



## FAQs What types of cookware are recommended for use with the cooktop? User Manual

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## FAQs

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



## TROUBLESHOOTING

### FAQs

#### **What types of cookware are recommended for use with the cooktop?**

- 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 or 12" to 14" round-bottom woks when using a SIGNATURE KITCHEN SUITE supplied wok grate.

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

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.

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

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 Thermostat Adjustment section in this manual for easy instructions on how to adjust your thermostat.

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

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.

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

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

**Do I need to season the griddle before using it for the first time?**

No. You should clean the griddle thoroughly with hot, soapy water before using it to remove any residual oil from manufacturing. The griddle does not have a non-stick coating, so use oil or butter when cooking eggs, pancakes, French toast, or fish.

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

Never use aluminum foil to line the bottom or sides of the oven. The foil will melt and stick to the bottom surface of the oven and will not be removable. Use a 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.)

**Can I use aluminum foil on the racks?**

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, but do not allow the foil to come into contact with the exposed broiling elements in the oven. The foil could melt or ignite, causing smoke, fire, or injury.

**Can I leave my racks and rack guides in the oven when running a Self Clean cycle?**

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.

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

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

**What should I do for hard to remove stains on my induction cooktop? (available on some models)**

The induction 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 induction cooktop.

**Why aren't the function buttons working?**

Make sure that the range is not in Lock Out mode. The lock will show in the display if Lock Out is activated. To deactivate Lock Out, tap display to see the unlock popup. Press UNLOCK for 3 seconds to cancel the lockout function. The lock icon will disappear at the upper right in the display.

**My range is still dirty after running the SpeedClean™ cycle. What else should I do?**

The SpeedClean™ 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 SpeedClean™ cycle.

**I tried scrubbing my oven after running SpeedClean™, but some soils still remain. What can I do?**

The SpeedClean™ 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 SpeedClean™ process using sufficient water.

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

**Soil on my oven walls is not coming off. How can I get the oven walls clean?**

Soil on the side and rear walls of your oven range may be more difficult to fully soak with water. Try repeating the SpeedClean™ process.

**Will SpeedClean™ get all of the soil and stains out completely?**

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.

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

**Are there any tricks to getting some of the stubborn soil out?**

Scraping soil with a plastic scraper before and during hand-cleaning is recommended. Fully saturating soil with water is also recommended.

However, certain types of soil are harder to clean than others. For stubborn soil, the Self Clean cycle is recommended. However, self clean only works in the oven. Consult the Self Clean section of your owner's manual for details.

**Is it safe for my convection fan, broil burner or heater element to get wet during SpeedClean™?**

Yes. The convection fan and broiler 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.

**I see smoke coming out of my oven range's cooktop vents during SpeedClean™. Is this normal?**

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 SpeedClean™, the water in the cavity evaporates and escapes through the oven vents.

**How often should I use SpeedClean™?**

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

**Can I run the SpeedClean™ cycle on my ovens at once?**

Yes. You can run the SpeedClean™ cycle on the ovens at the same time. Some oven surfaces will be hot after the cycle completes running. Avoid leaning or resting on the oven door glass while cleaning the oven cavities.

**Before Calling for Service**

Before you call for service, review this list. It may save you time and expense. The list includes common occurrences that are not the result of defective workmanship or materials in this appliance.

Symptoms	Possible Causes / Solutions
<b>Range is not level.</b>	<ul style="list-style-type: none"><li>· 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.</li><li>· Be sure floor is level and strong and stable enough to adequately support range.</li><li>· If floor is sagging or sloping, contact a carpenter to correct the situation.</li><li>· Kitchen cabinet alignment may make range appear unlevel. Be sure cabinets are square and have sufficient room for range clearance.</li></ul>
<b>Cannot move appliance easily. Appliance must be accessible for service.</b>	<ul style="list-style-type: none"><li>· Cabinets not square or are built in too tightly. Contact builder or installer to make appliance accessible.</li><li>· Carpet interferes with range. Provide sufficient space so range can be lifted over carpet.</li><li>· Anti-tip device engaged.</li></ul>

