Troubleshooting

PROFESSIONAL-STYLE ELECTRIC RANGES WITH TILT CONTROL PANEL

KOS-RE07T MODELS

KOS-30RE07T | KOS-36RE07T

KOSTCH

TROUBLE SHOOTING

Experience a problem, look first for a solution in the table below. If, after trying the suggested solution, you're still having trouble, email KOSTCH at **service@kostch.com**

Installation

Problem	Possible cause	What to do
The range is not level.	The appliance has been installed improperly.	• Place the oven rack in the center of the oven. Place a level on the base of the rack. Adjust the leveling legs athe oven rack. Adjust until the oven rack is level. • Insure the floor is level and strong and stable enough to adequately support the range.
	The floor is sagging or sloping.	Contact a carpenter to correct the situation.
	The kitchen cabinets are not properly aligned and make the range appear to be not level.	Insure the cabinets are square and provide sufficient room for installation.
The appliance must be accessed for servicing and cannot be moved easily.	The kitchen cabinets are not square and too close to the appliance.	Contact a builder installer to make the appliance accessible.
	Carpet is interfering with movement of the range.	Provide sufficient space so the range can be lifted over the carpet.

Cooktop

Problem	Possible cause	What to do
The surface units will not maintain a rolling boil or will not cook fast enough.	You may be using inappropriate cookware.	Use pans which are flat and match the diameter of the surface unitselected.
	In some areas, the power (voltage) may be low.	Cover the pan with a lid until the desired heat is obtained.
The surface units will not turn on.	A fuse in your home may be blown or the circuitbreaker tripped.	Replace the fuseor reset the circuit breaker.
	The cooktop controls are set improperly.	Check if the correct control is set for the surface unit you are using.
Are as of discoloration on the cooktop.	Food spillover was not cleaned.	Refer to the section on the care and cleaning of the glass cooktop
	The surface is hot and the model features a light-colored cooktop.	This is normal. The surface may appear discolored when it is hot. This is temporary and will disappear as the glass cools.

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Problem	Possible cause	What to do
The surface unit frequently cycles on and off. The surface unit stops glowing when changed to a lower setting.	The element will cycle on and off to maintain the power setting.	This is normal operation, and not a system failure. Use the oven as usual.
Scratches or abrasions on the cooktop surface.	The cooktop is being cleaned improperly.	Scratches are not removable. Tiny scratches will become less visible in time as a result of cleaning. Use ceramic glass top cleaning cream. Do not use chemical or corrosive agents. These agents may damage the surface of the product.
	Cookware with rough bottoms was used on the cooktop or there were coarse particles (eg. salt or sand) present between the cookware and the surface of the cooktop.	To avoid scratches, use the recommended cleaning procedures. Make sure cookware bottoms are clean before use, and use cookware with smooth bottoms.
	Cookware has been slid across the cooktop surface.	
Brown streaks or specks.	Boilovers have been cooked on to the surface.	• Wait until the surface cools down. Then, use a scraper to remove those impurities. Use the blade scraper to remove soil. • See the section on the care and cleaning of the glass cooktop
Areas of discoloration with metallic sheen.	Mineral deposits from water and food have been left on the surface of the cooktop.	• Remove using a ceramic-glass cooktop cleaning cream. • Use cookware with clean, dry bottoms. • Clean the cooktop with a ceramic cleaning agent regularly every week.
"Cracking" or "popping" sound.	This is the sound of the metal heating and cooling during both the cooking and self-cleaning functions.	This is normal operation, and not a system failure. Use the oven as usual.

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Oven

Problem	Possible cause	What to do
The oven doesn't work (no heating).	Power supply: oven light and halos do not come on either. No gas supply (gas oven).	Check that the circuit breaker hasn't tripped and there is no power outage in your area. If there is a power outage in your area, the oven will not work until power has been restored. The supply to the house may not be working or there has been a gas leak. 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.	If the bulb is loose, tighten it. If the bulb has blown, replace according to the instructions in section "Replace Oven Light Bulb".
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 a regularity or excessive condensation, have the oven checked by an Authorized Service Center. It is therefore required to exercise the range is moisture-proof.
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 CONNECTION mode.	Technical fault.	Contact your Authorized Service Center or Customer Care.
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-oven is still use the can't.	Power outage in your home or neighborhood.	The oven cannot be used until power is restored.
The oven is not cooking evenly.	Large item like a turkey being cooked.	If you are cooking a large item, be prepared to turn it round during cooking. If two shelves are used, check that space has been left for the heat to circulate. When a baking tray is put on the shelf, the door seals must be placed correctly on the shelf. Check that the door seal is not damaged. A dish of water when placed on the shelf, it should be the same depth at all over. For example, if it is deeper at the back, then the book of the range shelves be re-adjusted. This should be done by a qualified service person. If the shelves are uneven, contact your supplier to level it for you.
Oven not coming on.	Power supply interrupted.	Is the power on? If not, there may be something wrong with the power supply. Check the range supply at the circuit breaker?
Oven temperature getting hotter as the range gets older.	Thermostat	If turning the temperature down using the oven control knob has not worked, or has only worked for a short time, then you may need a new thermostat. This should be fitted by a qualified service person.

TROUBLE SHOOTING

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.