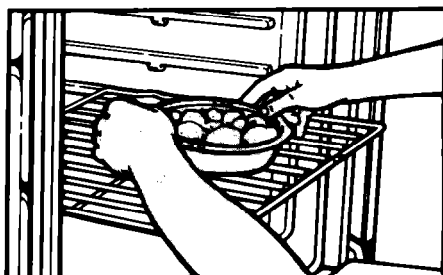


Racks should be placed so the top of the food will be centered in the oven. Always leave at least 1½ to 2 inches (4-5 cm) between the sides of the pan and the oven walls and other pans. For more information, see the "Cooking Guide."

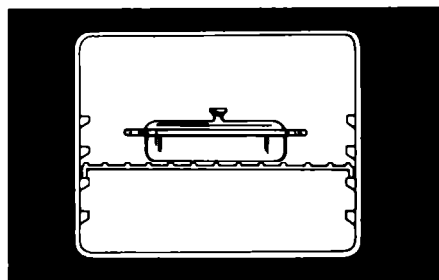
1. Position the racks properly **before** turning on the oven. **To change rack position**, pull rack out to stop, raise front edge and lift out.



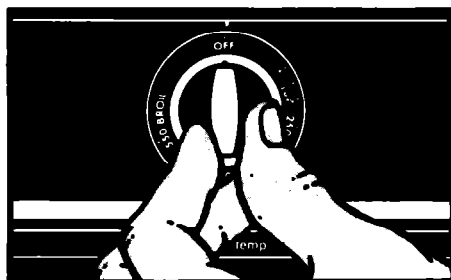
2. Set the Oven Temp Control to the baking temperature you want. The oven burner will automatically light in 50-60 seconds.



3. Preheat the oven for 10 minutes before adding food. **NOTE: Oven racks, walls and door will be hot. Do not place food directly on oven bottom.**



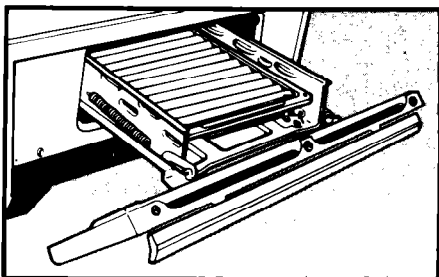
4. During baking, the oven burner will turn on and off to maintain the temperature setting.



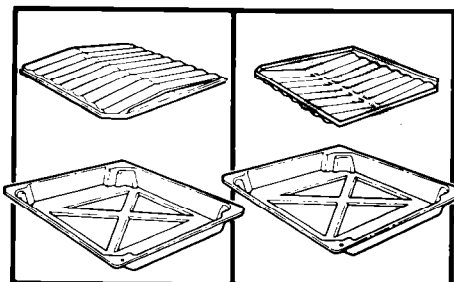
5. When baking is done, turn the Oven Temp Control to OFF.

## Broiling

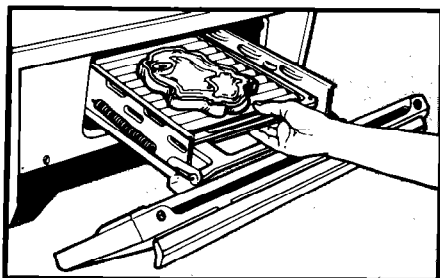
The Broiler Drawer is located below the oven door. **Always broil with the drawer and oven door completely closed.**



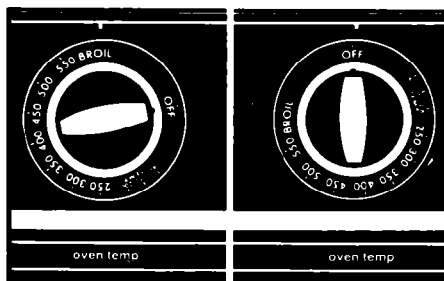
1. Pull the broiler drawer open and tilt the door panel down.



2. Place broiler pan grid so grease can drain down sides into lower part of broiler pan. See picture.



3. Place food on broiler pan and position the broiler pan **before** turning on the broiler. See pan placement chart in the "Cooking Guide" for recommended pan positions.



