Troubleshooting

GAS RANGES

KOS-RG MODELS

KOS-24RG03M | KOS-30RG03M

KOS-36RG03M | KOS-48RG03M

KOSTCH

Troubleshooting Guide

If you can't find an answer to your problem in the chart below, or if the problem cannot be fixed, you will need technical help. Contact your Authorized Service Center or Customer Care.

Problem	Probable causes	What to do
Cooktop		
Some burners will not light. Flames do not burn all around the burner cap.	Burner parts or igniters may be wet, dirty, or misaligned.	Check that the burner parts are clean, dry, and correctly assembled. Check that the igniters are clean and dry. See 'Care and cleaning' for instructions.
Burner flames very large and yellow.	Burner bezel ports are clogged. Burner ports or burner caps are not positioned properly. Cooktop is being operated with the wrong type of gas. Regulator is not installed, is faulty, or is set for the wrong type of gas.	Clean burner bezel ring ports with straightened paper clip, needle, or wire. Remove and carefully re-install burner bezel and caps. Ensure that the type of cooktop matches the natural gas supply. Check installation, replace regulator, or set regulator for proper gas.
Sparking but no flame ignition.	Gas shut-off valve is in the 'OFF' position.	Turn shut-off valve to the 'ON' position.
Igniters spark continuously after flame ignition.	Power supply polarity is reversed. Igniters are wet or dirty.	Have polarity corrected. Dry or clean igniters.
Burner flame goes out at low setting.	Low gas supply pressure. Air intake holes around knobs are obstructed.	Contact gas company. Remove obstruction.

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The flames have suddenly gone out.	A draft or a spill has extinguished the flame.	No action required. The burner will detect this and automatically relight. However, if there has been a large spill, we recommend turning the burners off and cleaning the burners and sump area. See 'Care and cleaning' for instructions.
There is a power failure – can I still use the cooktop burners?	Power outage in your area.	The cooktop burners can still be used. To light them: flame spreader, push in on the control knob and turn counterclockwise to LITE. Way around the burner, you may adjust the heat. Important! If the flame is blown out during a power failure, turn the knob immediately to OFF, as the burner will not automatically relight and gas may escape.

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Problem	Possible causes	What to do
Oven		
The oven doesn't work (no heating).	No power supply (oven light and halos do not come on either). No gas supply (gas ovens).	Check that the circuit breaker hasn't tripped and there is no power outage in your area. If there is a power outage, you cannot use the oven until power has been restored. The supply to the house may not be working or there may be an outage. Contact your local gas supplier.
One of the oven lights does not come on, but the oven works.	The light bulb is loose. The light bulb has blown.	See instructions for 'Replacing the oven light bulb' in section 'Care and cleaning'. Instead of replacing the bulb, simply ensure that it is secure in its socket. Replace the bulb. See instructions for 'Replacing the oven light bulb' in section 'Care and cleaning.'
Condensation around oven (e.g. on control panel or top of oven door.)	Food has high moisture content or local climate (temperature, humidity) is contributing to condensation.	Condensation is normal. You can wipe the drops off the control panel. If there is frequent or excessive condensation, make sure that cabinetry around the range is moisture-proofed.
Steam coming from oven vents at the back of the range.	Moisture from food evaporating during cooking.	This is normal, especially if you are cooking large quantities of food in the oven using a CONVECTION mode.
The convection fan does not come on in a	Technical fault.	Contact your Authorized Service Center or Customer Care.

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CONVECTION mode.		
Oven will not heat	Oven settings are not corrected	Follow mode selection and clock settings as specified in Oven Operation section of the manual.
Foods over-cooked or under-cooked	Incorrect cooking time or temperature.	Adjust time, temperature, or rack position.
'Cracking' or 'Popping' sound.	This is the sound of metal heating and cooling.	This is normal.
There is a power failure – can I still use the oven?	Power outage in your home or neighborhood.	The oven cannot be used until power is restored.