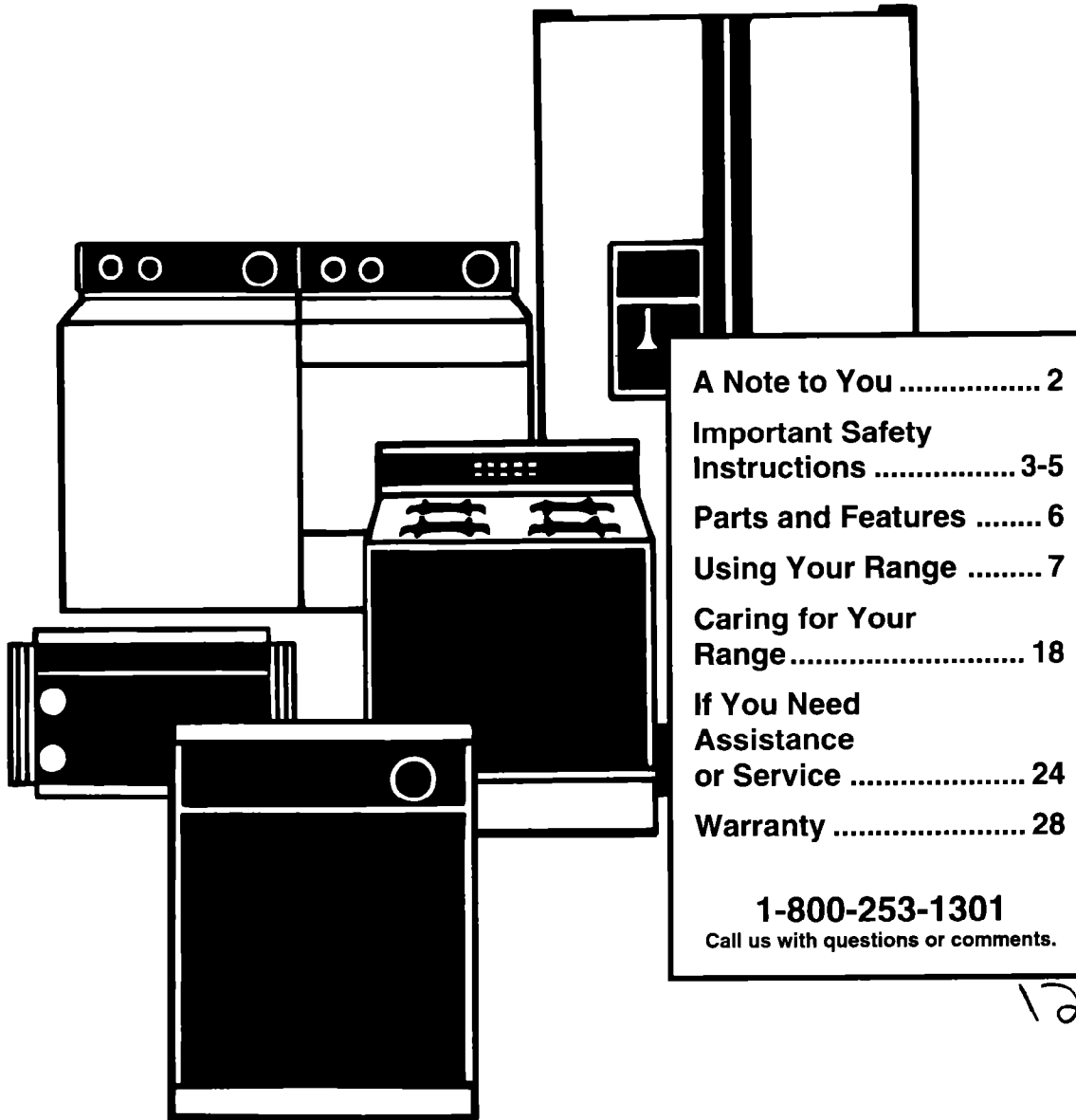




# Use And Care

## G U I D E



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**1-800-253-1301**

Call us with questions or comments.

