



Product line  
Frequently Asked Questions

(FAQ)



## Dacor Frequently Asked Question (FAQ)

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FAQ Refrigeration Sounds All Models		
Problem	Possible Cause	Suggestions
<b>CLICKING</b>	<ul style="list-style-type: none"> <li>Motorized device sounds like an electric clock and snaps in and out</li> <li>From within the freezer section could be a failure of the defrost system. Frost and ice entering the area of the fan will cause a clicking sound.</li> </ul>	<ul style="list-style-type: none"> <li>Normal operation of the switches and relays.</li> <li>Failure of the defrost system will require a service.</li> </ul>
<b>AIR RUSHING OR WHIRRING</b>	<ul style="list-style-type: none"> <li>Freezer, fresh food, and condenser fans make this noise while operating</li> </ul>	<ul style="list-style-type: none"> <li>Normal operation. May vary in volume depending on the operating speed of the motor</li> </ul>
<b>GURGLING OR BOILING SOUND</b>	<ul style="list-style-type: none"> <li>Evaporator and heat exchanger refrigerant makes this noise when flowing</li> </ul>	<ul style="list-style-type: none"> <li>Normal operation</li> </ul>
<b>THUMPING</b>	<ul style="list-style-type: none"> <li>Ice cubes from ice maker drop into ice bucket</li> </ul>	<ul style="list-style-type: none"> <li>Normal operation</li> </ul>
<b>VIBRATING NOISE</b>	<ul style="list-style-type: none"> <li>Compressor makes a pulsating sound while running. Normal operation</li> <li>Refrigerator is not level.</li> </ul>	<ul style="list-style-type: none"> <li>See Installation Instructions for details on how to level your refrigerator</li> </ul>
<b>BUZZING</b>	<ul style="list-style-type: none"> <li>Ice maker water valve hookup buzzes when ice maker fills with water.</li> </ul>	<ul style="list-style-type: none"> <li>Normal operation</li> </ul>
<b>HUMMING</b>	<ul style="list-style-type: none"> <li>Ice maker is in the 'ON' position without water connection. Stop sound by raising the ice maker arm to 'OFF' position</li> </ul>	
<b>HUMMING AT THE COMPRESSOR AREA</b>	<ul style="list-style-type: none"> <li>Can make a high-pitched hum and vary in volume while operating.</li> </ul>	<ul style="list-style-type: none"> <li>Normal operation</li> </ul>
<b>HISSING OR POPPING</b>	<ul style="list-style-type: none"> <li>Defrost heater hisses, sizzles or pops when operational.</li> </ul>	<ul style="list-style-type: none"> <li>Normal operation</li> </ul>

FAQ General Refrigeration All Models		
Problem	Possible Cause	Suggestions
<b>DISPENSER WILL NOT DISPENSE WATER OR ICE</b>	<ul style="list-style-type: none"> <li>• A water filter, or the filter bypass plug must be in place.</li> <li>• Door is open.</li> <li>• Water supply turned off.</li> <li>• Water pressure too low.</li> <li>• Lock switch on.</li> <li>• Ice jam in the dispenser.</li> <li>• Ice maker not operating.</li> <li>• Water line within unit frozen.</li> <li>• Defective water valve.</li> <li>• Defective ice maker.</li> <li>• Defective Switch within dispenser</li> </ul>	<ul style="list-style-type: none"> <li>• Defrost water line and water tank, bring freezer temp above 5 deg. F. May need W10130482 water tank kit (EF36 Only)</li> </ul>
<b>WILL NOT RUN.</b>	<ul style="list-style-type: none"> <li>• Power cord not plugged in.</li> <li>• No power at the electrical outlet.</li> <li>• Circuit breaker tripped or house fuse blown.</li> <li>• Reset control.</li> <li>• Check Sabbath mode setting.</li> <li>• Main power switch turned off (EF42 &amp; 48) Touch the on / off pad (EF 42 &amp;48)</li> </ul>	
<b>RUNS TOO LONG/TOO FREQUENTLY</b>	<ul style="list-style-type: none"> <li>• Today's energy efficient refrigerators are larger and require more running time to maintain stable temperatures.</li> <li>• Prolonged door openings.</li> <li>• Too many door openings.</li> <li>• Condenser needs cleaning.</li> <li>• The door not sealing (due to a package or a container holding door open).</li> <li>• Warm room temperature.</li> </ul>	
<b>NOISY OPERATION.</b>	<ul style="list-style-type: none"> <li>• Cabinet not level.</li> <li>• Weak floor.</li> <li>• See Normal Operating Sounds</li> </ul>	

<b>ODOR IN CABINET.</b>	<ul style="list-style-type: none"> <li>• Odor producing foods should be covered or wrapped.</li> <li>• Interior needs cleaning.</li> </ul>	
<b>WARM AIR FROM COMPRESSOR AREA</b>	<ul style="list-style-type: none"> <li>• Normal air flow for condenser circulation</li> </ul>	
<b>CABINET VIBRATES.</b>	<ul style="list-style-type: none"> <li>• Cabinet not level.</li> <li>• Weak floor.</li> <li>• Improper installation.</li> </ul>	
<b>MOISTURE ON INSIDE CABINET WALLS.</b>	<ul style="list-style-type: none"> <li>• Can occur during hot, humid weather with frequent or prolonged door openings.</li> <li>• Door not closed properly.</li> </ul>	
<b>FOOD SAVER DRAWERS NOT WITHIN TARGET RANGE</b>	<ul style="list-style-type: none"> <li>• After drawer openings, the addition of a new load or changing settings, the readout may vary. The temp will recover in a short period of time.</li> </ul>	
<b>NO TEMP READOUT IN FOOD SAVER DRAWERS (EF42 &amp; 48)</b>	<ul style="list-style-type: none"> <li>• The normal cold setting has been chosen</li> </ul>	
<b>EXCESSIVE MOISTURE IN OR AROUND DELI DRAWER.</b>	<ul style="list-style-type: none"> <li>• Food not wrapped properly.</li> <li>• Hot, humid weather.</li> </ul>	
<b>REFRIGERATOR COMPARTMENT TOO COLD.</b>	<ul style="list-style-type: none"> <li>• Refrigerator temperature set too cold.</li> <li>• Defective dampener</li> <li>• Defective Sensor</li> <li>• Defective HV control board (EF36)</li> </ul>	
<b>REFRIGERATOR OR FREEZER COMPARTMENT TOO WARM.</b>	<ul style="list-style-type: none"> <li>• Refrigerator or freezer temperature set too warm.</li> <li>• Prolonged door openings.</li> <li>• Defective door switch</li> <li>• Defective dampener</li> <li>• Defective sensor</li> <li>• Defective freezer evaporator fan</li> <li>• Defective fresh food fan</li> <li>• Defective HV control board (EF36)</li> </ul>	

	<ul style="list-style-type: none"> <li>• Defective Compressor</li> <li>• Sealed system leak</li> <li>• Defrost system failure</li> </ul>	
<b>ICE &amp; FROST DEVELOPING ON THE WALLS OF THE FREEZER</b>	<ul style="list-style-type: none"> <li>• Failure of the defrost system.</li> </ul>	<ul style="list-style-type: none"> <li>• Service required</li> </ul>
<b>FREEZER NOT FREEZING PROPERLY.</b>	<ul style="list-style-type: none"> <li>• Products with high sugar content may not harden completely when frozen (ice cream, concentrated juice, etc.) Do not store in door.</li> <li>• Adjust freezer temperature to a colder setting.</li> <li>• Defrost system failure.</li> <li>• Defective freezer evap fan motor</li> </ul>	
<b>ICE CUBES HOLLOW</b>	<ul style="list-style-type: none"> <li>• Water pressure is low and not filling icemaker completely.</li> <li>• Replace Water filter.</li> <li>• Check home supply valve is open fully.</li> </ul>	<ul style="list-style-type: none"> <li>• Removal of RO system may be necessary.</li> <li>• Bypassing of internal water filter system may be necessary.</li> </ul>
<b>ICE CUBES EVAPORATE.</b>	<ul style="list-style-type: none"> <li>• Cold air moving over the ice cubes. causes shrinkage, especially. with limited usage. This is normal.</li> </ul>	
<b>AUTOMATIC ICE MAKER NOT OPERATING.</b>	<ul style="list-style-type: none"> <li>• Wire lever arm in up (OFF) position.</li> <li>• Water supply turned off.</li> <li>• Water pressure too low.</li> <li>• Freezer too warm.</li> <li>• Supply water line crushed or kinked.</li> <li>• Ice cube jammed in icemaker.</li> <li>• Install filter or filter bypass.</li> <li>• Defective Icemaker.</li> </ul>	<ul style="list-style-type: none"> <li>• Inspect water line behind unit for kinks or damage.</li> <li>• Before removing jammed ice from maker disconnect power from unit.</li> </ul>
<b>FRONT CABINET SURFACE WARM TO THE TOUCH.</b>	<ul style="list-style-type: none"> <li>• Special design to limit condensation during periods of high humidity.</li> </ul>	
<b>DOORS ARE NOT LEVEL (EF42 &amp; 48)</b>	<ul style="list-style-type: none"> <li>• Unit needs to be level. Raising and lowering each side of the unit will cause the doors to raise and</li> </ul>	<ul style="list-style-type: none"> <li>• The EF42 &amp; 48 are flexible and will take the form of an un level floor causing the doors to become</li> </ul>