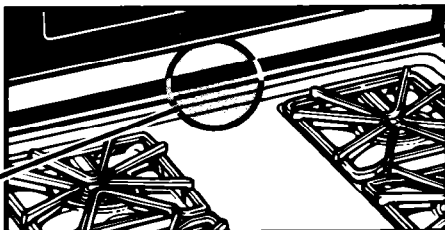
4. Set the Oven Temp Control to BROIL. The broiler will automatically light in 50-60 seconds.
5. When baking is done, turn the Oven Temp Control to OFF.

**DO NOT PREHEAT THE BROILER BEFORE USING. COMPLETELY CLOSE THE BROILER DRAWER DURING BROILING.**

## The Oven Vent

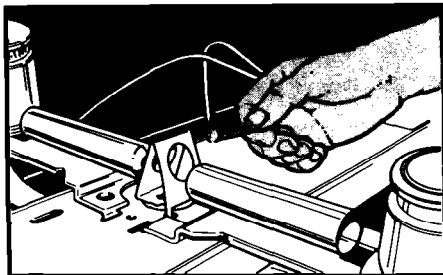
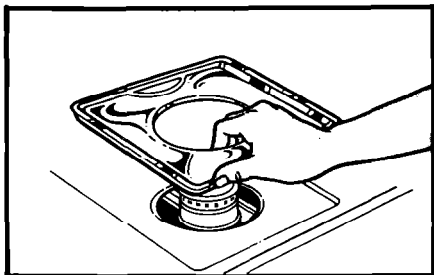
Hot air and moisture escape from the oven through a vent located under the backguard. **Do not block vent.** Poor baking will result.

OVEN VENT



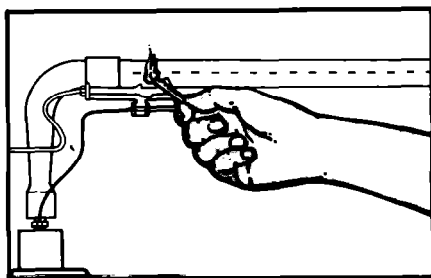
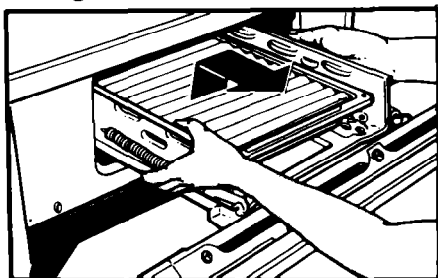
# Lighting Standing Pilots

## To Light Cooktop Pilots:



- 1.** Make sure all controls are OFF.
- 2.** Remove the grates and reflector pans from cooktop. Lift the cooktop and rest on support rod.
- 3. To light,** hold a lit match over the pilot light located between the front and back burners. The pilot flame should be  $\frac{1}{4}$  to  $\frac{3}{8}$  in (.635-.953 cm) high.
- 4.** If the pilot flame needs adjustment, turn the pilot adjustment screw on the manifold pipe.
- 5.** Lower the cooktop and replace the grates before using the surface burners.

## To Light Oven Burner Pilot:



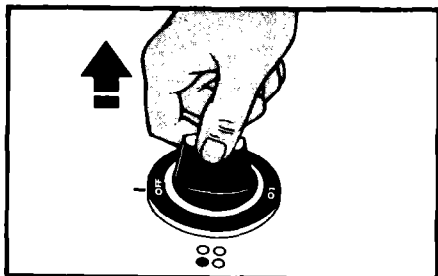
- 1.** Make sure the oven control is OFF.
- 2.** Remove the broiler drawer. Slide drawer out to stops, lift both sides, then slide the rest of the way out.
- 3.** Hold a lit match over the oven burner pilot located at the rear of the burner.
- 4.** After the oven burner pilot is burning steady, check burner lighting by turning the Oven Control to a temperature above 140°F (60°C). The burner will take 50-60 seconds to light.
- 5.** Replace the broiler drawer.

