Troubleshooting

PROFESSIONAL-STYLE GAS RANGES WITH TILT CONTROL PANEL

KOS-RG07T MODELS

KOS-36RG07T

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: service@kostch.com

Cook top

Problem	Possible cause	Solution
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. Cook top 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 cook top 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.
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 cook top burners?	Power outage in your area.	The cook top burners can still be used. To light them: Holding a lighted match to the flame spreader, push in on the control knob and turn counterclockwise to LITE. When the flame is burning all the 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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Oven

Problem	Possible cause	Solution
The oven will not turn on.	The range is not completely plugged into the electrical outlet.	Make sure the electrical plug is inserted into a live,properly grounded outlet.
	A fuse in your home may be blown or the circuit breaker tripped.	Replace the fuse or reset the circuit breaker.
	The oven controls have been set improperly.	See the chapter on operating the oven starting on page 24.
	The oven is too hot.	Allow the oven to cool.
	Incomplete service wiring.	Call for service.
	Power outage.	Check to see if the house lights will turn on. If required,call your local electric company for service.
The oven light will not turn on.	The light bulb is loose or defective.	Tighten or replace the bulb.
	The switch operating the light is broken.	Call for service.
The oven smokes excessively during broiling.	The appliance is not completely plugged into the electrical outlet or a fuse in your home may be blown or the circuit breaker tripped.	Make sure the power cord is plugged into a live, properly grounded outlet. Check the fuse and circuit breakers.
	Incomplete service wiring.	Call for service.
	Power outage.	Check to see if the house lights will turn on. If required,call your local electric company for service.
The oven smokes excessively during broiling.	The oven controls have not been set properly.	Refer to the section on using the broiler starting on page 30.
	The meat has been placed too close to the element.	Reposition the rack to provide proper clearance between the meat and the element.Preheat the broil element for searing.
	The meat has not been properly prepared.	Remove the excess fat from the meat. Cut away fatty edges that may curl, leaving the lean intact.
	Grease has built up on oven surfaces.	Regular cleaning is necessary when broiling frequently.
Food does not bake or roast properly.	The oven controls have not been set correctly.	See the chapter on operating the oven starting on page 24.

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Problem	Possible cause	Solution
Food does not bake or roast properly.	The oven rack has been positioned incorrectly or is not level.	See the section on using the oven racks on page 27.
	Incorrect cookware or cookware of improper size is being used.	See the section on adjusting the thermostat on page 34.
	The oven sensor needs to be adjusted.	
Food does not broil properly.	The serving size may not be appropriate.	Refer to the cooking guide for serving sizes on page 30, and then try again.
	The rack has not been properly positioned.	See the broiling recommendation guide on page 30.
	The cookware is not suited for broiling.	Use suitable cookware.
	In some areas, the power (voltage) may be low.	Preheat the broil element for 10 minutes. See the broiling recommendation guide on page 30.
The oven temperature is too hot or too cold.	The oven sensor needs to be adjusted.	See the section on adjusting the thermostat on page 34.
The oven will not self-clean.	The oven temperature is too high to start a self-clean operation.	Allow the range to cool and then reset the controls.
	The oven controls have been set incorrectly.	See the section on self-cleaning on page 35.
	A self-cleaning cycle cannot be started if the oven lockout feature has been activated or if a radiant surface element is on.	Deactivate the oven lockout (see page 35). Make sure all surface elements are turned off.
Excessive smoking during a self-cleaning cycle.	There is excessive soiling in the oven.	Press 0FF. Open the windows to rid the room of smoke.Wait until the self-cleaning cycle is cancelled. Wipe up the excessive soil and then start the self-cleaning cycle again.
The oven door will not open after a self-cleaning cycle.	The oven is too hot.	Allow the oven to cool.
The oven is not clean after a self-cleaning cycle.	The oven controls were not set correctly.	See the section on self-cleaning on page 35.
	The oven was heavily soiled.	Wipe up heavy spillovers before starting the self-cleaning cycle. Heavily soiled ovens may need to be self-cleaned again or for a longer period of time.