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	lower.	un level.
<b>DOORS WILL NOT STAY CLOSED OR WILL OPEN BY IT SELF</b>	<ul style="list-style-type: none"> <li>• Food on interior shelves may be in contact with doors not allowing them to close fully.</li> <li>• Check refrigerator level.</li> </ul>	<ul style="list-style-type: none"> <li>• Pitch Refrigerator back to let gravity assist in the closing.</li> </ul>
<b>INSIDE LIGHTS DO NOT WORK</b>	<ul style="list-style-type: none"> <li>• In Sabbath mode.</li> <li>• Bad light Switch.</li> <li>• Lights are turned off (EF24).</li> <li>• Light bulb(s) burned out.</li> </ul>	
<b>F1, F5, FE IN DISPLAY (EF24 ONLY)</b>	<ul style="list-style-type: none"> <li>• F1 – Bad air sensor upper</li> <li>• F5 – Bad air sensor lower</li> <li>• FE – Bad PCB EPROM</li> </ul>	Disconnect power cord and call for service.

FAQ CONVECTION MICROWAVES DCM,PCOR		
Problem	Cause	Suggestions
<b>HOME FUSE BLOWS WHEN POWER CORD PLUGGED IN</b>	<ul style="list-style-type: none"> <li>• Short in power cord.</li> </ul>	<ul style="list-style-type: none"> <li>• Replace power cord</li> </ul>
<b>UNIT DEAD OR NO DISPLAY</b>	<ul style="list-style-type: none"> <li>• Check power source.</li> <li>• Reset by unplugging unit for 30 sec.</li> <li>• Defective key pad.</li> <li>• Defective power board.</li> <li>• Blown fuse.</li> <li>• Defective door switch</li> </ul>	<ul style="list-style-type: none"> <li>• Replace defective part.</li> </ul>
<b>DOOR NOT LATCHING</b>	<ul style="list-style-type: none"> <li>• Door out of alignment.</li> <li>• Broken latch.</li> </ul>	<ul style="list-style-type: none"> <li>• replace door latch and or door hook</li> </ul>
<b>DISPLAY DOES NOT OPERATE PROPERLY WHEN STOP CLEAR PAD IS DEPRESSED</b>	<ul style="list-style-type: none"> <li>• Misalignment of the primary interlock system.</li> <li>• Defective Control unit.</li> <li>• Defective Key unit.</li> <li>• Loose wiring.</li> </ul>	<ul style="list-style-type: none"> <li>• Replace defective part.</li> </ul>
<b>LIGHT DOES NOT COME ON WHEN DOOR OPENS</b>	<ul style="list-style-type: none"> <li>• Primary interlock system.</li> <li>• Defective control unit.</li> <li>• Defective key unit.</li> <li>• Loose wiring.</li> </ul>	<ul style="list-style-type: none"> <li>• replace door switch or relay</li> </ul>
<b>KEY PAD NOT RESPONDING</b>	<ul style="list-style-type: none"> <li>• Defective control unit.</li> <li>• Key unit.</li> <li>• Door switch.</li> </ul>	<ul style="list-style-type: none"> <li>• Replace defective part.</li> </ul>
<b>TURN TABLE MOTOR NOT TURNING</b>	<ul style="list-style-type: none"> <li>• Bad motor or coupling</li> </ul>	<ul style="list-style-type: none"> <li>• Replaced motor and or coupling.</li> </ul>
<b>OVEN DOES NOT GO INTO A COOK CYCLE WHEN START PAD IS TOUCHED</b>	<ul style="list-style-type: none"> <li>• Secondary interlock switch.</li> <li>• Primary interlock system.</li> <li>• Touch control panel.</li> <li>• Key unit.</li> <li>• Loose wiring.</li> </ul>	<ul style="list-style-type: none"> <li>• Replace defective part.</li> </ul>



<b>NOT HEATING</b>	<ul style="list-style-type: none"> <li>• If in popcorn mode only ensure popcorn bag is elevated in tray by an inverted microwave safe plate.</li> <li>• Shorted wiring Capacitor, Diode or magnetron.</li> <li>• High voltage transformer or interlock switch</li> </ul>	<ul style="list-style-type: none"> <li>• Replace defective part.</li> </ul>
<b>ARCHING</b>	<ul style="list-style-type: none"> <li>• Check turntable placement. Is metal rack in unit?</li> </ul>	<ul style="list-style-type: none"> <li>• May have a bad Magnetron</li> </ul>
<b>UNIT RUNS FOR 59 SECONDS AND CANCELS</b>	<ul style="list-style-type: none"> <li>• Defective damper motor.</li> <li>• Defective damper motor switch.</li> <li>• Broken wire.</li> </ul>	<ul style="list-style-type: none"> <li>• Replace defective part.</li> </ul>
<b>Lights not working on hood</b>	<ul style="list-style-type: none"> <li>• Bad bulbs, key unit of control unit</li> </ul>	
<b>No difference in fan speed</b>	<ul style="list-style-type: none"> <li>• Normally there is very little difference in fan speed and sound.</li> <li>• Blower motor is not installed correctly for installation.</li> <li>• Venting exit point is blocked or restricted.</li> </ul>	

FAQ Microwave DMO DMT PMOR		
Problem	Cause	Suggestions
<b>HOME FUSE BLOWS WHEN POWER CORD PLUGGED IN</b>	<ul style="list-style-type: none"> <li>• Short in power cord</li> </ul>	<ul style="list-style-type: none"> <li>• Replace Cord</li> </ul>
<b>NO POWER UNIT DEAD</b>	<ul style="list-style-type: none"> <li>• Bad power board, Control unit or shorted wiring</li> </ul>	<ul style="list-style-type: none"> <li>• Check power source, replaced power cord, interlock switch, fuse or power board.</li> </ul>
<b>OVEN LIGHT DOES NOT LIGHT WHEN DOOR OPENED. HOOD FAN MOTOR OPERATES WHEN POWER CORD IS FIRST PLUGGED IN</b>	<ul style="list-style-type: none"> <li>• Hood thermal cut-out, Hood fan motor,RY-4,Hood motor capacitor, open or shorted wiring</li> </ul>	
<b>NOT HEATING</b>	<ul style="list-style-type: none"> <li>• Shorted wiring.</li> <li>• Defective capacitor, diode or magnetron.</li> <li>• Defective H.V. transformer or interlock switch.</li> </ul>	

<b>FIRE OR ARCHING</b>	<ul style="list-style-type: none"> <li>• Dirty wave guide cover.</li> <li>• Defective magnetron.</li> <li>• Non microwaveable product in unit.</li> </ul>	<ul style="list-style-type: none"> <li>• Replaced wave guide cover.</li> <li>• Replace magnetron.</li> </ul>
<b>PARTIAL DISPLAY OR NO DISPLAY</b>	<ul style="list-style-type: none"> <li>• Control unit</li> </ul>	<ul style="list-style-type: none"> <li>• unplug unit for 30 sec.</li> <li>• Replaced Control unit</li> </ul>
<b>UNIT WONT START WHEN START BUTTON DEPRESSED</b>	<ul style="list-style-type: none"> <li>• Defective control unit.</li> <li>• Defective key unit of interlock switch.</li> </ul>	<ul style="list-style-type: none"> <li>• Replace control unit or key unit, interlock switch.</li> </ul>
<b>TURN TABLE MOTOR NOT TURNING</b>	<ul style="list-style-type: none"> <li>• Defective motor of coupling.</li> </ul>	<ul style="list-style-type: none"> <li>• Replace motor and or coupling.</li> </ul>
<b>NO DIFFERENCE IN FAN SPEED</b>	<ul style="list-style-type: none"> <li>• Normally there is very little difference in fan speed and sound.</li> <li>• Blower motor is not installed correctly for installation.</li> <li>• Venting exit point is blocked or restricted.</li> </ul>	<ul style="list-style-type: none"> <li>• Send servicer may need motor replaced.</li> </ul>
<b>HOOD LIGHTS DO NOT TURN ON WHEN OPTION PAD PRESSED</b>	<ul style="list-style-type: none"> <li>• Open or shorted wiring, RY-4.</li> <li>• Defective control unit.</li> </ul>	<ul style="list-style-type: none"> <li>• Replace light bulbs.</li> <li>• Replace defective parts.</li> </ul>