# Caring for your range

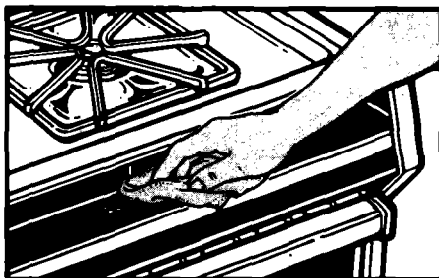
## Control Panels



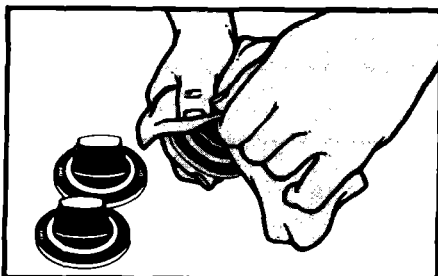
**WARNING:** To avoid burns, first make sure all controls are off and the range is COOL.



- 1.** Pull knobs straight off.

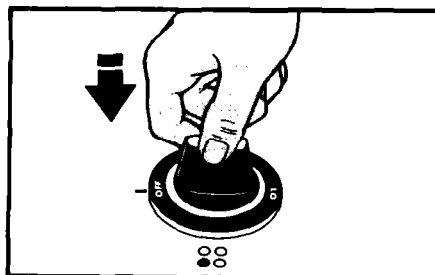


- 2.** Use warm soapy water, baking soda and a damp soft cloth or spray glass cleaner to wipe the control panels. Rinse and wipe dry.



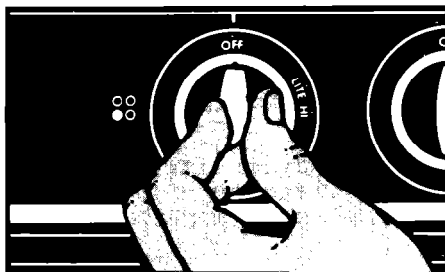
- 3.** Wash knobs in warm soapy water or use baking soda and a damp, soft cloth or follow directions provided with glass cleaner. Rinse well and dry.

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



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

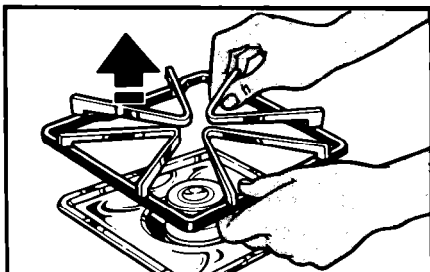
## Surface Burner Grates and Reflector Pans



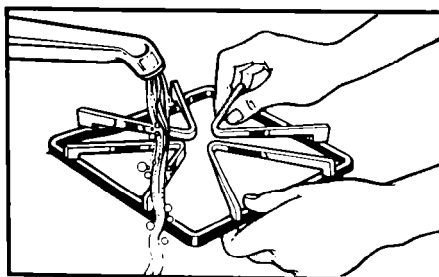
1.



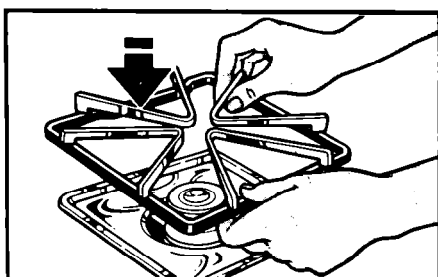
**WARNING:** To avoid burns, be sure the surface burners are **OFF** and the surrounding parts are **COOL**.



2. Lift off grates and remove the reflector pans.



3. Wash the grates and reflector pans in automatic dishwasher or use warm soapy water and plastic scrub pad. Rinse and dry well.



4. Replace reflector pans and grates.

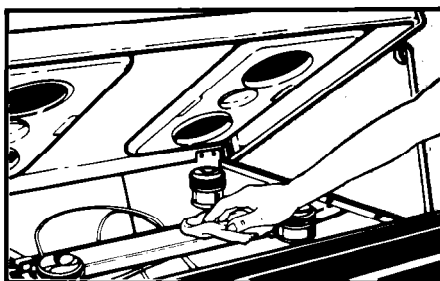
## Lift-Up Cooktop

1. Lift front of cooktop at corners and swing up the support rod.
2. Carefully lower the cooktop onto the support rod.



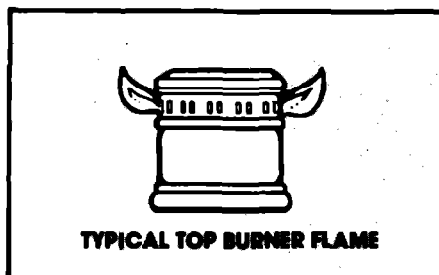
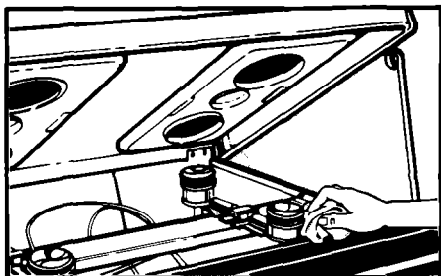
**WARNING:** Be sure the rod fits in the notch in the cooktop and is held securely. The cooktop could accidentally fall and injure you.