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Problem	Possible cause	Solution
Steam is coming out of the vent.	When using the convection feature, it is normal to see steam coming out of the oven vent.	This is normal operation, and not a system failure. Use the range as usual.
	As the number of racks or amount of food being cooked increases, the amount of visible steam will increase.	
A burning or oily odor is coming from the vent.	This is normal in a new oven and will disappear in time.	To speed the process, set a self-cleaning cycle for a minimum of 3 hours. See the section on self-cleaning on page 35.
Strong odor.	An odor coming from the insulation around the inside of the oven is normal for the first few times the oven is used.	Operate the oven empty on the bake setting at 400°F for 1 hour.
Fan noise.	A convection fan may automatically turn on and off.	This is not a system failure but normal operation.
Oven racks are difficult to slide.	The shiny, silver-colored racks were cleaned in a self-cleaning cycle.	Apply a small amount of vegetable oil to a paper towel and wipe the edges of the oven racks with the paper towel.
The oven door is locked.	The circuit breaker has been tripped or there was a power failure while the oven door was locked.	Activate Control Lockout, and then unlock the control. See the Control Lockout section on page 22.

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Information code

Error code	Error Description
E0	Oven temperature detection circuit failure
E1	The oven heats up slowly after it starts to heat up
E2	Oven door switch detection failure
E3	The oven cannot be heated
E5	The oven's normal cooking temperature exceeds 343°C
E8	Communication failure between display board and main control board
E9	The main control board AC main power frequency detection failure.
E10	The oven cannot be locked or unlocked
E11	Main control board CPU internal failure
E12	Display board CPU internal failure
E13	The ambient temperature of the main control board PCB is too high.
E14	The ambient temperature detection NTC circuit of the main control board PCB is faulty
E15	The software information of the main control board and the display board do not match.
E16	After the oven is locked, the oven door can be opened or the detection circuit that locks the door in place fails, causing the door to not be securely locked.
E17	The cooling fan motor speed detection circuit is faulty
E18	Communication failure between the touch chip of the display board and the CPU

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Removing the oven door

⚠ CAUTION

Remark:

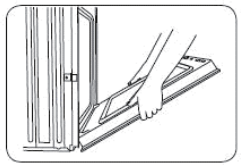
a. When E5, E6, E7 appears, you can press Cancel to cancel.

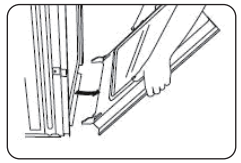
b. E9 is the power supply frequency monitoring: the power supply frequency range is between (38Hz~75Hz), each monitoring time is 5 minutes, if the frequency continuously exceeds the range within 5 minutes, it is a fault; if there is no AC signal for 5S continuously, the fault.

c. In the event of E1, E3, E8 failure, you can long press the (START+Num9) key 3S to enter the door lock reset action: the door lock motor turns 3S to stop 2S, and stops after 12 consecutive times, press the Cancel button to stop.

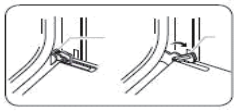
d. The door is very heavy. Be careful when removing and lifting the door.

e. Do not lift the door by the handle.Use two hands to remove an oven door. For double ovens, repeat the process for each door.· Prior to removing the oven door,prepare a surface where you will place covered with a soft blanket. You can also use the corner posts from your packaging material.· Open the oven door.







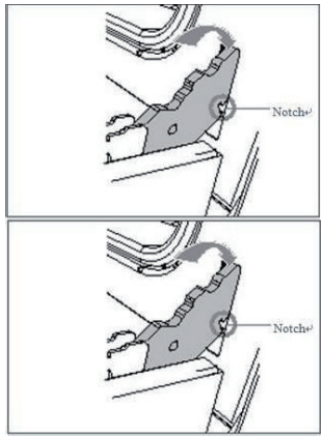


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- Locate the oven door hinge locks in both corners of the oven door, and then rotate the hinge locks toward the oven door to the unlocked position. If the door hinge lock is not rotated fully (see illustration B on the left for an example of full rotation), you will not be able to remove the door properly.
- Oven door hinge lock in
- locked position Oven door hinge lock in unlocked position
- Partially close the door to engage the door latch locks.

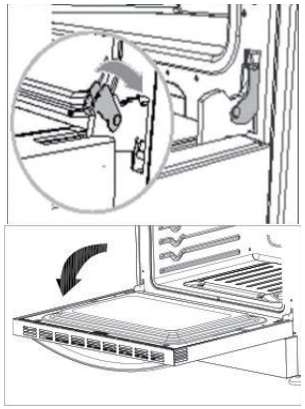
The door will stop at this point.