FAQ Warming Ovens All Models		
Problem	Cause	Suggestions
<b>TIMER NOT RUNNING</b>	<ul style="list-style-type: none"> <li>• Check if unit is in manual</li> </ul>	<ul style="list-style-type: none"> <li>• Replace timer.</li> </ul>
<b>NOT GETTING WARM</b>	<ul style="list-style-type: none"> <li>• Check power to unit.</li> <li>• Check hi limit (Service company only)</li> </ul>	<ul style="list-style-type: none"> <li>• Reset Hi Limit ** NOTE** high limit tripped can be caused by a defective thermostat, cooling fan, or temperature switch.</li> </ul>
<b>DRAWER OUT OF ALIGNMENT OR DRAWER NOT CLOSING</b>	<ul style="list-style-type: none"> <li>• Rail out of alignment</li> </ul>	<ul style="list-style-type: none"> <li>• Adjust rails</li> </ul>

FAQ Outdoor Grill EOG		
Problem	Cause	Suggestions
<b>NO IGNITION</b>	<ul style="list-style-type: none"> <li>• Check for 120VAC at outlet.</li> <li>• Check ground to unit.</li> <li>• Check if GFI (outdoor outlet) has trip.</li> <li>• 120VAC present if interior lights work.</li> </ul>	<ul style="list-style-type: none"> <li>• Internal wiring for melted / broken wire.</li> </ul>
<b>SLOW BURNER IGNITION</b>	<ul style="list-style-type: none"> <li>• Check for dirt, grease, etc blocking holes in burner tubes.</li> <li>• Check electrode position to burner tubes.</li> </ul>	<ul style="list-style-type: none"> <li>• Clean burners and electrodes.</li> </ul>
<b>FLAMES COMING OUT FROM UNDER CONTROL PANEL</b>	<ul style="list-style-type: none"> <li>• Check installation. Front of control panel extends pass cabinet for air ducts. Rear of unit clear all way to bottom of unit (counter top NOT touching back of unit) with 1" clearance.</li> </ul>	<ul style="list-style-type: none"> <li>• Call for service to inspect for possible internal heat damage.</li> </ul>
<b>52" OUTSIDE BURNERS BLOWING OUT</b>	<ul style="list-style-type: none"> <li>• Normal if in direct wind pattern. If no wind, check to see burner rings and caps installed correctly.</li> <li>• Check gas pressure, should be 10" LP or 5" Nat.</li> </ul>	
<b>CANOPY WARPED</b>	<ul style="list-style-type: none"> <li>• Check main burner flames for correct size (almost all blue flame). Installation clearances front and rear. Is customer keeping unit clean and free from excessive grease buildup causing too high flames in unit? Only if all check ok, then replace canopy.</li> </ul>	
<b>CONTINUES TO SPARK AFTER BURNER IS LIT</b>	<ul style="list-style-type: none"> <li>• Is unit grounded? Check for clean burner tubes. Check igniter location to flame.</li> </ul>	
<b>BROILER WILL NOT STAY LIT</b>	<ul style="list-style-type: none"> <li>• Check for correct gas pressure. Does gas come thru when holding control in while trying to light? If not then replace control valve for broiler. Does igniter spark as you hold broiler knob in and turn? If not check igniter switch. If unit sparks and gas comes thru while holding knob and for 10 seconds and still won't stay lit, replace thermocouple.</li> </ul>	

FAQ Ranges All Models		
Problem	Cause	Suggestions
<b>IGNITERS DO NOT SPARK.</b>	<ul style="list-style-type: none"> <li>• Check circuit panel for blown fuses or tripped breakers.</li> <li>• Wet or dirty igniter.</li> </ul>	<ul style="list-style-type: none"> <li>• Turn power on at junction box. Check for tripped circuit breaker or blown fuse.</li> <li>• Clean</li> </ul>
<b>NO FLAME.</b>	<ul style="list-style-type: none"> <li>• Gas is turned off.</li> <li>• Burner ring or burner cap is dirty or clogged.</li> <li>• Burner ring or burner cap not properly positioned.</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure the gas supply valve is in the on position.</li> <li>• Contact gas company.</li> <li>• Clean burner head.</li> <li>• Make sure burner is assembled properly.</li> </ul>
<b>FLAME IS DISTORTED, YELLOW, OR VERY LARGE.</b>	<ul style="list-style-type: none"> <li>• Range set up to use a different type of gas (Natural or LP) or setup for different altitude.</li> <li>• Gas regulator is not installed or faulty.</li> <li>• Flame distorted by air draft.</li> </ul>	<ul style="list-style-type: none"> <li>• Have qualified service technician check to make sure that the range is set up for the type of gas and the correct altitude.</li> <li>• Have qualified service technician check the gas regulator.</li> <li>• Burners may continue to spark for up to 60 seconds when cold and set to low.</li> <li>• Minimize any air drafts around the range. Close nearby windows.</li> </ul>
<b>IGNITER CONTINUES TO SPARK (CLICK) AFTER FLAME IGNITES.</b>	<ul style="list-style-type: none"> <li>• Wet or dirty igniter.</li> <li>• Burner ring or burner cap is dirty.</li> <li>• Burner ring or burner cap not properly positioned.</li> <li>• Air intake holes obstructed.</li> <li>• Low gas pressure.</li> </ul>	<ul style="list-style-type: none"> <li>• Clean burner head and igniters.</li> <li>• Make sure burner is assembled correctly.</li> <li>• Check to make sure air holes above knobs are not blocked.</li> <li>• Contact gas company</li> </ul>
<b>ELECTRIC SURFACE BURNER WILL NOT TURN ON.</b>	<ul style="list-style-type: none"> <li>• Happens when cleaning glass top.</li> </ul>	<ul style="list-style-type: none"> <li>• Use Secure Lock-out when cleaning Cooktop surface.</li> </ul>
<b>ELECTRIC SURFACE BURNER WILL NOT TURN OFF.</b>	<ul style="list-style-type: none"> <li>• Reset Controls.</li> </ul>	<ul style="list-style-type: none"> <li>• Turn Power off for 5 minutes then back on.</li> </ul>
<b>ELECTRIC SURFACE BURNER TURNS ON AND OFF WITHOUT CUSTOMER ACTIVATING CONTROLS.</b>	<ul style="list-style-type: none"> <li>• Improper operation.</li> <li>• Light Failure.</li> </ul>	<ul style="list-style-type: none"> <li>• Push Knob in then Turn. See U&amp;C.</li> <li>• Call For Service</li> </ul>
<b>BURNER KNOB WILL NOT TURN.</b>	<ul style="list-style-type: none"> <li>• Range not connected to electrical power. Contact power company.</li> </ul>	<ul style="list-style-type: none"> <li>• Have electrician connect range to properly wired electrical connection.</li> </ul>
<b>BURNER KNOB LIGHT NOT</b>	<ul style="list-style-type: none"> <li>• Power to range is off.</li> </ul>	<ul style="list-style-type: none"> <li>• Turn power on at junction box. Check for tripped</li> </ul>

<b>WORKING</b>		circuit breaker or blown fuse.
<b>NOTHING WORKS.</b>	<ul style="list-style-type: none"> <li>• Reset Controls</li> <li>• Control panel locked.</li> <li>• Oven setting not correct.</li> <li>• Oven set for delay timed cooking.</li> </ul>	<ul style="list-style-type: none"> <li>• Turn Power off for 5 minutes then back on.</li> <li>• Press <b>CANCEL/SECURE</b> key for 4 seconds to reactivate control panel.</li> <li>• Oven will turn on automatically at preset time. Press <b>CANCEL/SECURE</b> to return to normal operation</li> </ul>
<b>OVEN WILL NOT HEAT.</b>	<ul style="list-style-type: none"> <li>• Attempting to broil with meat probe connected.</li> <li>• Reset Controls</li> </ul>	<ul style="list-style-type: none"> <li>• Broil and convection broil settings will not work when meat probe is connected. Disconnect meat probe.</li> <li>• Turn Power off for 5 minutes then back on.</li> </ul>

