us_main.book.book Page 67 Tuesday, September 6, 2022 9:13 AM

TROUBLESHOOTING

FAQs

Frequently Asked Questions

Q: What types of cookware are recommended for use with the cooktop?

A:
- The pans must have a flat bottom and straight sides.
- Only use heavy-gauge pans.
- The pan size must match the amount of food to be prepared and the size of the surface element.
- Use tight fitting lids.
- Only use flat-bottom woks.

Q: Why do the heating elements appear to be turning ON and OFF during use of the cooktop or oven?

A: Depending on your cooktop element setting or the temperature selected in your oven it is normal for the cooking elements to cycle on and off.

Q: My new oven doesn't cook like my old one. Is there something wrong with the temperature settings?

A: No. Your oven has been factory tested and calibrated. For the first few uses, follow your recipe times and temperatures carefully. If you still think your new oven is too hot or too cold, you can adjust the oven temperature yourself to meet your specific cooking needs. Refer to the Changing Oven Settings section in this manual for easy instructions on how to adjust your thermostat.

Q: Is it normal to hear a clicking noise coming from the back of my oven when I am using it?

A: Your new range is designed to maintain a tighter control over your oven's temperature. You may hear your oven's heating elements click on and off more frequently on your new oven. This is normal.

Q: Why is the time flashing?

A: This means that the product has just been plugged in, or that it has experienced a power interruption. To clear the flashing time, touch any button and reset the clock if needed.

Q: During convection cooking the fan stops when I open the door. Is that normal?

A: Yes, this is normal. When the door is opened, the convection fan will stop until the door is closed.

Q: Can I use aluminum foil to catch drippings in my oven cavity?

A: Never use aluminum foil to line the bottom or sides of the oven or the warming drawer (on some models). The foil will melt and stick to the bottom surface of the oven and will not be removable. Use a foil-lined sheet pan placed on a lower oven rack to catch drippings instead. (If foil has already melted onto the bottom of the oven, it will not interfere with the oven's performance.)

Q: Can I use aluminum foil on the racks?

A: Do not cover racks with aluminum foil. Covering entire racks with foil restricts air flow, leading to poor cooking results. Use a sheet pan lined with foil under fruit pies or other acidic or sugary foods to prevent spillovers from damaging the oven finish.

⚠ CAUTION

- Foil may be used to wrap food in the oven or warming drawer, but do not allow the foil to come into contact with the exposed heating/broiling elements in the oven. The foil could melt or ignite, causing smoke, fire, or injury.

us_main.book.book Page 68 Tuesday, September 6, 2022 9:13 AM

Q: Can I leave my racks in the oven when running a Self Clean cycle? (On some models)

A: No. Although it will not damage the racks, it will discolor them and may make them hard to slide in and out during use. Remove all items from the oven before starting a Self Clean cycle.

Q: What should I do if my racks are sticky and have become hard to slide in and out?

A: Over time, the racks may become hard to slide in and out. Apply a small amount of olive oil to the sides of the racks. This will work as a lubricant for easier gliding.

Q: What should I do for hard to remove stains on my cooktop?

A: The cooktop should be cleaned after every use to prevent permanent staining. When cooking foods with high sugar content, such as tomato sauce, clean the stain off with a scraper while the cooktop is still warm. Use an oven mitt when scraping to prevent burns. Refer to the MAINTENANCE section of this owner's manual for further instruction.

Q: Why aren't the function buttons working?

A: Make sure that the range is not in Control Lock / Lockout mode. The lock will show in the display if Control Lock / Lockout is activated. To deactivate Control Lock / Lockout, refer to the Control Lock / Lockout section. The unlock melody sounds and **Loc** appears in the display until the controls are unlocked. On models with Sabbath mode, make sure that the range is not in Sabbath mode. See the Sabbath Mode section of the manual for instructions.

Q: My range is still dirty after running the EasyClean cycle. What else should I do?

A: The EasyClean cycle only helps to loosen light soils in your oven range to assist in hand-cleaning of your oven. It does not automatically remove all soils after the cycle. Some scrubbing of your oven range is required after running the EasyClean cycle.

Q: I tried scrubbing my oven after running. EasyClean, but some soils still remain. What can I do?

A: The EasyClean feature works best when the soils are fully soaked and submerged in water before running the cycle and during hand-cleaning. If soils are not sufficiently soaked in water, it can negatively affect the cleaning performance. Repeat the EasyClean process using sufficient water.

- For models with Self Clean function:

  Sugar-based and certain greasy soils are especially hard to clean. If some stubborn soils remain, use the Self Clean feature to thoroughly clean your oven.

Q: Soils on my oven walls are not coming off. How can I get the oven walls clean?