<b>Oven control beeps and displays F1~F25 error code.</b>	<ul style="list-style-type: none"> <li>Electronic control error. Press <b>OK</b> to clear the display and stop beeping. Reprogram oven. If fault recurs, record fault number. Press <b>OK</b> and contact a Service agent.</li> </ul>
<b>Induction control beeps and LED on knob displays F33~F45 error code.</b>	<ul style="list-style-type: none"> <li>Electronic control error. Turn the knob to the central OFF position in order to clear the display and stop beeping. Reprogram oven. If fault recurs, record fault number. Turn the knob to the central OFF position and call for service.</li> </ul>
<b>Sous-Vide control beeps and LED on knob displays F62 error code.</b>	<ul style="list-style-type: none"> <li>Electronic control error. Turn the knob to the central OFF position in order to clear the display and stop beeping. Reprogram oven. If fault recurs, record fault number. Turn the knob to the central OFF position and call for service.</li> </ul>
<b>Griddle control beeps and LED on knob displays F51~F59 error code.</b>	<ul style="list-style-type: none"> <li>Electronic control error. Turn the knob to the central OFF position in order to clear the display and stop beeping. Reprogram oven. If fault recurs, record fault number. Turn the knob to the central OFF position and call for service.</li> </ul>
<b>Gas cooktop burners do not light or do not burn evenly.</b>	<ul style="list-style-type: none"> <li>Make sure that the electrical plug is inserted into a live, properly grounded outlet.</li> <li>Remove the burners and clean them. Check the electrode area for burnt on food or grease. See Cleaning Burner Heads/Caps in the MAINTENANCE section.</li> <li>Make sure that the burner parts are installed correctly.</li> </ul> <p>See Removing and Replacing the Gas Surface Burners in the MAINTENANCE section.</p>
<b>Burner flames are very large or yellow.</b>	<p>If the range is connected to LP gas, contact the technician who installed your range or made the conversion.</p>
<b>Oven will not work</b>	<ul style="list-style-type: none"> <li>Plug on range is not completely inserted in the electrical outlet. <ul style="list-style-type: none"> <li>Make sure electrical plug is plugged into a live, properly grounded outlet.</li> </ul> </li> <li>A fuse in your home may be blown or the circuit breaker tripped. <ul style="list-style-type: none"> <li>Replace the fuse or reset the circuit breaker.</li> </ul> </li> <li>Oven controls improperly set. <ul style="list-style-type: none"> <li>See the Using the Oven section.</li> </ul> </li> <li>Oven too hot. <ul style="list-style-type: none"> <li>Allow the oven to cool to below locking temperature.</li> </ul> </li> </ul>

<b>Symptoms</b>	<b>Possible Causes / Solutions</b>
<b>Steam is exhausted through the oven vent.</b>	<ul style="list-style-type: none"> <li>Cooking foods with high moisture produces steam. This is normal.</li> </ul>

<b>Appliance does not operate.</b>	<ul style="list-style-type: none"> <li>· Make sure cord is plugged correctly into outlet. Check circuit breakers.</li> <li>· Service wiring is not complete. Contact your electrician for assistance.</li> <li>· Power outage. Check house lights to be sure. Call your local electric company for service.</li> </ul>
<b>Oven light does not work.</b>	<ul style="list-style-type: none"> <li>· This oven uses LED lighting which must be repaired or replaced by an authorized technician.</li> </ul>
<b>Oven smokes excessively during broiling.</b>	<ul style="list-style-type: none"> <li>· Control not set properly. Follow instructions under Setting Oven Controls.</li> <li>· Meat too close to the element. Reposition the rack to provide proper clearance between the meat and the element. Preheat broil element for searing.</li> <li>· Meat not properly prepared. Remove excess fat from meat. Cut remaining fatty edges to prevent curling.</li> <li>· Insert on broiler pan wrong side up and grease not draining. Always place grid on the broiler pan with ribs up and slots down to allow grease to drip into pan.</li> <li>· Grease has built up on oven surfaces. Regular cleaning is necessary when broiling frequently.</li> <li>– Old grease or food spatters cause excessive smoking.</li> </ul>
<b>Food does not bake or roast properly</b>	<ul style="list-style-type: none"> <li>· Oven controls improperly set.</li> <li>– See the Using the Oven section.</li> <li>· Rack position is incorrect or the rack is not level.</li> <li>– See the Using the Oven section.</li> <li>· Incorrect cookware or cookware of improper size being used.</li> <li>– See the Using the Oven section.</li> <li>· Oven sensor needs to be adjusted.</li> <li>– See Thermostat Adjustment in the Features section.</li> </ul>
<b>Food does not broil properly</b>	<ul style="list-style-type: none"> <li>· Improper rack position being used.</li> <li>– See the Broiling Guide.</li> <li>· Cookware not suited for broiling.</li> <li>– Use broiling pan and grid.</li> <li>· Aluminum foil used on the broiling pan and grid has not been fitted properly and slid it as recommended.</li> <li>– See the Using the Oven section.</li> <li>· In some areas the power voltage may be low.</li> <li>– Preheat the broil element for 5-7 minutes.</li> <li>– See the Broiling Guide.</li> </ul>

