




FREESTANDING GAS RANGE

TROUBLESHOOTING GUIDE

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GENERAL PERFORMANCE PROBLEM

 [Click here for related products and accessories.](#)

GAS ODOR

IF YOU SMELL GAS:

- Do not try to light any appliance.
- Do not touch any electrical switch.
- Do not use the phone in your building.
- Immediately call your gas supplier from outside the building. Follow the gas supplier's instructions. If you cannot reach your gas suppliers, call the fire department.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

[Click here](#) to book an appointment for service.

OVEN DOESN'T WORK

Is the household fuse blown or circuit breaker tripped? → Replace the fuse or reset the circuit breaker.

Is the gas supply turned on? → Turn on the gas supply to the range.

Does the oven use a pilot light for ignition? → Check if the flame is lit. If not, turn off the gas, strike a match, turn the gas back on and light the pilot. For instructions on lighting the pilot light, see your owner's manual. [You can download your owner's manual here.](#)

On models with an electronic oven control, does the clock display say LOC when you push any button? → The Oven Lock feature is on, which prevents most oven controls from being turned on. Press and hold CLEAR/OFF for 3 seconds. A beep sounds, and LOC clears. DOOR LOCKED flashes until the oven door has completely unlocked.

Is the code Sd or dddd displayed? → Press and hold the BAKE TIME button for 6 seconds to exit sales demo mode.

Do the burners work? → Turn the shut-off valve on the gas pressure regulator to the ON position. This valve shuts off gas to the oven.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

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GENERAL PERFORMANCE PROBLEM



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WARMER DRAWER DOESN'T WORK

Is the power supply cord unplugged? → Plug the power cord into an outlet.

Is the household fuse blown or circuit breaker tripped? → Replace the fuse or reset the circuit breaker.

Is the unit running the self-cleaning cycle? → Wait until the self-cleaning cycle ends. The oven door remains locked until the temperature in the oven decreases to a safe level.

Is the DOOR LOC indicator lit? → The Oven Lock feature is on, which prevents most oven controls from being turned on. Press and hold CLEAR/OFF for 3 seconds. A beep sounds, and LOC clears. DOOR LOCKED flashes until the oven door has completely unlocked.

Did you put cold food in the drawer? → Use the warmer drawer only for warm food that has just completed cooking.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

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CONVECTION FAN DOESN'T WORK

Does the display show the convection fan icon? → No action is required. The gas convection fan spins when the oven reaches the set-point temperature. The control display shows an empty square until the oven reaches the set-point temperature.

Is the oven door closed, and the control display shows a spinning fan icon? → Use a flashlight to look through the oven door window and observe whether the fan is turning. If not, call for service.
CAUTION: OVEN IS HOT. TAKE CARE TO AVOID BURNS DURING THE FOLLOWING.
If you can't view the fan through the window, open the door - the fan will stop - and manually depress the door switch while wearing an oven mitt or similar protection. Check whether the fan turns.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

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HEATING PROBLEM



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PREHEATING TAKES TOO LONG

Did you open the door during preheating? → Keep the oven door closed during preheating to minimize the time required. Times range from 7 to 14 minutes to preheat to 350°F (177°C).

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

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OVEN IS TOO HOT

Is the dish on the correct rack? → Move the dish to a rack further from the heat element. See your owner's manual for information on positioning the racks.
[You can download your owner's manual here.](#)

Are you using dark cookware? → Move the dish to a higher rack position or follow instructions that come with the cookware. Dark cookware absorbs more heat and can overcook the bottom of baked foods.

Did you put food in the oven before preheating finished? → Allow preheating to complete. Placing food in an unprepared oven can cause overcooking. Preheating is recommended for cookies, biscuits, breads and frozen pizza.

Does this range replace an older range for which you had to modify the temperature given in recipes? → Try recipes without modifying the temperature. Older ovens can become less accurate over time, causing the oven temperature to be too cool.