12-95

**STANDARD-CLEANING ELECTRIC RANGE**

PART NO. 3190496

**MODEL TER20W0D**

# A Note to You

## **Thank you for buying an ESTATE® appliance.**

Your ESTATE range gives you all the functionality of name brand appliances at a value price. To ensure that you enjoy years of trouble-free operation, we developed this Use and Care Guide. It is full of valuable information about how to operate and maintain your appliance properly and safely. Please read it carefully. Also, please complete and mail the Ownership Registration Card provided with your appliance. This will help us notify you about any new information on your appliance.

## **Your safety is important to us.**

This guide contains warning symbols and statements. Please pay special attention to these symbols and follow any instructions given. Here is a brief explanation of the use of the warning symbol.

### **⚠ WARNING**

**This symbol alerts you to such dangers as fire, electrical shock, burns, and personal injury.**

## **Our Consumer Assistance Center number, 1-800-253-1301, is toll-free, 24 hours a day.**

If you ever have a question concerning your appliance's operation, or if you need service, first see "If You Need Assistance or Service" on page 24. If you need further help, feel free to call our Consumer Assistance Center. When calling, you will need to know your appliance's complete model number and serial number. You can find this information on the model and serial number plate (see diagram on page 6). For your convenience, we have included a handy place below for you to record these numbers, the purchase date from the sales slip, and your dealer's name and telephone number.

**Keep this book and the sales slip together in a safe place for future reference.**

Model Number \_\_\_\_\_

Dealer Name \_\_\_\_\_

Serial Number \_\_\_\_\_

Dealer Phone \_\_\_\_\_

Purchase Date \_\_\_\_\_

# Important Safety Instructions

## **⚠️ WARNING**

To reduce the risk of fire, electrical shock, injury to persons, or damage when using the range, follow basic precautions, including the following:

### **General**

- Read all instructions before using the range.
- Install or locate the range only in accordance with the provided Installation Instructions. The range must be installed by a qualified installer. The range must be properly connected to electrical supply and grounded.



- **WARNING:** To reduce the risk of tipping the appliance, the appliance must be secured by a properly installed anti-tip bracket. To check if the bracket is installed properly, see "The anti-tip bracket" on page 17.
- **CAUTION:** Do not store things children might want above the range. Children could be burned or injured while climbing on it.
- Do not leave children alone or unattended in area where the range is in use. They should never be allowed to sit or stand on any part of the range. They could be burned or injured.
- Do not operate the range if it is damaged or not working properly.

- Do not use the range for warming or heating the room. Persons could be burned or injured, or a fire could start.
- Use the range only for its intended use as described in this manual.



- Do not touch surface units, areas near units, heating elements, or interior surfaces of oven. Surface units and heating elements may be hot even though they are dark in color. Areas near surface units and interior surfaces of an oven become hot enough to cause burns. During and after use, do not touch, or let clothing or other flammable materials contact surface units, areas near units, heating elements, or interior surfaces of oven until they have had sufficient time to cool. Other surfaces of the range, such as the oven vent opening, the surface near the vent opening, the cooktop, and the oven door, could also become hot enough to cause burns.

continued on next page

## IMPORTANT SAFETY INSTRUCTIONS



- Do not wear loose or hanging garments when using the range. They could ignite if they touch a hot surface unit and you could be burned.
- Use only dry pot holders. Moist or damp pot holders on hot surfaces may result in burns from steam. Do not let pot holder touch hot heating elements. Do not use a towel or bulky cloth for a pot holder. It could catch on fire.
- Keep range vents unobstructed.
- Do not heat unopened containers. They could explode. The hot contents could cause burns and container particles could cause injury.
- Use only utensils approved for oven use. Follow utensil manufacturer's instructions, especially when using glass or plastic utensils.
- Do not store flammable materials on or near the range. The fumes can create an explosion and/or fire hazard.

### **When using the cooktop**

- Make sure the reflector bowls are in place during cooking. Cooking without reflector bowls may subject the wiring and components underneath them to damage.
- Do not line reflector bowls with aluminum foil or other liners.

Improper installation of these liners may result in a risk of electric shock or fire.