A: Soils on the side and rear walls of your oven range may be more difficult to fully soak with water. Try repeating the EasyClean process with more than the ¼ cup (2 oz or 60 ml) of spray recommended.

Q: Will EasyClean get all of the soils and stains out completely?

A: It depends on the soil type. Sugar-based and certain grease stains are especially hard to clean. Also, if stains are not sufficiently soaked in water, this can negatively affect cleaning performance.

- For models with Self Clean function:

  If stubborn or built-up stains remain, use the Self Clean feature. Refer to the Self Clean section of your owner's manual.

Q: Are there any tricks to getting some of the stubborn soils out?

A: Scraping the soils with a plastic scraper before and during hand-cleaning is recommended. Fully saturating soils with water is also recommended.

- For models with Self Clean function:

  Certain types of soils are harder to clean than others. For these stubborn soils, the Self Clean cycle is recommended. Consult the Self Clean section of your owner's manual for details.

Q: Is it safe for my convection fan or heater element to get wet during EasyClean?

us_main.book.book Page 69 Tuesday, September 6, 2022 9:13 AM

A: Yes. The convection fan or heater element may get a little wet during cleaning. However, direct spray onto the broil burner and heater elements is not necessary because these are self-cleaning during regular use.

Q: Do I need to use all 1 ¼ cups (10 oz or 300 ml) of water for EasyClean?

A: Yes. It is highly recommended that 1 cup (8 oz or 240 ml) of water be sprayed or poured on the bottom and an additional ¼ cup (2 oz or 60 ml) of water be sprayed on walls and other soiled areas to fully saturate the soils for better cleaning performance.

Q: I see smoke coming out of my oven range's cooktop vents during EasyClean. Is this normal?

A: This is normal. This is not smoke. It is actually water vapor (steam) from the water in the oven cavity. As the oven heats briefly during EasyClean, the water in the cavity evaporates and escapes through the oven vents.

Q: How often should I use EasyClean?

A: EasyClean can be performed as often as you wish. EasyClean works best when your oven is LIGHTLY soiled from such things as LIGHT grease splatter and small drops of cheese. Please refer to the EasyClean section in your owner's manual for more information.

Q: What is required for EasyClean?

A: A spray bottle filled with 1¼ cups (10 oz or 300 ml) of water, a plastic scraper, a non-scratch scrubbing pad and a towel. You should not use abrasive scrubbers such as heavy-duty scouring pads or steel wool. Except for a towel, all of the materials you need are included in a special cleaning kit with your new range.

Q: How can I help keep children safe around the range?

A: Children should be supervised around the range whenever it is in use, and after use until surfaces have cooled. You can also use the Control Lock / Lockout feature to help prevent children from accidentally turning on the cooktop or oven. The Control Lock / Lockout feature disables most control panel buttons and the cooktop control knobs. On some models, it also locks the oven door. Consult the Control Lock / Lockout section of your owner's manual for details. (In models without a Self Clean option, the Control Lock / Lockout feature locks the controls but does not lock the oven door.)

Q: Why isn't the Instaview working? (On some models only)

A: Level the range by adjusting the leveling legs with a wrench.

Before Calling for Service

Review this section before calling for service; doing so will save you both time and money.

Cooking

Problem	Possible Cause & Solution
Oven will not work	**Plug on range is not completely inserted in the electrical outlet.** • Make sure electrical plug is plugged into a live, properly grounded outlet.
	A fuse in your home may be blown or the circuit breaker tripped. • Replace the fuse or reset the circuit breaker.
	Oven controls improperly set. • See the "Oven" section in the Operation chapter.
	Oven too hot. • Allow the oven to cool to below locking temperature.

us_main.book.book Page 70 Tuesday, September 6, 2022 9:13 AM

Problem	Possible Cause & Solution
Steam is exhausted through the oven vent.	**Cooking foods with high moisture produces steam.** • This is normal.
Appliance does not operate.	**Cord is not plugged in correctly.** • Make sure cord is plugged correctly into outlet. Check circuit breakers.
	Service wiring is not complete. • Contact your electrician for assistance.
	Power outage. • Check house lights to be sure. Call your local electric company for service.
	Sabbath mode is activated (on some models). Sb appears in the display and all function buttons are inactive. • Press and hold the Settings button for 3 seconds or until Sb disappears from the display.
Oven smokes excessively during broiling.	**Control not set properly.** • Follow instructions under Setting Oven Controls.
	Meat too close to the element. • Reposition the rack to provide proper clearance between the meat and the element. Preheat broil element for searing.
	Meat not properly prepared. • Remove excess fat from meat. Cut remaining fatty edges to prevent curling.
	Insert on broiler pan wrong side up and grease not draining. • Always place the grid on the broiler pan with ribs up and slots down to allow grease to drip into the pan.
	Grease has built up on oven surfaces. Old grease or food spatters cause excessive smoking. • Regular cleaning is necessary when broiling frequently.
Food does not bake or roast properly	**Oven controls improperly set.** • See the "Oven" section in the Operation chapter.
	Rack position is incorrect or the rack is not level. • See the "Oven" section in the Operation chapter.
	Incorrect cookware or cookware of improper size being used. • See the "Oven" section in the Operation chapter.
	Oven sensor needs to be adjusted. • See the "Adjusting the Oven Thermostat" section in the Operation chapter.
Food does not broil properly	**Oven controls improperly set.** • Make sure you select the **Broil** mode properly.
	Improper rack position being used. • See the Broiling Guide.
	Cookware not suited for broiling. • Use broiling pan and grid.
	Aluminum foil used on the broiling pan and grid has not been fitted properly and slit as recommended. • See the "Oven" section in the Operation chapter.
	In some areas the power voltage may be low. • Preheat the broil element for 5-7 minutes. See the Broiling Guide.