Does the range have an electronic oven control, which usually has a digital temperature display? → You can adjust the temperature for many electronic control models by +/- 35°F (1.7°C). Refer to the owner's manual for adjustment instructions. The following are typical instructions.

1. Press the BAKE button.
2. Set the temperature to 550°F (287°C) by pressing and holding the up button.
3. Within 2 seconds, press and hold the BAKE button until the two-digit display appears.
4. Release the BAKE button. The display shows the difference between the original factory temperature setting and the current temperature setting.
5. Press and hold the up or down buttons to set the temperature to the factory temperature. 6. Press the STOP/CLEAR button to finish.

If adjusting the temperature doesn't solve the problem, call for service.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

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HEATING PROBLEM



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OVEN IS NOT HOT ENOUGH

Did you preheat the oven?

→ Preheat the oven if the recipe calls for preheating. Preheating is recommended for cookies, biscuits, breads and frozen pizza.

Does the range have an electronic oven control, which usually has a digital temperature display?

→ You can adjust the temperature for many electronic control models by +/- 35°F (1.7°C).

1. Press the BAKE button.
2. Set the temperature to 550°F (287°C) by pressing and holding the up button.
3. Within 2 seconds, press and hold the BAKE button until the two-digit display appears. The display shows the difference between the original factory temperature setting and the current temperature setting.
4. Press and hold the up or down buttons to set the temperature to the factory temperature.
5. Press the STOP/CLEAR button to finish.

If adjusting the temperature doesn't solve the problem, call for service.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

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BAKING PROBLEM

RESULTS ARE LOPSIDED

Is the range level?

→ When the oven is cool, place an oven rack in the center of the oven and place a level on the rack. Adjust the legs at the base of range until the oven rack is level. Your owner's manual has detailed instructions for leveling. [You can download your owner's manual here.](#)

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

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FOOD IS TOO DARK

Did you preheat the oven completely before putting food into it?

→ Preheating is recommended for cookies, biscuits, breads and frozen pizza.

Is the dish on the right rack?

→ Move the dish to a rack further from the heat element. See your owner's manual for information on positioning the racks. [You can download your owner's manual here.](#)

Are you using dark cookware?

→ Move the dish to a higher rack position or follow instructions that come with the cookware. Dark cookware absorbs more heat and overcooks the bottom of baked foods.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

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BURNER PROBLEM



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BURNER FLAME UNEVEN

Has a spill blocked any the ports (slots) around the burner head? → Use a soap-filled scouring pad or a mild abrasive cleanser to clean the surface burner caps and surface burner heads. If residue remains, use a small-gauge wire or needle to clean the slots.

Do not allow spills, food, cleaning agents or any other material to enter the gas orifice holder opening. Always keep the surface burner cap and surface burner head in place whenever a surface burner is in use.

Are the burners and burner caps correctly assembled and matched to the correct orifice? → Match the letters located under the center of the burner caps with the letters located inside the burner heads. Match the letters stamped on the burner skirts with the burner heads and burner caps. Place the burner heads and caps on cooktop. Carefully align the electrodes into slot of each burner head.

Note: The burner heads should sit flat on the cooktop burner skirts.

Has the unit been adjusted for the appropriate fuel? → If not, contact your gas provider. The gas pressure regulator, safety valves, broiler mixer and sealed burners must all be adjusted for the appropriate fuel and the correct orifices installed. This work should only be done by a qualified technician.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

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BURNER SLOW TO LIGHT

Has a spill blocked any the ports (slots) around the burner head? → Use a soap-filled scouring pad or a mild abrasive cleanser to clean the surface burner caps and surface burner heads. If residue remains, use a small-gauge wire or needle to clean the slots.

Do not allow spills, food, cleaning agents or any other material to enter the gas orifice holder opening. Always keep the surface burner cap and surface burner head in place whenever a surface burner is in use.