<b>OVEN SHUTS OFF BY ITSELF AFTER IT HAS BEEN ON FOR 12 HOURS.</b>	<ul style="list-style-type: none"> <li>• 12 hour timer is on. Unit is set to turn off automatically after 12 hours of continuous use.</li> <li>• Reset Controls</li> </ul>	<ul style="list-style-type: none"> <li>• Turn off 12 hour timer. See U&amp;C.</li> <li>• Turn Power off for 5 minutes then back on.</li> </ul>
<b>TIME ON DISPLAY NOT CORRECT.</b>	<ul style="list-style-type: none"> <li>• Time of day not set.</li> <li>• Power failure or power was turned off.</li> <li>• Reset Controls</li> </ul>	<ul style="list-style-type: none"> <li>• Set time. See U&amp;C.</li> <li>• Reset time. See U&amp;C.</li> <li>• Turn Power off for 5 minutes then back on.</li> </ul>
<b>TIME FLASHES ON DISPLAY.</b>	<ul style="list-style-type: none"> <li>• Power failure or power was turned off.</li> <li>• Reset Controls</li> </ul>	<ul style="list-style-type: none"> <li>• Reset time. See U&amp;C.</li> <li>• Turn Power off for 5 minutes then back on.</li> </ul>
<b>OVEN DOES NOT SELF-CLEAN.</b>	<ul style="list-style-type: none"> <li>• Door not shut tightly.</li> <li>• Oven set for delay timed cleaning.</li> <li>• Oven not set properly.</li> <li>• Meat probe connected.</li> </ul>	<ul style="list-style-type: none"> <li>• Check for obstructions. Close door tightly.</li> <li>• Oven will start to self-clean at preset time. Press <b>CANCEL/SECURE</b> to return to normal operation.</li> <li>• Oven will not start self-clean cycle when meat probe is connected. Disconnect and remove meat</li> </ul>

		probe
	<ul style="list-style-type: none"> <li>• Model ER48D only: Other oven is on or self-cleaning.</li> </ul>	<ul style="list-style-type: none"> <li>• Due to power consumption on model ER48D, one oven cannot self-clean while the other is in use or self-cleaning. Turn off other oven.</li> </ul>
<b>OVEN LIGHTS WILL NOT WORK.</b>	<ul style="list-style-type: none"> <li>• Light bulbs burned out.</li> <li>• Oven in self-clean mode.</li> </ul>	<ul style="list-style-type: none"> <li>• Replace light bulbs. See U&amp;C.</li> <li>• Lights do not work when oven is in self-clean mode.</li> </ul>
<b>FOODS OVER OR UNDER COOK.</b>	<ul style="list-style-type: none"> <li>• Incorrect cooking time or temperature.</li> </ul>	<ul style="list-style-type: none"> <li>• Adjust Time. Use Pure Convection</li> </ul>
<b>FOODS OVER OR OVER COOK.</b>	<ul style="list-style-type: none"> <li>• Incorrect cooking time or temperature.</li> </ul>	<ul style="list-style-type: none"> <li>• Adjust Time. Use Pure Convection</li> </ul>
<b>COOLING FAN CONTINUES TO RUN AFTER OVEN IS TURNED OFF.</b>	<ul style="list-style-type: none"> <li>• Normal operation.</li> </ul>	<ul style="list-style-type: none"> <li>• The cooling fan may run for a while after the oven is turned</li> </ul>
<b>OVEN DOOR WILL NOT OPEN.</b>	<ul style="list-style-type: none"> <li>• Oven is set to self-clean.</li> </ul>	<ul style="list-style-type: none"> <li>• Check display. If <b>“LOCK”</b> appears on display oven door cannot be opened. Wait for oven to complete self-clean or press <b>CANCEL/SECURE</b>. Door will unlock once oven has</li> </ul>
<b>F0</b>	<ul style="list-style-type: none"> <li>• Touch pad is stuck in a depressed position (shorted touch pad key) on membrane.</li> </ul>	<ul style="list-style-type: none"> <li>• Reset Controls. Turn Power off for 5 minutes then back on. If failure returns, call for service.</li> </ul>
<b>F1</b>	<ul style="list-style-type: none"> <li>• Relay drive circuitry failure. Also cooking and self-clean modes shorted touch pad keys only.</li> </ul>	<ul style="list-style-type: none"> <li>• Reset Controls. Turn Power off for 5 minutes then back on. If failure returns, call for service.</li> </ul>
<b>F2</b>	<ul style="list-style-type: none"> <li>• Oven temperature exceeded the clean runaway temperature (Self-Clean mode only) or cooking runaway temperature (cooking modes only).</li> </ul>	<ul style="list-style-type: none"> <li>• Reset Controls. Turn Power off for 5 minutes then back on. If failure returns, call for service.</li> </ul>
<b>F3</b>	<ul style="list-style-type: none"> <li>• Short circuit in the oven temperature sensor and/or its wiring.</li> </ul>	<ul style="list-style-type: none"> <li>• Reset Controls. Turn Power off for 5 minutes then back on. If failure returns, call for service.</li> </ul>
<b>F4</b>	<ul style="list-style-type: none"> <li>• Open circuit in the oven temperature sensor and/or its wiring.</li> </ul>	<ul style="list-style-type: none"> <li>• Reset Controls. Turn Power off for 5 minutes then back on. If failure returns, call for service.</li> </ul>
<b>F6</b>	<ul style="list-style-type: none"> <li>• Failure in the EEPROM checksum comparison. Control failure (microprocessor failure). (Only time of day and timer will operate.)</li> </ul>	<ul style="list-style-type: none"> <li>• Reset Controls. Turn Power off for 5 minutes then back on. If failure returns, call for service.</li> </ul>
<b>F7</b>	<ul style="list-style-type: none"> <li>• Failure of the Self-Clean automatic door latch circuitry.</li> </ul>	<ul style="list-style-type: none"> <li>• Check for latch obstruction. Reset Controls. Turn Power off for 5 minutes then</li> </ul>

		back on. If failure returns, call for service.
<b>F8</b>	<ul style="list-style-type: none"> <li>• Failure of the door latch motor. Occurs when the motor runs for two minutes without the door locking in Self-Clean mode.</li> </ul>	<ul style="list-style-type: none"> <li>• Close oven door.</li> </ul> Reset Controls. Turn Power off for 5 minutes then back on. If failure returns, call for service.
<b>F10</b>	<ul style="list-style-type: none"> <li>• Temp Runaway</li> </ul>	<ul style="list-style-type: none"> <li>• Reset Controls. Turn Power off for 5 minutes then back on. If failure returns, call for service.</li> </ul>
<b>F11</b>	<ul style="list-style-type: none"> <li>• Membrane Switch</li> </ul>	<ul style="list-style-type: none"> <li>• Reset Controls. Turn Power off for 5 minutes then back on. If failure returns, call for service.</li> </ul>
<b>F13</b>	<ul style="list-style-type: none"> <li>• EPROM Failure</li> </ul>	<ul style="list-style-type: none"> <li>• Reset Controls. Turn Power off for 5 minutes then back on. If failure returns, call for service.</li> </ul>
<b>F14</b>	<ul style="list-style-type: none"> <li>• Watchdog Protect Circuit</li> </ul>	<ul style="list-style-type: none"> <li>• Reset Controls. Turn Power off for 5 minutes then back on. If failure returns, call for service.</li> </ul>
<b>F15</b>	<ul style="list-style-type: none"> <li>• Fuse Error</li> </ul>	<ul style="list-style-type: none"> <li>• Reset Controls. Turn Power off for 5 minutes then back on. If failure returns, call for service.</li> </ul>
<b>F20</b>	<ul style="list-style-type: none"> <li>• Communication Error</li> </ul>	<ul style="list-style-type: none"> <li>• Reset Controls. Turn Power off for 5 minutes then back on. If failure returns, call for service.</li> </ul>
<b>F30</b>	<ul style="list-style-type: none"> <li>• Sensor Short</li> </ul>	<ul style="list-style-type: none"> <li>• Reset Controls. Turn Power off for 5 minutes then back on. If failure returns, call for service.</li> </ul>
<b>F31</b>	<ul style="list-style-type: none"> <li>• Sensor Open</li> </ul>	<ul style="list-style-type: none"> <li>• Reset Controls. Turn Power off for 5 minutes then back on. If failure returns, call for service.</li> </ul>
<b>F32</b>	<ul style="list-style-type: none"> <li>• Membrane Connection</li> </ul>	<ul style="list-style-type: none"> <li>• Reset Controls. Turn Power off for 5 minutes then back on. If failure returns, call for service.</li> </ul>
<b>F90</b>	<ul style="list-style-type: none"> <li>• Door unlock timeout</li> </ul>	<ul style="list-style-type: none"> <li>• Check for latch obstruction.</li> </ul> Reset Controls. Turn Power off for 5 minutes then back on. If failure returns, call for service.
<b>F95</b>	<ul style="list-style-type: none"> <li>• Door lock</li> </ul>	<ul style="list-style-type: none"> <li>• Close oven door.</li> </ul> Reset Controls. Turn Power off for 5 minutes then back on. If failure returns, call for service.