- Using two hands, grasp the edges of the oven door. Lift and pull the oven door toward you and remove. You may need to gently shift the door from side to side as you pull.
- Set the oven door aside on the prepared covered work surface with the oven door resting on its handle.



Replacing the oven door

- Hold the door firmly in an approximately open position.
- Insert the hinge tongues into the slots making sure that the notches on both sides drop into place as shown.
- Open the door fully as shown.
- Fully close the levers on the left and right hinges, as shown, then close the door.



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Removing and replacing the storage drawer

The storage drawer is a good place to store cookware and bakeware. Do not store plastics or flammable material in the drawer. Clean the storage drawer with a damp cloth or sponge. Never use harsh abrasives or scouring pads.

How to remove the storage drawer

a. Pull the drawer straight out until it stops.

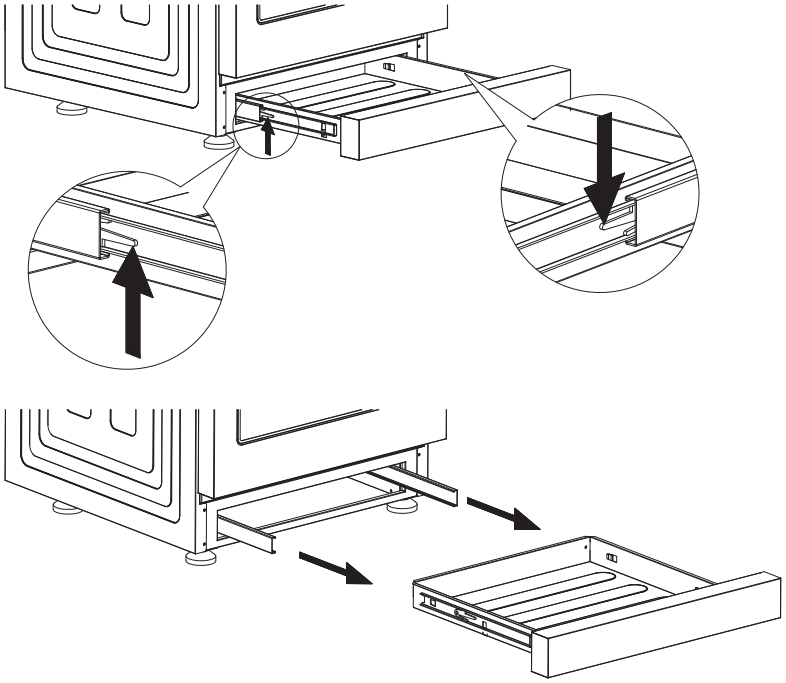
b. Tilt the front of the drawer upward and pull the drawer out of your range.

How to replacing the storage drawer

a. Rest the drawer slides on the range stops.

b. Push directly backward until the drawer drops into place.

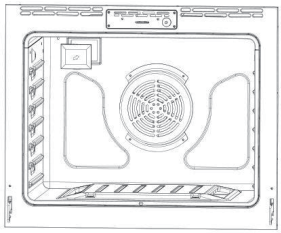
c. Slide the drawer all the way into the oven



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Replacing the oven light

a. Make sure the oven and the bulb are cool.
b. Unplug the range or disconnect the power.
c. Turn the glass bulb cover in the back of the oven counterclockwise to remove.
d. Turn the bulb counterclockwise to remove it from its socket.
e. Insert a new 40 watt appliance bulb,and then turn it clockwise to tighten.Replace the bulb cover by turning clockwise.
f. Plug in the range or reconnect the power.



⚠ CAUTION

Before changing your oven light bulb,disconnect the electrical power to the range at the main fuse or circuit breaker panel.Make sure the oven and the bulb are cool.

Replacing the burner parts

This diagram shows how to replace the burner parts. When replacing the burners, make sure that the two locating pins on the bottom of the brass flame spreader are properly aligned with the locating pin holes on the top of the simmer ring.

Incorrect alignment will produce a potentially dangerous flame and poor burner performance such as sparking/clicking.