3. Wipe surface under cooktop with warm soapy water. Use soapy plastic scrub pad on stubborn spots.



**CAUTION:** Do not drop the cooktop. Damage can result to the porcelain and the cooktop frame.

## Surface Burners



Lift up the cooktop, following the instructions on page 13.

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 surface burners for cleaning (see page 17), or call a qualified technician for burner adjustments.

### To adjust the LO settings on the control knobs:

1. Turn on the surface burners, then set the controls on LO.
2. **Without changing the burner settings**, remove the control knobs.
3. Firmly grasp the control stem and insert a small bladed screwdriver into the end of the stem. Turn the screwdriver in either direction until the flame height is  $\frac{1}{8}$  in (.318 cm) or lower in size. **Flame must be large enough to maintain a STABLE FLAME on all burner ports.**

**NEVER ADJUST THE FLAME SIZE AT THE MEDIUM SETTING.**

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## The Oven Door

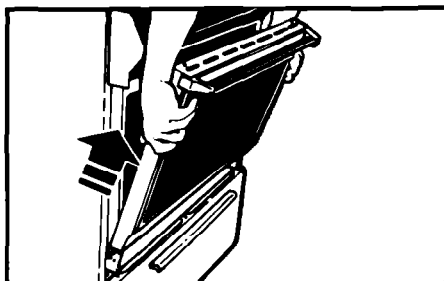
Removing the oven door will make it easier to clean the oven.

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

Open the door to the first stop position.

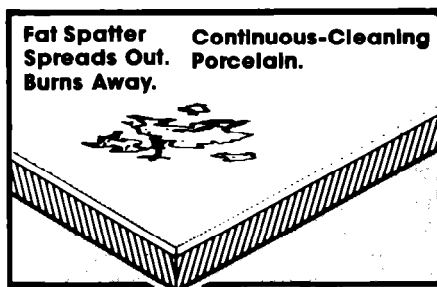
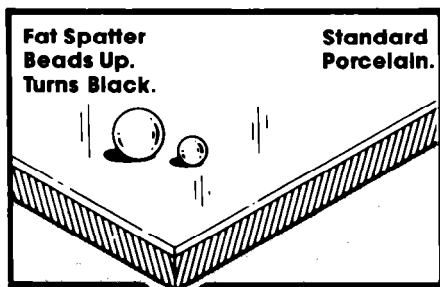
2. Hold the door at both sides and lift off of hinges at bottom corners of door.
3. **To replace**, fit the bottom corners of the door over the ends of the hinges.

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




## The Continuous-Cleaning Oven (Model SF335ESR/ER only)

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



### Using Foil

To catch sugar or starchy spills from pies and casseroles, use a piece of heavy-duty aluminum foil or a shallow pan on the lower rack, slightly larger than the cooking container.

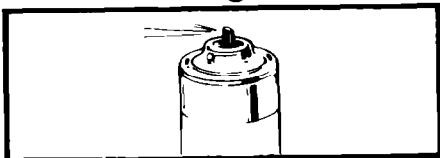
1.  **WARNING: To avoid burns, be sure the oven is OFF and COOL.**
2. **Position foil or pan under the cooking container.** Make sure the foil is centered and large enough to catch any spillovers.

**CAUTION: Do not use foil to cover oven floor or to completely cover a rack. Good air circulation is needed for the oven to operate properly. Poor cooking results and damage to the oven could occur.**

### Cleaning Tips

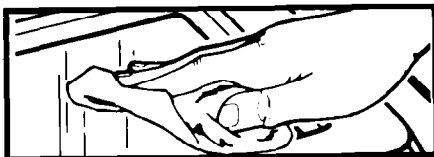
1. The oven window and racks are not coated. Clean them by hand.
2. The oven door does not get as hot as the walls. Some hand cleaning may be needed.
3. Use aluminum foil or a shallow pan according to instructions. Spill-overs do not burn away and may stain the bottom.