FAQ Raised Vents RV, RVR, RVC		
Problem	Cause	Suggestions
<b>NOTHING WORKS.</b>	<ul style="list-style-type: none"> <li>• Raised vent not connected to electrical power.</li> <li>• Power to vent's electrical outlet is off.</li> <li>• Power outage.</li> <li>• Keypad is deactivated.</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure power plug is connected to electrical outlet.</li> <li>• Turn on power at circuit breaker or fuse box. Check for tripped breaker or blown fuse.</li> <li>• Contact power company.</li> <li>• Reactivate control panel: press high and low key at the same time. Hold down for one second.</li> </ul>
<b>VENT INTAKE RAISES OR LOWERS PARTIALLY THEN STOPS.</b>	<ul style="list-style-type: none"> <li>• An obstruction is interfering with the vent intake movement.</li> </ul>	<ul style="list-style-type: none"> <li>• Immediately Up/Down key, then disconnect the power plug. Remove the obstruction. Reconnect the vent power plug and press Up/Down key to raise or lower intake.</li> </ul>
<b>GAS FLAME IS BEING PULLED BY DRAW OF VENT.</b>	<ul style="list-style-type: none"> <li>• Short duct run or high input of system make ventilating force very strong.</li> </ul>	<ul style="list-style-type: none"> <li>• Reduce blower speed to a lower setting.</li> </ul>
<b>CLEAN FILTER SYMBOL IS LIT.</b>	<ul style="list-style-type: none"> <li>• Blower has operated for over 40 hours.</li> </ul>	<ul style="list-style-type: none"> <li>• Inspect, clean filters, and reset timer.</li> </ul>

FAQ Raised Vent ERV, PRV		
Problem	Cause	Suggestions
<b>NOTHING WORKS</b>	<ul style="list-style-type: none"> <li>• Raised vent not connected to electrical power.</li> <li>• Power to vent's electrical outlet is off.</li> <li>• Power outage.</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure power plug is connected to electrical outlet.</li> <li>• Turn on power at circuit breaker or fuse box. Check for tripped breaker or blown fuse.</li> <li>• Contact power company.</li> </ul>
<b>VENT INTAKE RAISES OR LOWERS PARTIALLY THEN STOPS.</b>	<ul style="list-style-type: none"> <li>• An obstruction is interfering with the vent intake movement.</li> </ul>	<ul style="list-style-type: none"> <li>• Immediately press Up/Down switch, and then disconnect the power plug. Remove the obstruction. Reconnect the power plug and press Up/Down switch to raise or lower intake.</li> </ul>
<b>GAS FLAME IS BEING PULLED BY DRAW OF VENT.</b>	<ul style="list-style-type: none"> <li>• Short duct run or high output of system make ventilating force very strong.</li> </ul>	<ul style="list-style-type: none"> <li>• Reduce blower speed to a lower setting.</li> </ul>



FAQ Updraft EH 12 & 18		
Problem	Cause	Suggestions
<b>NOTHING WORKS. CONTROL PANEL IS NOT LIT. FAN DOES NOT WORK.</b>	<ul style="list-style-type: none"> <li>• Power to hood is off.</li> <li>• Power outage.</li> <li>• Hood not connected to electric power.</li> </ul>	<ul style="list-style-type: none"> <li>• Turn on power at junction or fuse box. Check for tripped breaker or blown fuse.</li> <li>• Call electric company.</li> <li>• Have qualified electrician connect hood to electric power.</li> </ul>
<b>LIGHTS DO NOT WORK. CONTROL PANEL IS NOT LIT.</b>	<ul style="list-style-type: none"> <li>• See <i>Nothing Works</i> above.</li> </ul>	
<b>LIGHT DOES NOT WORK. CONTROL PANEL IS LIT.</b>	<ul style="list-style-type: none"> <li>• Loose light bulb.</li> <li>• Light bulb burned out.</li> </ul>	<ul style="list-style-type: none"> <li>• Check to make sure that the light bulb is screwed in completely.</li> <li>• Replace light bulb.</li> </ul>
<b>FAN DOES NOT DRAW HEAT AND SMOKE PROPERLY.</b>	<ul style="list-style-type: none"> <li>• Fan set to lower setting.</li> <li>• Filter(s) clogged or dirty.</li> <li>• Damper jammed shut or duct work clogged.</li> </ul>	<ul style="list-style-type: none"> <li>• Check filters. Make sure they are completely clean and not blocked by foreign objects.</li> <li>• Consult with a qualified installation professional.</li> </ul>
<b>FAN SHUTS OFF BY ITSELF.</b>	<ul style="list-style-type: none"> <li>• Time feature used.</li> </ul>	<ul style="list-style-type: none"> <li>• If the timer is set, the fan will turn off after ten minutes.</li> </ul>
<b>FAN DOES NOT WORK. CONTROL PANEL NOT LIT.</b>	<ul style="list-style-type: none"> <li>• See <i>Nothing Works</i> above.</li> </ul>	
<b>FAN DOES NOT WORK. CONTROL PANEL NOT LIT.</b>	<ul style="list-style-type: none"> <li>• Fan malfunction.</li> </ul>	<ul style="list-style-type: none"> <li>• Call for service.</li> </ul>
<b>FAN COMES ON BY ITSELF.</b>	<ul style="list-style-type: none"> <li>• Hood AUTO-ON feature.</li> </ul>	<ul style="list-style-type: none"> <li>• The fan comes on automatically when the temperature rises above 140°F. The AUTO-ON feature protects the control panel from damage due to overheating. The fan will automatically turn off when the temperature goes below 140°F, if the fan control is set to "off". This safety feature cannot be turned off.</li> </ul>

FAQ Updraft DHI, DHW, PHW, PHG		
Problem	Cause	Suggestion
<b>NOTHING WORKS. CONTROL PANEL IS LIT. BLOWER SYSTEM</b>	<ul style="list-style-type: none"> <li>• Power to hood is off.</li> <li>• Hood main power switch is off.</li> </ul>	<ul style="list-style-type: none"> <li>• Turn on power at junction or fuse box. Check for tripped breaker or blown fuse.</li> </ul>

<b>DOES NOT.</b>	<ul style="list-style-type: none"> <li>• Power outage.</li> <li>• Hood not connected to electric power.</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure hood main power switch is on.</li> <li>• Call electric company.</li> <li>• Have qualified electrician connect hood to electric power.</li> </ul>
<b>LIGHTS DO NOT WORK. CONTROL PANEL IS NOT LIT.</b>	<ul style="list-style-type: none"> <li>• See <b>Nothing Works</b> above.</li> </ul>	
<b>LIGHT DOES NOT WORK. CONTROL PANEL IS LIT.</b>	<ul style="list-style-type: none"> <li>• Loose light bulb.</li> <li>• Light bulb burned out.</li> </ul>	<ul style="list-style-type: none"> <li>• Check to make sure that both prongs on the light bulb are inserted into the holes on the light socket.</li> <li>• Replace the light bulb.</li> </ul>
<b>BLOWER SYSTEM DOES NOT DRAW HEAT AND SMOKE PROPERLY.</b>	<ul style="list-style-type: none"> <li>• Blower set to low setting.</li> <li>• Filter(s) clogged or dirty.</li> <li>• Damper jammed shut or duct work clogged.</li> </ul>	<ul style="list-style-type: none"> <li>• Check filters. Make sure they are completely clean and not blocked by foreign objects.</li> <li>• Consult with a qualified installation professional.</li> </ul>
<b>BLOWER SHUTS OFF BY ITSELF AFTER BEING LEFT ON FOR A LONG TIME.</b>	<ul style="list-style-type: none"> <li>• Normal Operation.</li> </ul>	<ul style="list-style-type: none"> <li>• To conserve energy, the blower automatically turns itself off if it is left on for four hours continuously.</li> </ul>
<b>BLOWER SYSTEM DOES NOT WORK. CONTROL PANEL NOT LIT.</b>	<ul style="list-style-type: none"> <li>• See <b>Nothing Works</b> above.</li> </ul>	
<b>BLOWER SYSTEM DOES NOT WORK. CONTROL PANEL LIT.</b>	<ul style="list-style-type: none"> <li>• Blower system malfunction.</li> </ul>	<ul style="list-style-type: none"> <li>• Call for service.</li> </ul>