- Select a pan with a flat bottom that is about the same size as the surface unit. If pan is smaller than the surface unit, some of the heating element will be exposed and may result in the igniting of clothing or pot holders. Correct pan size also improves cooking efficiency.
- Check to be sure glass cooking utensils are safe for use on the range. Only certain types of glass, glass-ceramic, ceramic, earthenware, or other glazed utensils are suitable for cooktops without breaking due to the sudden change in temperature.
- Never leave surface units unattended at high heat settings. A boilover could result and cause smoking and greasy spillovers that may ignite.



- Turn pan handles inward, but not over other surface units. This will help reduce the chance of burns, igniting of flammable materials, and spills due to bumping of the pan.

## When using the oven

- Always position oven rack(s) in desired location while oven is cool. If a rack must be removed while oven is hot, do not let pot holder contact hot heating element in oven.
- Use care when opening oven door. Let hot air or steam escape before removing or replacing food.

## Grease

- Grease is flammable. Do not allow grease to collect around cooktop or in vents. Wipe spills immediately.



- Do not use water on grease fires. Never pick up a flaming pan. Smother flaming pan on range by covering with a well-fitted lid, cookie sheet, or flat tray. Flaming grease outside of pan can be extinguished with baking soda or, if available, a multipurpose dry chemical or foam-type extinguisher.

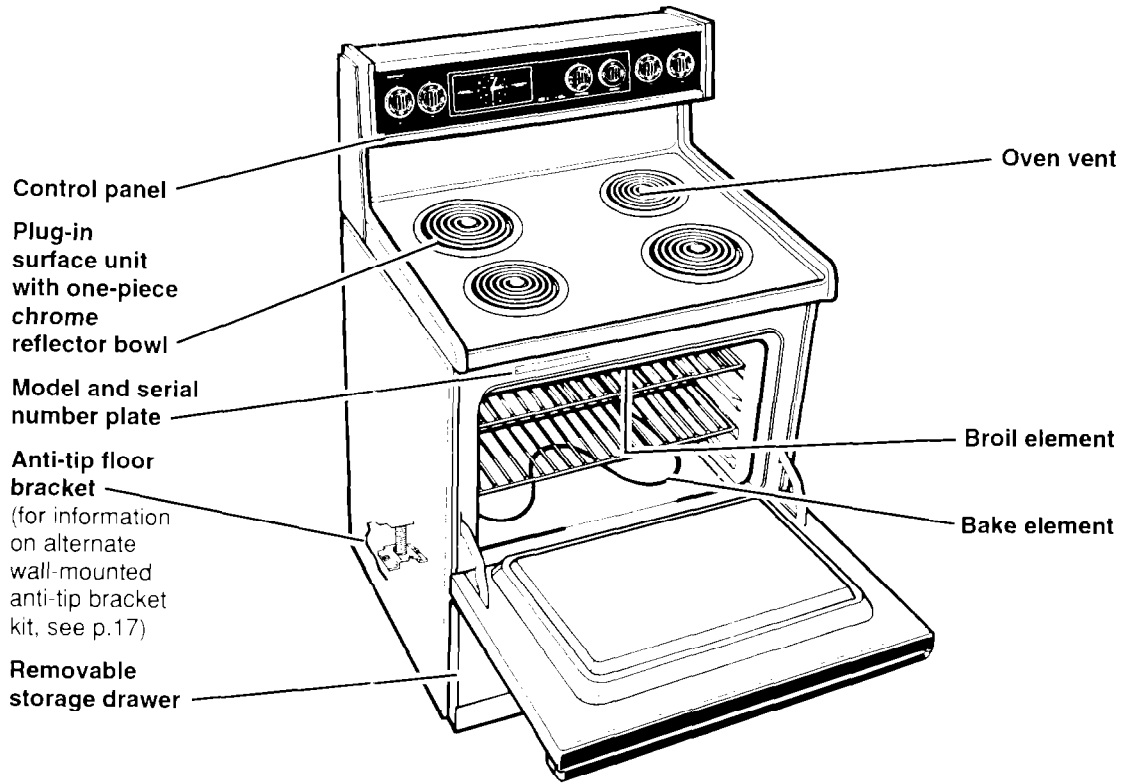
## Care and cleaning

- Do not soak removable heating elements in water. The element will be damaged and shock or fire could result.
- Do not clean door heat seal. It is essential for a good seal. Care should be taken not to rub, damage, or move the seal. Clean only parts recommended in this Use and Care Guide.
- Do not repair or replace any part of the range unless specifically recommended in this manual. All other servicing should be referred to a qualified technician.
- Disconnect the electrical supply before servicing the range.