<b>Oven temperature too hot or too cold</b>	<ul style="list-style-type: none"> <li>· Oven sensor needs to be adjusted.</li> <li>– See Thermostat Adjustment in the Settings section.</li> </ul>
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Symptoms	Possible Causes / Solutions
<b>Oven will not Self Clean</b>	<ul style="list-style-type: none"> <li>· The oven temperature is too high to set a Self Clean operation.</li> <li>– Allow the range to cool and reset the controls.</li> <li>· Oven controls improperly set.</li> <li>– See the Self Clean section.</li> <li>· A Self Clean cycle cannot be started if the oven lockout feature is active.</li> <li>· Self Clean operation is only available on the oven.</li> </ul>
<b>“Crackling” or “popping” sound</b>	<ul style="list-style-type: none"> <li>· This is the sound of the metal heating and cooling during both the cooking and Self Clean functions.</li> <li>– This is normal.</li> </ul>
<b>Fan noise</b>	<ul style="list-style-type: none"> <li>· A convection fan may automatically turn on and off.</li> <li>– This is normal.</li> <li>· The fans that exist to cool for the range are turned on and off according to the temperature of the range.</li> <li>– This is normal.</li> </ul>
<b>Convection Fan stops</b>	<ul style="list-style-type: none"> <li>· Convection fan stops according to cook mode.</li> <li>– This is normal and 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.</li> </ul>
<b>Excessive smoking during a Self Clean cycle</b>	<ul style="list-style-type: none"> <li>· Excessive soil.</li> <li>– Press the <b>STOP</b> button. 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.</li> </ul>
<b>Oven door does not open after a Self Clean cycle</b>	<ul style="list-style-type: none"> <li>· Oven is too hot.</li> <li>– Allow the oven to cool below locking temperature.</li> <li>· 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.</li> <li>· The control and door may be locked.</li> </ul>

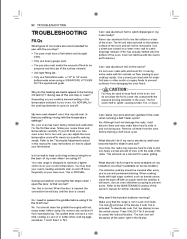
<b>The oven is not clean after a Self Clean cycle</b>	<ul style="list-style-type: none"> <li>· Oven controls not properly set. <ul style="list-style-type: none"> <li>– See the Self Clean section.</li> </ul> </li> <li>· Oven was heavily soiled. <ul style="list-style-type: none"> <li>– Clean up heavy spillovers before starting the clean cycle. Heavily soiled ovens may need to Self Clean again or for a longer period of time.</li> </ul> </li> </ul>
<b>Door locked icon shows in the display when you want to cook</b>	<ul style="list-style-type: none"> <li>· The oven door is locked because the temperature inside the oven has not dropped below the locking temperature. <ul style="list-style-type: none"> <li>– Press the <b>STOP</b> button. Allow the oven to cool.</li> </ul> </li> </ul>
<b>Burning or oily odor emitting from the vent</b>	<ul style="list-style-type: none"> <li>· This is normal in a new oven and will disappear in time. <ul style="list-style-type: none"> <li>– To speed the process, set a Self Clean cycle for a minimum of 3 hours. See the Self Clean section.</li> </ul> </li> </ul>
<b>Oven racks are difficult to slide</b>	<ul style="list-style-type: none"> <li>· The shiny, silver-colored racks were cleaned in a Self Clean cycle. <ul style="list-style-type: none"> <li>– Apply a small amount of vegetable oil to a paper towel and wipe the edges of the oven racks with the paper towel.</li> </ul> </li> </ul>