us_main.book.book Page 71 Tuesday, September 6, 2022 9:13 AM

Problem	Possible Cause & Solution
Oven temperature too hot or too cold	**Oven sensor needs to be adjusted.** • See the "Adjusting the Oven Thermostat" section in the Operation chapter.
Excessive smoking during a Self Clean cycle (On some models)	**Excessive soil.** • Turn off the Self Clean function. Open the windows to rid the room of smoke. Wait until the Self Clean mode is cancelled. Wipe up the excess soil and reset the clean.
Burning or oily odor emitting from the vent	**This is normal in a new oven.** • This will disappear in time. To speed the process, set a Self Clean cycle for a minimum of 3 hours. See the Self Clean section. (On some models)
Moisture collects on oven window or steam comes from oven vent	**This happens when cooking foods high in moisture.** • This is normal.
	Excessive moisture was used when cleaning the window. • Do not use excessive moisture when cleaning the window.

Parts & Features

Problem	Possible Cause & Solution
Range is not level.	**Poor installation.** • Place oven rack in center of oven. Place a level on the oven rack. Adjust leveling legs at base of range until the oven rack is level. • Be sure floor is level and strong and stable enough to adequately support range. • If floor is sagging or sloping, contact a carpenter to correct the situation.
	Kitchen cabinet alignment may make range appear unlevel. • Be sure cabinets are square and have sufficient room for range clearance.
Cannot move appliance easily. Appliance must be accessible for service.	**Cabinets not square or are built in too tightly.** • Contact builder or installer to make appliance accessible.
	Carpet interferes with range. • Provide sufficient space so range can be lifted over carpet.
	Anti-tip device engaged. • Uninstall the anti-tip device to move the range. Reengage the anti-tip device after pulling the range out for cleaning, service, or any other reason.
Surface units will not maintain a rolling boil or cooking is not fast enough.	**Improper cookware being used.** • Use pans which are flat and match the diameter of the surface unit selected.
	In some areas, the power(voltage) may be low. • Cover pan with a lid until desired heat is obtained.
Surface units do not work properly.	**A fuse in your home may be blown or the circuit breaker tripped.** • Replace the fuse or reset the circuit breaker.
	Cooktop controls improperly set. • Check to see the correct control is set for the surface unit you are using.

us_main.book.book Page 72 Tuesday, September 6, 2022 9:13 AM

Problem	Possible Cause & Solution
Surface unit stops glowing when changed to a lower setting.	**The unit is still on and hot.** • This is normal.
Areas of discoloration on the cooktop	**Food spillovers not cleaned before next use.** • See the "Glass-Ceramic Cooktop" section in the MAINTENANCE chapter.
	Hot surface on a model with a light-colored cooktop. • This is normal.The surface may appear discolored when it is hot. This is temporary and will disappear as the glass cools.
Frequent cycling on and off of surface units	**The element will cycle on and off to maintain the heat setting.** • This is normal.
Scratches or abrasions on cooktop surface	**Coarse particles such as salt or sand between cooktop and utensils can cause scratches.** • Be sure the cooktop surface and bottoms of utensils are clean before using. Small scratches do not affect cooking and will become less visible with time.
	Cleaning materials not recommended for glass-ceramic cooktop have been used. • See the "Glass-Ceramic Cooktop" section in the MAINTENANCE chapter.
	Cookware with rough bottom has been used. • Use smooth, flat-bottomed cookware.
Metal marks	**Scraping of metal utensils on cooktop surface.** • Do not slide metal utensils on cooktop surface. Use a glass-ceramic cooktop cleaning creme to remove the marks. See the "Glass-Ceramic Cooktop" section in the MAINTENANCE chapter.
Brown streaks or specks	**Boilovers are cooked onto surface.** • Use a blade scraper to remove soil. See the "Glass-Ceramic Cooktop" section in the MAINTENANCE chapter.
Areas of discoloration on cooktop	**Mineral deposits from water and food.** • Remove using a glass-ceramic cooktop cleaning creme. Use cookware with clean, dry bottoms.
Oven control beeps and displays any F code error.	**Electronic control has detected a fault condition.** • Turn off the oven function you are using to clear the display and stop beeping. Reprogram oven. If fault recurs, record fault number and contact a service agent.
Oven control displays Sb/5b/S6/56 error code.	**This code is not an error code. It indicates that the product's Sabbath mode 5b is activated.** • See the "Using the Sabbath Mode" section in the Operation chapter.
Displayed colon in the clock is flashing	**This means that the product has just been plugged in, or that it has experienced a power interruption.** • This is normal. Reset the clock or press any button to stop the flashing.
CLEAN and door flash in the display (On some models)	**The Self Clean cycle has been selected, but the door is not closed.** • Close the oven door.
Loc is on in the display when you want to cook (On some models)	**The oven is locked because of the Control Lock / Lockout feature.** • Deactivate the **Control Lock / Lockout** feature.