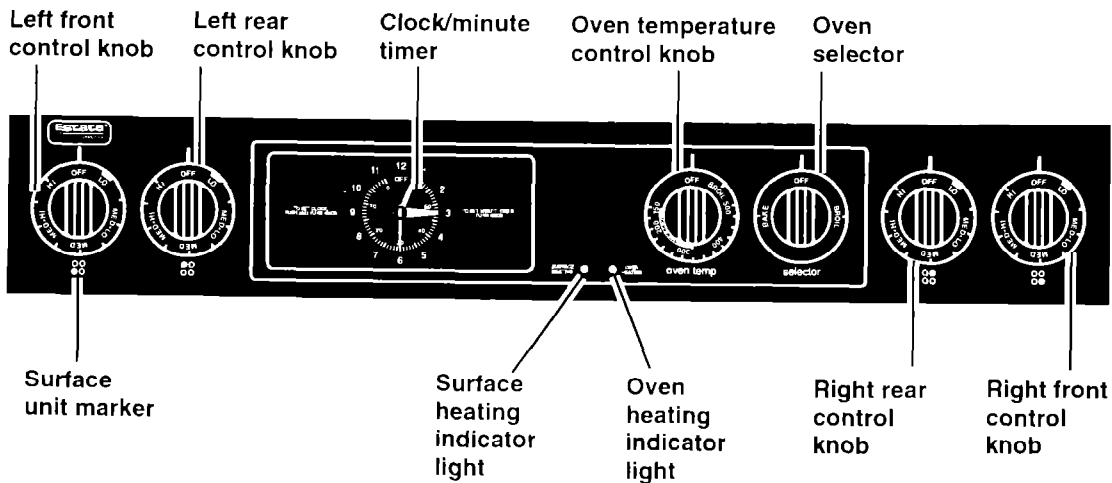
– SAVE THESE INSTRUCTIONS –

# Parts and Features

This section contains captioned illustrations of your range. Use them to become familiar with the location and appearance of all parts and features.



## Control panel



# Using Your Range

## In This Section

	Page		Page
Using the surface units .....	7	Broiling .....	13
Positioning racks and pans .....	9	Broiling tips .....	15
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To obtain the best cooking results possible, you must operate your range properly. This section gives you important information for efficient and safe use of your range.

## Using the surface units

**⚠ WARNING**



**Fire Hazard**

Turn all controls off when done cooking.

Failure to do so can result in death, fire, or burns.

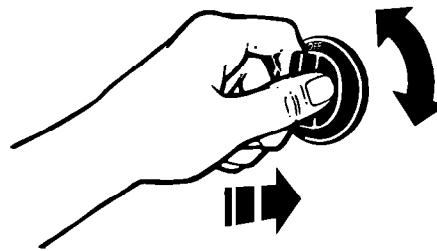
**Push in control knob before turning** to a setting. You can set anywhere between HI and OFF.

### Surface unit markers

The solid dot in the surface unit marker shows which surface unit is turned on by that knob.

### Surface heating indicator light

The SURFACE HEATING Indicator Light on the control panel will glow when a surface unit is turned on.



continued on next page

## USING YOUR RANGE

Until you get used to the settings, use the following as a guide. For best results, start cooking at the high setting; then turn the control knob down to continue cooking.

SETTING	RECOMMENDED USE
HI	<ul style="list-style-type: none"><li>• To start foods cooking.</li><li>• To bring liquids to a boil.</li></ul>
MED-HI	<ul style="list-style-type: none"><li>• To hold a rapid boil.</li><li>• To fry chicken or pancakes.</li></ul>
MED	<ul style="list-style-type: none"><li>• For gravy, pudding and icing.</li><li>• To cook large amounts of vegetables.</li></ul>
MED-LO	<ul style="list-style-type: none"><li>• To keep food cooking after starting it on a higher setting.</li></ul>
LO	<ul style="list-style-type: none"><li>• To keep food warm until ready to serve.</li></ul>

### Cookware tips

- **Select a pan** that is about the same size as the surface unit.
- **NOTE: For best results and greater energy efficiency**, use only flat-bottomed cookware that makes good contact with the surface units. Cookware with rounded, warped, ribbed (such as some porcelain enamelware) or dented bottoms could cause severe overheating, which damages the cookware and/or surface unit.