## Hand Cleaning



**WARNING: DO NOT  
USE COMMERCIAL  
OVEN CLEANERS  
IN YOUR OVEN.**

They may become trapped in the porcelain, damage the finish and 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 cleaners.**



**RACKS** – Use soapy steel wool pad for stubborn stains. Rinse well.



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

## Standard Oven Cleaning (Model SF315ESR/ER only)

The Standard Oven has to be hand cleaned. Use warm soapy water and steel wool pads or a commercial oven cleaner. See "Cleaning Chart" for further instructions.

**Do not allow commercial oven cleaner to contact the oven seals, thermostat or exterior surfaces of the range. Damage will occur.**



# 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>Exterior surfaces</b>	Soft cloth and warm soapy water or baking soda. Nylon or plastic scrubbing pad for stubborn spots.	<ul style="list-style-type: none"> <li>• Wipe off regularly when cooktop and range 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 finish.</b></li> <li>• <b>Do not use abrasive or harsh cleansers.</b></li> </ul>
<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> <li>• <b>Do not use abrasive or harsh cleansers.</b></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> <li>• Clean frequently.</li> <li>• <b>Do not use abrasive or harsh cleansers.</b></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>• Lift-up the cooktop, see page 13.</li> <li>• Wipe off spills immediately after burner has cooled.</li> <li><b>In case of stubborn stains:</b></li> <li>• Remove burner from manifold with phillips screwdriver.</li> <li>• Soak in warm soapy water and wipe with plastic scrubbing pad and dishwashing detergent.</li> <li><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 drawer, pan and grid</b>	Warm soapy water and plastic scrubbing pad.	<ul style="list-style-type: none"> <li>• <b>Clean after each use.</b></li> <li>• Wash pan and grid with other utensils.</li> <li>• <b>After broiler is cool, wipe interior with warm damp cloth. For stubborn spots, use a plastic scrubbing pad.</b></li> </ul>

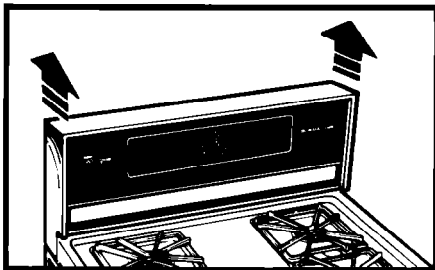
<b>Control knobs</b>	Warm soapy water and soft cloth.	<ul style="list-style-type: none"> <li>• Wash, rinse and dry well.</li> <li>• <b>Do not soak.</b></li> </ul>
<b>Control panels</b>	Warm soapy water or baking soda, soft cloth and spray glass cleaner.	<ul style="list-style-type: none"> <li>• Wash, 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>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. Heavy-duty aluminum foil or shallow pan.	<ul style="list-style-type: none"> <li>• Clean stubborn spots or stains. Rinse well with water.</li> <li>• Place piece of foil or shallow pan, slightly larger than the cooking container, on lower rack to catch spills.</li> <li>• <b>Do not use commercial cleaners.</b></li> </ul>
<p><b>Most fat spatters on Continuous-Cleaning porcelain interior surface gradually reduce to a presentably clean condition during normal baking or roasting operations.</b></p>		
<b>Standard oven</b>	Warm soapy water or soapy steel wool pad. Commercial oven cleaners.	<ul style="list-style-type: none"> <li>• Remove door for easier access.</li> <li>• Place newspaper on floor to protect floor surface.</li> <li>• Follow directions provided with the oven cleaner.</li> <li>• Rinse well with clear water.</li> <li>• Use in well ventilated room.</li> <li>• <b>Do not allow commercial oven cleaner to contact the oven seals, thermostat or exterior surfaces of the range. Damage will occur.</b></li> </ul>

## Changing the Cooktop Light

The **Top Light** switch is located on the left side of the front control panel.