us_main.book.book Page 73 Tuesday, September 6, 2022 9:13 AM

Problem	Possible Cause & Solution
Oven light does not work.	**It is time to replace the lamp or the lamp is loose.** • Replace or tighten lamp. See "Changing the Oven Light" section in this Owner's Manual.
Convection fan stops. (During Conv.Bake mode)	**Convection fan stops during a convection bake cycle. It is done to allow for more even heating during the cycle.** • This is not a failure of the range and should be considered normal operation.
Fan operation (During Bake mode)	**This is to ensure even baking results.** • It is normal for the fan to operate periodically throughout a normal bake cycle in the oven.
Oven will not Self Clean. (On some models)	**The oven temperature is too high to set a Self Clean operation.** • Allow the range to cool and reset the controls.
	Oven controls improperly set. • See the Self Clean section.
	A Self Clean cycle cannot be started if the oven Control Lock / Lockout feature is active. • See the "Control Lock / Lockout" in "Changing Oven Settings" section.
Oven door does not open after a Self Clean cycle (On some models)	**Oven is too hot.** • Allow the oven to cool below locking temperature.
	The control and door may be locked. • Allow about one hour for the oven to cool after the completion of a Self Clean cycle. The door can be opened when the lock is no longer displayed.
The oven is not clean after a Self Clean cycle (On some models)	**Oven controls not properly set.** • See the Self Clean section.
	Oven was heavily soiled. • Clean up heavy spillovers before starting the clean cycle. Heavily soiled ovens may need to Self Clean again or for a longer period of time.
Oven racks are difficult to slide (On some models)	**The shiny, silver-colored racks were cleaned in a Self Clean cycle.** • Apply a small amount of vegetable oil to a paper towel and wipe the edges of the oven racks with the paper towel.

Noises

Problem	Possible Cause & Solution
"Crackling" or "popping" sound	**This is the sound of the metal heating and cooling during both the cooking and Self Clean functions.** • This is normal.
Fan noise	**A convection fan may automatically turn on and off.** • This is normal.
A chime sounds when surface elements are turned on.	**When any cooktop burner is activated, a chime sounds to indicate the cooktop is in use.** • This is normal.

us_main.book.book Page 74 Tuesday, September 6, 2022 9:13 AM

Wi-Fi

Problem	Possible Cause & Solution
Trouble connecting appliance and smartphone to Wi-Fi network	**The password for the Wi-Fi network was entered incorrectly.** • Delete your home Wi-Fi network and begin the connection process again.
	Mobile data for your smartphone is turned on. • Turn off the **Mobile data** on your smartphone before connecting the appliance.
	The wireless network name (SSID) is set incorrectly. • The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)
	The router frequency is not 2.4 GHz. • Only a 2.4 GHz router frequency is supported. Set the wireless router to 2.4 GHz and connect the appliance to the wireless router. To check the router frequency, check with your Internet service provider or the router manufacturer.
	The appliance and the router are too far apart. • If the appliance is too far from the router, the signal may be weak and the connection may not be configured correctly. Move the router closer to the appliance or purchase and install a Wi-Fi repeater.
	During Wi-Fi setup, the app is requesting a password to connect to the product (on certain phones). • Locate the network name which starts with "LG" under Settings > Networks. Note the last part of the network name. - If the network name looks like LGE_Appliance_XX-XX-XX, enter lge12345. - If the network name looks like LGE_Appliance_XXXX, enter XXXX twice as your password. For example, if the network name appears as LGE_Appliance_8b92, then you would enter 8b928b92 as your password. In this instance, the password is case sensitive and the last 4 characters are unique to your appliance.