You can, however, use the newer cookware available with slightly indented bottoms or very small expansion channels. This cookware is specially designed to provide the good contact needed for best cooking results.

Also, woks, canners, and teakettles with flat bottoms suitable for use on your cooktop are now available in most stores that sell housewares.

- **The pan** should have straight sides and a tight-fitting lid.
- **Choose medium to heavy gauge** (thickness) pans that are fairly lightweight.

- **The pan material** (metal or glass) affects how fast heat transfers from the surface unit through the pan material and how evenly heat spreads over the pan bottom. Choose pans that provide the best cooking results.
- **Handles** should be made of sturdy, heat-resistant material and be securely attached to the pan.

### NOTES:

- **If a surface unit** stays red for a long time, the bottom of the pan is not flat enough or is too small for the surface unit. Prolonged usage of incorrect utensils could result in damage to the surface unit, cooktop, wiring, and surrounding areas. To prevent damage, use correct utensils, start cooking on HI, and turn control down to continue cooking.
- **Do not leave** an empty utensil, or one which has boiled dry, on a hot surface unit. The utensil could overheat and damage the utensil or surface unit.



**Home canning information**

**To protect your range:**

- **Use flat-bottomed canners/pans** for best results.
- **Use the largest surface unit** for best results. Also, use a canner/pan which can be centered over the surface unit and which does not extend more than 1 inch outside surface unit area. Large diameter canners/pans, if not properly centered, trap heat and can cause damage to the cooktop.
- **Do not place canner** on 2 surface units at the same time. Too much heat will build up and will damage the cooktop.
- **Start with hot water.** This reduces the time the control is set on high. Reduce heat setting to lowest position needed to keep water boiling.

- **Refer** to your canner manual for specific instructions.
- **Keep reflector bowls clean** for best heat reflection.
- To prolong the life of the elements:
  - **Prepare small batches** at a time.
  - **Do not use elements** for canning all day.

**Optional canning kit**

The large diameter of most water-bath or pressure canners combined with high heat settings for long periods of time can shorten the life of regular surface units and cause damage to the cooktop.

If you plan to use the cooktop for canning, we recommend the installation of a Canning Kit. Order the kit (Part No. 242905) from your Whirlpool dealer or authorized Whirlpool service company.

**Positioning racks and pans**

**General guidelines**

- **Always position oven rack(s)** in desired location before turning oven on.
- **To move rack(s)**, lift rack(s) at front and pull out.
- **Be sure** the rack(s) is level.
- **If rack(s) must be moved** while oven is hot, use pot holders or oven mitts to protect hands.
- **For baking/roasting with 1 rack**, place the rack so the top of the food will be centered in the oven.
- **When baking on 2 racks**, arrange racks on the bottom and third level from the bottom.

**Rack placement for specific foods:**

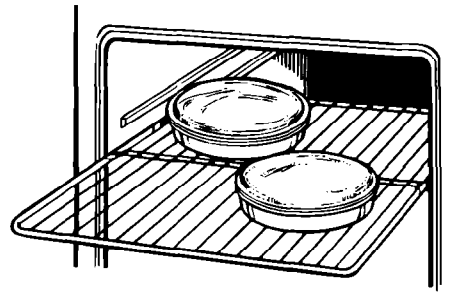
FOOD	RACK POSITION
Frozen pies, large roasts, turkeys, angel food cakes	Lowest level or 2nd level from bottom
Bundt cakes, most quick breads, yeast breads, casseroles, meats	2nd level from bottom
Cookies, biscuits, muffins, cakes, nonfrozen pies	2nd or 3rd level from bottom

**NOTE:** For recommended rack placement when broiling, see “Broiling rack position chart” on page 14.

### For best air circulation

Hot air must circulate around the pans in the oven for even heat to reach all parts of the oven. This results in better baking.