FAQ Updraft EHD & MHD		
Problem	Cause	Suggestions
<b>NOTHING WORKS.</b>	<ul style="list-style-type: none"> <li>• Vent power supply interrupted or not energized.</li> </ul>	<ul style="list-style-type: none"> <li>• Have an electrician check power supply, including the house circuit breaker, wiring and fuses.</li> </ul>
<b>LIGHTS DO NOT TURN ON.</b>	<ul style="list-style-type: none"> <li>• A loose or burned out light.</li> </ul>	<ul style="list-style-type: none"> <li>• Check the light.</li> </ul>
<b>BLOWERS TOO NOISY.</b>	<ul style="list-style-type: none"> <li>• Restricted vent Pipes, too many turns In duct work, short run of duct work</li> </ul>	<ul style="list-style-type: none"> <li>• Check for blocked end cap or blower damper. Have an HVAC tech check duct calculations</li> </ul>
<b>LIGHT COMES ON ONLY WHEN FAN SWITCH IS ON</b>	<ul style="list-style-type: none"> <li>• Fan and Light switch are wired incorrectly</li> </ul>	<ul style="list-style-type: none"> <li>• Call a service technician.</li> </ul>

FAQ Gas Cooktops All Models		
Problem	Cause	Suggestions
<b>NOTHING WORKING</b>	<ul style="list-style-type: none"> <li>• Cooktop is not connected to electrical power.</li> </ul>	<ul style="list-style-type: none"> <li>• Check that cooktop is plugged in.</li> </ul>
<b>IGNITERS DO NOT SPARK</b>	<ul style="list-style-type: none"> <li>• Electrical panel has blown fuses or tripped breakers.</li> <li>• Power cord may be unplugged in.</li> </ul>	<ul style="list-style-type: none"> <li>• Check electrical panel for blown fuses or tripped breaker.</li> <li>• Check that cooktop is plugged in.</li> </ul>
<b>SPARKING, BUT NO FLAME IGNITION</b>	<ul style="list-style-type: none"> <li>• Check that gas supply is not in the off position.</li> </ul>	
<b>BURNERS IGNITE, BUT FLAME IS EXTREMELY LARGE, DISTORTED OR YELLOW</b>	<ul style="list-style-type: none"> <li>• Burner rings are not seated to burner base or ports are plugged.</li> <li>• Cooktop is set up for natural gas fuel and is hooked up to L/P gas supply.</li> <li>• Regulator is not installed.</li> </ul>	
<b>BURNER FLAMES GOES OUT ON LOW SETTING</b>	<ul style="list-style-type: none"> <li>• Turn knob toward to off position.</li> <li>• Turn knob to correct low setting.</li> <li>• Burner obstruction in valve or orifice.</li> </ul>	
<b>IGNITERS SPARK CONTINUOUSLY AFTER FLAME IGNITES</b>	<ul style="list-style-type: none"> <li>• Power supply not grounded - new install.</li> <li>• Power supply has reverse polarity- new install.</li> <li>• Igniter wet or dirty. Clean or replace igniter</li> <li>• Igniter ceramic post fracture or cracked.</li> </ul>	
<b>ONE OR MORE BURNERS WILL NOT STOP SPARKING UNLESS A CERTAIN SEQUENCE OF BURNERS ARE TURNED ON AT THE SAME TIME</b>	<ul style="list-style-type: none"> <li>• There is a mismatch of igniter wires going to the wrong burners. Follow the spark switch wiring back to the valves and put the correct igniter to the correct burner. Match this at the spark module.</li> <li>• EXAMPLE valve 1 with burner head 1.</li> <li>• Defective spark wire, cut, pinched, or grounded.</li> </ul>	
<b>STAINLESS STEEL IS STAINED &amp; DISCOLORED</b>	<ul style="list-style-type: none"> <li>• Remove all burners parts and knobs. Take Easy-Off cleaner and apply it to a cotton cloth, be sure to use gloves. Dab the cotton towel onto the stain and let sit for 20 minutes. Wipe with damp TOWEL, REPEAT AS</li> </ul>	

	many times till stain goes away.	
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FAQ Electric Cooktops All Models		
Problem	Cause	Suggestions
<b>D.O.A. DEAD ON ARRIVAL</b>	<ul style="list-style-type: none"> <li>• Is there a light on around the DACOR name on the cooktop glass?</li> <li>• Cooktop in child lock out. Touch and hold light for 6 seconds, you will here 3 beeps and light will be off. Cooktop should be operational.</li> </ul>	
<b>D.O.A. DEAD ON ARRIVAL</b>	<ul style="list-style-type: none"> <li>• Check for 240VAC at incoming power source Fuse is blown or circuit breaker tripped</li> </ul>	
<b>HEATING ELEMENTS DO NOT HEAT PROPERLY</b>	<ul style="list-style-type: none"> <li>• Cooktop is not connected to 240 volt circuit.</li> <li>• Check circuit beaker.</li> <li>• Improper cookware being used or pot on wrong burner being used. Elements shut down on it thermo limiters</li> </ul>	
<b>HEATING ELEMENT CYCLING ON – OFF – ON – OFF</b>	<ul style="list-style-type: none"> <li>• Heating Element temperature limiters are temporarily shutting off the elements due to exceeding the maximum allowable temperatures.</li> <li>• This is a normal operating condition.</li> </ul>	
<b>GLASS COOKTOP CARE</b>	<ul style="list-style-type: none"> <li>• Clean your Ceran cooktop surface regularly, preferably each time you use it. First clean area with a metal razor scraper, (Provided with your cooktop). Hold the scraper at approximately at a 30 degree angle to the cooktop surface. With the cooktop off and</li> </ul>	

	<p>not hot apply a few dabs of ALCO cleaner,(Provided with your cooktop) on the area needing cleaning. Use with a damp paper towel and wipe it like your cleaning a window. As a final step, clean with clear water and wipe the cooktop surface with a clean, dry, towel.</p>	
<b>GLASS IS STAINED OR SCRATCHED</b>	<ul style="list-style-type: none"> <li>• Scratches resulting from daily use are quite harmless and only impair the visual effect. There is no need to worry if something spills or boils over. Even burned-on foods can be easily removed using the metal scraper. Please make sure that all deposits are removed before the cooking surface will be used again.</li> </ul>	
<b>D.O.A. DEAD ON ARRIVAL</b>	<ul style="list-style-type: none"> <li>• Is there a light on around the DACOR name on the cooktop glass?</li> <li>• Cooktop in child lock out. Touch and hold dacor or light for 6 seconds, you will here 3 beeps and light will turn off. Cooktop should be operational.</li> </ul>	
<b>D.O.A. DEAD ON ARRIVAL</b>	<ul style="list-style-type: none"> <li>• Check for 240VAC at incoming power source Fuse is blown or circuit breaker tripped</li> </ul>	

FAQ Dishwasher ED		
Problem	Cause	Suggestions
<b>DEAD/NO DISPLAY</b>	<ul style="list-style-type: none"> <li>• Verify 110 volts present a plug socket</li> <li>• Unplug the dishwasher for 30 seconds and plug back in.</li> <li>• If dishwasher is still dead refer to a local servicer for service</li> </ul>	<ul style="list-style-type: none"> <li>• Control Board</li> <li>• Display board</li> </ul>
<b>NOT CLEANING THE DISHES</b>	<ul style="list-style-type: none"> <li>• Verify incoming water temperature is at least 120 degrees</li> <li>• Verify using newer powder dishwashing detergent. Old detergent tends to clump together and not dissolve as well</li> <li>• Verify 3 piece filtration system is clean of debris</li> <li>• If the first three check out OK refer to a local servicer for service</li> </ul>	<ul style="list-style-type: none"> <li>• Lower wash arm</li> <li>• Wash motor</li> </ul>
<b>NOT DRAINING</b>	<ul style="list-style-type: none"> <li>• Check for a clog in the air gap on the sink.</li> <li>• If no obstruction is found refer to a local servicer for service</li> </ul>	<ul style="list-style-type: none"> <li>• Drain Pump</li> </ul>
<b>NOT DRYING THE DISHES</b>	<ul style="list-style-type: none"> <li>• Verify customer is using rinse aid</li> <li>• Tupperware and other plastics will not dry in any dishwasher</li> <li>• Verify incoming water temperature is at least 120 degrees</li> <li>• If the first three check out OK refer to a local servicer for service</li> </ul>	<ul style="list-style-type: none"> <li>• Heater</li> <li>• Detergent dispenser</li> </ul>
<b>STOPS IN MID CYCLE/ MOTOR NOT RUNNING</b>	<ul style="list-style-type: none"> <li>• Refer to service</li> </ul>	<ul style="list-style-type: none"> <li>• Latch Assemble</li> <li>• And/or adjustment</li> <li>• Possible control board in MDW series</li> </ul>