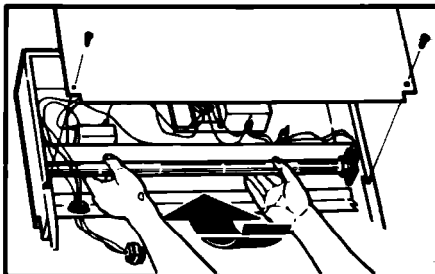
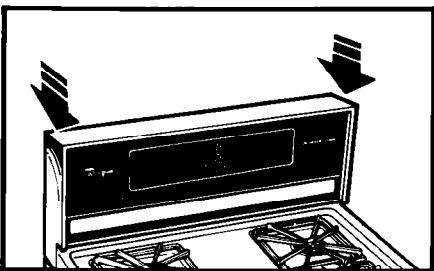


**WARNING:** To avoid possible shock hazard, turn off electric power at the main power supply.



**1.** Lift up the cooktop and disconnect the electrical plug to the backguard. Lower the cooktop.

**2.** Grasp each side of the backguard and lift it straight up.



**3.** Turn backguard over. Remove the four screws holding the back cover panel, then remove the cover.

**4.** Roll bottom of fluorescent tube away from you until both ends can be removed from the receptacles. Replace with a 20-watt cool-white fluorescent tube.

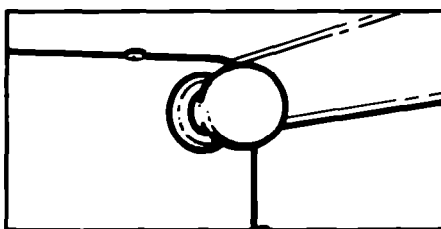
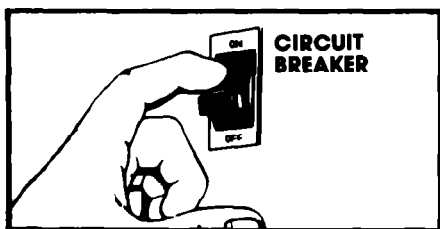
**5.** Replace the back cover panel and screws.

**6.** Replace the backguard. Reconnect the electrical plug under the cooktop.

**7.** Turn power back on at the main power supply.

## Changing the Oven Light

The oven light will **only** come on when you push the Oven Light switch on the control panel. Push it again to turn off the light.



2. Remove the light bulb from its socket. Replace the bulb with a 40-watt appliance bulb. Turn the power back on at the main power supply.

---

## 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 without tools of any kind.

#### If nothing operates:

- Is the range properly connected to gas and electrical supplies? (See "Installation Instructions.")
- Have you checked your home's main fuses 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.**
- Is the Oven Control turned to a temperature setting or BROIL?

#### If burner fails to light:

- Is the range connected to electrical power?
- Have you checked your home's main fuses 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.
- 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. **Use foil on lower rack to catch these spills.**

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

- Is the range level?
- Are you using pans recommended in 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 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 and fit the surface burners?

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) 253-4121**

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:

<p>APPLIANCES—HOUSEHOLD— MAJOR—SERVICE &amp; REPAIR</p> <p>OR</p> <p>WHIRLPOOL APPLIANCES FRANCHISED TECH-CARE SERVICE</p> <p>SERVICE COMPANIES</p> <p>XYZ SERVICE CO 123 MAPLE</p> <p>999-9999</p>	<p>ELECTRICAL APPLIANCES— MAJOR—REPAIRING &amp; PARTS</p> <p>OR</p> <p>WHIRLPOOL APPLIANCES FRANCHISED TECH-CARE SERVICE</p> <p>SERVICE COMPANIES</p> <p>XYZ SERVICE CO 123 MAPLE</p> <p>999-9999</p>
<p>OR</p> <p>WASHING MACHINES, DRYERS &amp; IRONERS—SERVICING</p> <p>WHIRLPOOL APPLIANCES FRANCHISED TECH-CARE SERVICE</p> <p>SERVICE COMPANIES</p> <p>XYZ SERVICE CO 123 MAPLE</p> <p>999-9999</p>	

## 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 Stanley**  
**Division Vice President**  
**Whirlpool Corporation**  
**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.



FSP is a registered trademark of Whirlpool Corporation for quality parts. Look for this symbol of quality whenever you need a replacement part for your Whirlpool appliance. FSP replacement parts

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

# Notes

1. The first step in the process is to identify the problem or issue that needs to be addressed. This involves gathering information and understanding the context of the problem.

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