Is the unit properly connected to the household power supply? → The unit must be plugged into a properly wired outlet and the grounding prong must not be bypassed or removed. Only qualified individuals should work on the power cord or outlet.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

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TOP BURNERS DON'T WORK

Is the Cooktop Locked indicator lit (some models)? → The Cooktop Lockout feature is on. To turn it off, set all surface element controls to OFF. Then press and hold the Cooktop Lockout button for 3 seconds. A beep sounds, and LOC clears. Wait 30 seconds for the lockout valve to open and the burners to operate normally.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

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DOOR PROBLEM



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DOOR WON'T OPEN

Is the power supply cord unplugged? → Plug the power cord into an outlet.

Is the household fuse blown or circuit breaker tripped? → Replace the fuse or reset the circuit breaker.

Is the unit running the self-cleaning cycle? → Wait until the self-cleaning cycle ends. The oven door remains locked until the temperature in the oven decreases to a safe level.

Is the DOOR LOC indicator lit? → The Oven Lock feature is on, which prevents most oven controls from being turned on. Press and hold CLEAR/OFF for 3 seconds. A beep sounds, and LOC clears. DOOR LOCKED flashes until the oven door has completely unlocked.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

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DOOR WON'T CLOSE

Is an oven rack blocking the door from closing? → Slide the rack to its rear stop.

Is the door hitting the latch? → The door latch may be partially engaged, preventing the door from closing. Press the oven door light switch for 20 seconds to allow the latch motor to complete its cycle and move to the unlocked position.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

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STREAKS ON INNER GLASS

Is there a "rainbow" appearance evenly distributed across glass? → No action is required. The rainbow appearance is the result of a heat barrier on the surface of the glass and is normal.

Are the streaks the result of spills or cleaning fluid? → Call for service. Spills or cleaning fluids can enter the door vent openings and cause streaks to the inner surfaces of the glass. The door must be disassembled by a qualified repair person. This work is not covered under warranty. You can prevent this type of streak by spraying cleaning fluid on the cleaning cloth and then rubbing the soiled areas. Avoid spraying cleaning fluids into the vent openings.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

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ELECTRONIC DISPLAY PROBLEM



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A number of different controls are used on ranges, and each has unique features and methods for programming. See your owner's manual for instructions. You can download your owner's manual here.

ELECTRONIC DISPLAY IS BLANK

Electronic display is blank. → Plug the power cord into an outlet. If the household fuse has blown or circuit breaker tripped, replace the fuse or reset the circuit breaker.

Does the time of day appear when you press the CLOCK button? → To turn the display on, press the CLOCK button for about 15 seconds, until the control beeps once. When the display is off, the time of day appears for a few seconds when you touch the pad.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

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AN ERROR CODE IS DISPLAYED

Does the error clear when you press the STOP/CLEAR button? → No action if required if the code does not display again.

Does the error clear when you unplug the unit for 30 seconds and then plug it back in? → No action if required if the code does not display again.

Is the code Sd or ddd? → Press and hold the BAKE TIME button for 6 seconds to exit sales demo mode.

Is Pf displayed on the control? → The clock has experienced a power failure. Set the clock as described in the owner's manual. You can download your owner's manual here.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

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MISCELLANEOUS PROBLEM



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CONDENSATION AROUND VENT

There is light condensation around the vent, which is under the center of the control panel.

→ No action is required. Some condensation is normal, because moist foods produce steam that travels through the vent and condenses near the vent opening.

There is heavy condensation around the vent.

→ Avoid air flows from household ventilation or ceiling fans that blow vented air back onto the control panel.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

Click here to book an appointment for service.

RACKS ARE HARD TO REMOVE

Porcelain-coated racks are hard to slide in and out of the oven.

→ Rub the sides of the oven racks with waxed paper or a cloth containing a small amount of vegetable oil.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

Click here to book an appointment for service.

CONVERT TO LP OR NATURAL GAS

Sears does not convert gas ranges for use with other fuels. Contact your gas fuel provider for this service.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

Click here to book an appointment for service.