**STOPS IN MID CYCLE/ MOTOR  
CONTINUES TO RUN**

- Verify what number on the display it gets stuck on
- Refer to service
- Control Board

FAQ Classic Wall Oven EC, MC, PC		
Problem	Cause	Suggestions
<b>MY OVEN DOESN'T HEAT UP.</b>	<ul style="list-style-type: none"> <li>When you set the mode and the temperature what does the clock show? Is it staying at 135 degrees? If it stays at 135 degrees and is not heating the high temperature limit may be tripped.</li> </ul>	<ul style="list-style-type: none"> <li>Replace high temperature limit.</li> </ul>
<b>THERE IS A FAN RUNNING AFTER I TURN THE OVEN OFF.</b>	<ul style="list-style-type: none"> <li>This is the cooling fan, it is a normal sound and it will go off after the oven components are cooled down.</li> </ul>	
<b>THE MEAT PROBE DOES NOT WORK ALL THE TIME.</b>	<ul style="list-style-type: none"> <li>Make sure you are following the instructions for using the temperature probe in the "Use and Care". Hint: Be sure the meat is above 55 degrees when you put it in the oven with the probe inserted.</li> </ul>	
<b>MY OVEN RACKS ARE BINDING AND WON'T MOVE.</b>	<ul style="list-style-type: none"> <li>Are you talking about the glide rack? It may have been left in during the clean cycle.</li> </ul>	<ul style="list-style-type: none"> <li>Replace glide rack.</li> </ul>
<b>NOTHING WORKS</b>	<ul style="list-style-type: none"> <li>Oven is not connected to electrical power.</li> <li>Power supply is not energized</li> </ul>	<ul style="list-style-type: none"> <li>Have oven connected to a properly sized electrical power supply by a qualified electrician.</li> <li>Have an electrician check power supply, including the house circuit breaker, wiring and fuses</li> </ul>
<b>OVEN WILL NOT HEAT.</b>	<ul style="list-style-type: none"> <li>Oven settings are not correct</li> <li>Oven is set for Delay Timed Cooking</li> </ul>	<ul style="list-style-type: none"> <li>Follow mode selection and clock settings as specified in OVEN OPERATION section of U&amp;C.</li> <li>Oven will turn on automatically at preset time. If desired, press "CANCEL • SECURE" touch pad to cancel out of Delay Timed Cooking.</li> </ul>
<b>CLOCK DISPLAYS INCORRECT TIME OF DAY.</b>	<ul style="list-style-type: none"> <li>Time of day is not set.</li> <li>Power supply has been interrupted.</li> </ul>	<ul style="list-style-type: none"> <li>Press "CLOCK" touch pad, then press "TIME • TEMP" pad to set correct time of day.</li> <li>Reset time of day.</li> </ul>
<b>FOODS OVER-COOK.</b>	<ul style="list-style-type: none"> <li>Incorrect cooking time, temperature or rack position being used.</li> <li>Oven temperature calibration differs from your previous oven.</li> </ul>	<ul style="list-style-type: none"> <li>Adjust time or temperature.</li> <li>Change rack position</li> <li>Adjust oven temperature as per ADJUSTING THE OVEN TEMPERATURE section.</li> </ul>
<b>FOODS UNDER-COOK.</b>	<ul style="list-style-type: none"> <li>Incorrect cooking time, temperature, or rack</li> </ul>	<ul style="list-style-type: none"> <li>Adjust time or temperature.</li> </ul>



	<p>position being used.</p> <ul style="list-style-type: none"> <li>• Oven temperature calibration differs from your previous oven.</li> <li>• Adjusting the Oven Temperature</li> </ul> <p><b>IMPORTANT :</b>          The user may find the temperature in their new oven to be different from that of their previously-owned appliance. Familiarity with the old appliance sometimes makes it difficult to get used to a new oven. If you feel that the oven temperature is consistently high or low, the temperature of the new oven can be adjusted. The adjustment needs to be done only once. The oven temperature may be adjusted (calibrated) by following these steps:</p> <ol style="list-style-type: none"> <li>1. Press "BAKE" selector pad.</li> <li>2. Press the "TIME • TEMP" "+" pad to set a temperature of 500°F or higher.</li> <li>3. Press and hold the "BAKE" selector pad. After approximately 5 seconds the temperature display is replaced by "00". The "BAKE" pad can now be released. The calibration mode has been accessed.</li> <li>4. Press the "TIME • TEMP" "+" or "-" pad to set the amount of temperature adjustment. The temperature can be changed a maximum of 35°F higher or lower. Set the adjustment to positive (+) numbers to increase the oven temperature; set the adjustment to</li> </ol>	<ul style="list-style-type: none"> <li>• Change rack position</li> <li>• Adjust temperature as per Adjusting the oven Temperature section of Use And Care</li> </ul>
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	negative (–) numbers to reduce the oven temperature. Temperatures can be adjusted in increments of 5°F. 5. After setting the desired temperature adjustment, press the “CANCEL • SECURE” pad to exit the calibration mode and to reset the temperature.	
<b>OVEN DOES NOT SELF-CLEAN.</b>	<ul style="list-style-type: none"> <li>• Door is not shut tight, so automatic door latch will not lock.</li> <li>• Oven settings are not correct.</li> <li>• Oven is set for Delay Timed Cleaning.</li> </ul>	<ul style="list-style-type: none"> <li>• Close door tightly.</li> <li>• Follow mode selection and clock settings as specified in the SELF-CLEANING section.</li> <li>• Oven will turn on automatically at preset time. If desired, press “CANCEL • SECURE” touch pad to cancel out Delay Timed Cleaning.</li> </ul>
<b>OVEN LIGHT WILL NOT WORK.</b>	<ul style="list-style-type: none"> <li>• Light bulb is burned out</li> </ul>	<ul style="list-style-type: none"> <li>• Follow REPLACING THE OVEN LIGHT Section in your use and care manual.</li> </ul>
<b>DOOR WILL NOT OPEN.</b>	<ul style="list-style-type: none"> <li>• Door will not open after clean cycle.</li> </ul>	<ul style="list-style-type: none"> <li>• If oven is hot, door latch will release automatically when oven temperature falls below 390°F at end of cycle.</li> </ul>
<b>OVEN WILL NOT HEAT AFTER SELF CLEANING.</b>	<ul style="list-style-type: none"> <li>• Time of day is not set due to power failure.</li> </ul>	<ul style="list-style-type: none"> <li>• Press “CLOCK” touch pad, then press “TIME-TEMP” pad to set correct time of day.</li> </ul>
	<ul style="list-style-type: none"> <li>• Oven settings are not correct.</li> </ul>	<ul style="list-style-type: none"> <li>• Follow mode selection and clock settings as specified In the OVEN OPERATION section of use and care.</li> </ul>

FAQ Discovery Wall Oven EO, MO, PO		
Problem	Cause	Suggestions
<b>I KEEP GETTING A MESSAGE TO CLEAN CONVECTION FILTER.</b>	<ul style="list-style-type: none"> <li>• Clearing the “Clean Convection Fan Filter” Message: NOTE: The “Clean Convection Fan Filter” is a reminder</li> </ul>	<ul style="list-style-type: none"> <li>• Use and Care will tell you that this is normal after 15 hours of convection fan running</li> </ul>