<b>Symptoms</b>	<b>Possible Causes / Solutions</b>
<b>Moisture collects on oven window or steam comes from oven vent</b>	<ul style="list-style-type: none"> <li>· This is normal when cooking foods in high moisture.</li> <li>· Excessive moisture was used when cleaning the window.</li> </ul>
<b>Trouble connecting appliance and smartphone to Wi-Fi network</b>	<ul style="list-style-type: none"> <li>· The password for the Wi-Fi network was entered incorrectly. <ul style="list-style-type: none"> <li>– Delete your home Wi-Fi network and begin the registration process again.</li> </ul> </li> <li>· Mobile data for your smartphone is turned on. <ul style="list-style-type: none"> <li>– Turn off the Mobile data on your smartphone before registering the appliance.</li> </ul> </li> <li>· The wireless network name (SSID) is set incorrectly. <ul style="list-style-type: none"> <li>– The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)</li> </ul> </li> <li>· The router frequency is not 2.4 GHz. <ul style="list-style-type: none"> <li>– 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.</li> </ul> </li> <li>· The distance between the appliance and the router is too far. <ul style="list-style-type: none"> <li>– 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.</li> </ul> </li> </ul>



<b>The sous vide module beeps during operation</b>	<ul style="list-style-type: none"> <li>· This alert sounds when the sous vide module is operated without water in the water bath.</li> <li>– Fill the water bath to the recommended level before using.</li> </ul>
<b>The sous vide control knob LED shows “HS”</b>	<ul style="list-style-type: none"> <li>· The oven is running a self-clean cycle and the sous vide module is disabled.</li> <li>– The sous vide module can be used once the self-clean cycle is complete and the oven has cooled down.</li> <li>· The water level has fallen below the Minimum mark in the water bath.</li> <li>– Add water to the water bath.</li> <li>· The temperature of the water in the water bath is very high.</li> <li>– Allow the water to cool before handling the water bath.</li> </ul>
<b>Griddle surface is scratched or dull.</b>	<ul style="list-style-type: none"> <li>· Metal utensils will scratch the surface of the griddle. Do not use the griddle as a cutting board. Use only silicone or wood utensils when cooking on the griddle.</li> </ul>
<b>Food is not cooking properly on the griddle.</b>	<ul style="list-style-type: none"> <li>· Wait until the griddle preheat chime sounds before starting to cook food.</li> </ul>
<b>Water pools in the bottom of the oven during or after steam cooking.</b>	<ul style="list-style-type: none"> <li>· During steam cooking, the water in the steam feeder is transferred to the bottom of the oven. It is normal for water to fill the bottom of the oven during or after the Steam mode.</li> <li>· If the water leaves mineral deposits on the oven bottom, remove the deposits with a cloth or sponge soaked in vinegar.</li> </ul>
<b>White residue appears on the oven bottom after steam cooking.</b>	<ul style="list-style-type: none"> <li>· Using hard water in the steam feeder can result in hard water scale on the oven bottom.</li> <li>· To remove mineral deposits that remain on the oven bottom, use a cloth or sponge soaked in vinegar or a weak citric acid solution.</li> </ul>
<b>Noise after steam cooking</b>	<ul style="list-style-type: none"> <li>· After any steam cooking cycle, the drying function will run automatically. It is normal to hear the steam pump running during the drying function.</li> </ul>

## Documents / Resources

	<p><a href="#">FAQs What types of cookware are recommended for use with the cooktop?</a> [pdf] User Manual</p> <p>What types of cookware are recommended for use with the cooktop</p>
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