	<p>that you should clean the convection filter(s). Following the steps below, you may either choose to ignore the message and continue baking, or reset the reminder function. You will have approximately 15 hours of use in this mode before you receive this message again.</p> <p>When the “Clean Convection Fan Filter” message appears on the screen, the variable function keys will be labeled OK, RESET UPR, and/ or RESET LWR. Press OK to clear the screen and continue using oven.</p> <p>Doing so does not clear the warning. Next time the home screen is displayed, the message will reappear.</p> <p>Pressing OK allows you to leave the message as a reminder if you are not ready to clean the filter, but still want to cook.</p> <p>If you clean the filter(s) and/or you want to reset the message and counter, press the variable function key with the appropriate RESET label. RESET UPR will reset the upper or a single oven, RESET LWR will reset the lower oven on units equipped with two ovens.</p>	
<p><b>NOTHING WORKS</b></p>	<ul style="list-style-type: none"> <li>• Oven not connected to electrical power.</li> <li>• Lock-out feature is on (LOCKED appears in display)</li> <li>• Oven’s sleep feature is on,</li> <li>• Oven’s Sabbath feature turned on.</li> </ul>	<ul style="list-style-type: none"> <li>• Have an electrician connect the oven to a properly wired connection.</li> <li>• Press and hold CANCEL/SECURE key for 5 seconds</li> <li>• Press any control panel key or open the oven door to cause the display to light up.</li> <li>• Press CANCEL/SECURE</li> </ul>
<p><b>OVEN WILL NOT HEAT</b></p>	<ul style="list-style-type: none"> <li>• Oven settings not correct</li> </ul>	<ul style="list-style-type: none"> <li>• Press CANCEL/SECURE, then follow the Operating Your Oven – The Basics section in the use and care</li> </ul>

		<ul style="list-style-type: none"> <li>• Oven will turn on automatically at preset time. Press "CANCEL/SECURE" to return to normal operation.</li> </ul>
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FAQ Renaissance Wall Ovens EOR, MOR		
PROBLEM	Cause	Suggestions
<b>NOTHING WORKS</b>	<ul style="list-style-type: none"> <li>• Oven not connected to electrical power</li> <li>• Power to oven is off</li> <li>• Control panel locked</li> </ul>	<ul style="list-style-type: none"> <li>• Have a licensed electrician connect oven to properly wired electrical connection.</li> <li>• Turn on power at circuit breaker or fuse box. check for tripped breaker or blown fuse.</li> <li>• Press CANCEL-SECURE key for 4 seconds to reactivate control panel.</li> </ul>
<b>OVEN WILL NOT HEAT</b>	<ul style="list-style-type: none"> <li>• Oven setting not correct.</li> <li>• Oven set for delay timed cooking</li> <li>• Attempting to broil with the meat probe connected.</li> </ul>	<ul style="list-style-type: none"> <li>• Press CANCEL-SECURE, the follow instructions in Operating the Oven section of the use and care.</li> <li>• Oven will turn on automatically at the preset time. press CANCEL-SECURE to return to normal operation.</li> <li>• Broil and Convection Broil settings will not work when meat probe is connected to oven. Disconnect the meat probe.</li> </ul>
<b>OVEN SHUTS OFF BY ITSELF AFTER IT HAS BEEN ON FOR 12 HOURS.</b>	<ul style="list-style-type: none"> <li>• 12 hour timer is on. Unit is set to turn off automatically after 12 hours of continuous use.</li> </ul>	<ul style="list-style-type: none"> <li>• Turn off 12 hour timer. See page 11 in use and care</li> </ul>
<b>TIME ON DISPLAY NOT CORRECT.</b>	<ul style="list-style-type: none"> <li>• Time of day not set</li> <li>• Power failure or power was turned off.</li> </ul>	<ul style="list-style-type: none"> <li>• Set time of day in Use and Care pg 8.</li> <li>• Reset time, See Use and Care pg 8.</li> </ul>
<b>TIME FLASHES ON DISPLAY</b>	<ul style="list-style-type: none"> <li>• Time flashes on display</li> </ul>	<ul style="list-style-type: none"> <li>• Reset time, See Use and Care pg. 8</li> </ul>
<b>OVEN DOES NOT SELF CLEAN</b>	<ul style="list-style-type: none"> <li>• Oven door not shut tightly.</li> <li>• Oven set for delay timed cleaning</li> <li>• Oven not set properly.</li> <li>• Meat probe connected.</li> </ul>	<ul style="list-style-type: none"> <li>• Check for obstructions. Shut door tightly.</li> <li>• Oven well start to clean at preset time. Press CANCEL-SECURE to return to normal operation.</li> <li>• Follow instructions in Care and Cleaning section.</li> <li>• Oven will not start self-clean cycle when meat probe is connected. Disconnect and remove meat probe.</li> </ul>
<b>OVEN LIGHTS WILL NOT</b>	<ul style="list-style-type: none"> <li>• Light bulbs burned out.</li> </ul>	<ul style="list-style-type: none"> <li>• Replace light bulbs.</li> </ul>

<b>WORK.</b>	<ul style="list-style-type: none"> <li>• Oven in self-clean mode.</li> <li>• Oven in Sabbath mode</li> </ul>	<ul style="list-style-type: none"> <li>• Lights do not work when oven is in self-clean mode, see page 23 in Use and Care.</li> <li>• Lights do not work when oven is in Sabbath mode. See page 20 in the Use and Care.</li> </ul>
<b>FOODS OVER OR UNDER COOK.</b>	<ul style="list-style-type: none"> <li>• Incorrect cooking time or temperature</li> </ul>	<ul style="list-style-type: none"> <li>• Follow instructions in Operating Your Oven section.</li> </ul>
<b>COOLING FAN CONTINUES TO RUN AFTER OVEN HAS BEEN TURNED OFF.</b>	<ul style="list-style-type: none"> <li>• Normal operation</li> </ul>	<ul style="list-style-type: none"> <li>• The cooling fan may run for a while after the oven is turned off, until the internal parts have cooled.</li> </ul>
<b>CANNOT SET CLOCK.</b>	<ul style="list-style-type: none"> <li>• Oven in use. Clock cannot be set while the oven is in use.</li> </ul>	<ul style="list-style-type: none"> <li>• Turn oven off to set clock.</li> </ul>
<b>ERROR CODE APPEARS AND STAYS ON DISPLAY, FOR EXAMPLE “U55”</b>	<ul style="list-style-type: none"> <li>• An error code having a letter with a number following it that appears and stays on the display indicated a problem that cannot be resolved by the customer.</li> </ul>	<ul style="list-style-type: none"> <li>• Call for service.</li> </ul>
<b>SABBATH MODE DOES NOT WORK.</b>	<ul style="list-style-type: none"> <li>• Meat probe connected</li> </ul>	<ul style="list-style-type: none"> <li>• Oven will not start Sabbath mode when meat probe is connected. Disconnect and remove the meat probe.</li> </ul>
<b>OVEN LIGHTS WILL NOT TURN OFF.</b>	<ul style="list-style-type: none"> <li>• Light key is set to on.</li> </ul>	<ul style="list-style-type: none"> <li>• Press light key to turn lights off.</li> </ul>
<b>OVEN DOOR WILL NOT OPEN.</b>	<ul style="list-style-type: none"> <li>• Oven door will not open.</li> </ul>	<ul style="list-style-type: none"> <li>• Check display, if lock symbol appears On display, oven door cannot be opened. Wait for oven to complete cycle or press CANCEL-SECURE. Door will unlock once oven has cooled.</li> </ul>
<b>CLOCK DISPLAYS THE INCORRECT OF DAY</b>	<ul style="list-style-type: none"> <li>• Time of day is not set.</li> <li>• Oven’s sleep feature is on.</li> <li>• Clock disabled</li> </ul>	<ul style="list-style-type: none"> <li>• See clock section of the Use and Care.</li> <li>• Press and control pad key or open the oven door to cause the display to light up.</li> <li>• See Enable/Disable the Clock in Use and Care</li> </ul>
<b>OVEN DOES NOT SELF CLEAN.</b>	<ul style="list-style-type: none"> <li>• Door not shut tight</li> <li>• Oven set for delay timed cleaning</li> <li>• Double ovens only; Other oven is on</li> </ul>	<ul style="list-style-type: none"> <li>• Check for obstructions. Close door tightly</li> <li>• Oven will start to self-clean at preset time. Press CANCEL/SECURE to return to normal operation.</li> <li>• Turn other oven off</li> </ul>
<b>BOTH OVEN LIGHTS WILL NOT WORK. (NOTE: IF ONLY ONE LIGHT IS NOT WORKING,</b>	<ul style="list-style-type: none"> <li>• Oven light disabled.</li> <li>• Oven is in the self clean cycle</li> <li>• Light bulbs burned out</li> </ul>	<ul style="list-style-type: none"> <li>• See Oven Lights in Use and Care</li> <li>• Press CANCEL/SECURE</li> <li>• See Replacing the Light Bulbs in the Use and Care</li> </ul>

<b>THE BULB IS PROBABLY BURNED OUT)</b>		
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