- **Place** the pans so that one is not directly over the other.
- **For best results, allow** 1½ to 2 inches (4-5 cm) of space around each pan and between pans and oven walls. There must be a minimum space of 1 inch (3 cm).
- **Use** only 1 cookie sheet in the oven at one time.



**Use the following as a guide to determine where to place the pans:**

#### One pan

Place in the center of the oven rack.

#### Two pans

Place in opposite corners of the oven rack.

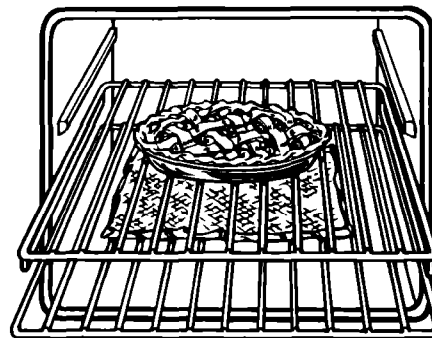
#### Three or four pans

Place in opposite corners on each oven rack. Stagger pans so no pan is directly over another.

### Using aluminum foil for baking

**Use aluminum foil to catch spillovers from pies or casseroles:**

- **Place** the foil on the oven rack below the rack with the food. **Turn up** foil edges and **make sure** foil is about 1 inch (3 cm) larger all around than the dish holding the food.
- **Do not cover** the entire rack with aluminum foil. It will reduce air circulation and cause poor cooking results.
- **Do not line** oven bottom or entire oven rack with foil or other liners. Poor baking will result.



## Setting the clock

Push in and turn the Minute Timer Knob to set the clock.

1. Push in Minute Timer Knob and turn **clockwise** until clock shows the correct time of day.



2. Let the Minute Timer Knob pop out. Turn **clockwise** until Minute Timer hand points to OFF. **The clock setting will change if you push in the knob when turning.**



## Using the Minute Timer

The Minute Timer does not start or stop the oven. It works like a kitchen timer. Set it in minutes up to an hour. You will hear a buzzer when the set time is up.

**NOTE: Do not push in the knob** when setting the Minute Timer or when stopping the buzzer. Pushing in and turning the Minute Timer Knob changes the clock setting.

1. **Without pushing it in, turn** the Minute Timer Knob **counterclockwise** until the timer hand passes the setting you want.



2. **Without pushing it in, turn** the knob back to the setting you want. **When the time is up, a buzzer will sound. To stop the buzzer, turn** the Minute Timer hand to OFF.



## Baking/roasting

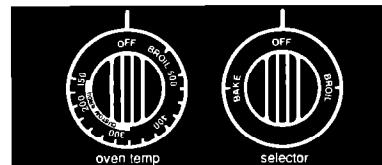
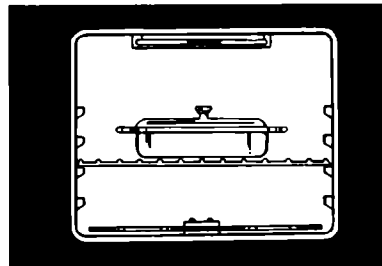
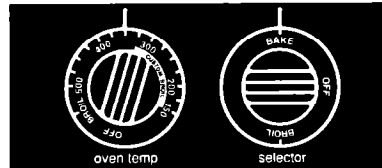
1. **Position** the rack(s) properly **before** turning on the oven. **To change rack position, lift** rack at front and **pull out**. For further information, **see** "Positioning racks and pans" on page 9.
2. **Set** the Oven Selector to **BAKE**.
3. **Set** the Oven Temperature Control Knob to the baking/roasting temperature you want. The **OVEN HEATING Indicator Light** will come on. The oven is preheated when the **OVEN HEATING Indicator Light** first goes off.

**NOTE:** Do not preheat oven when roasting or cooking items such as casseroles.

4. **Put** food in the oven. During baking/roasting, the elements will turn on and off to maintain the temperature setting. The **OVEN HEATING Indicator Light** will turn on and off with the elements.

**NOTE:** The top element helps heat during baking/roasting, but does not turn red.

5. **When baking/roasting is done, turn both** the Oven Selector and the Oven Temperature Control Knobs to **OFF**. The **OVEN HEATING Indicator Light** will go off.

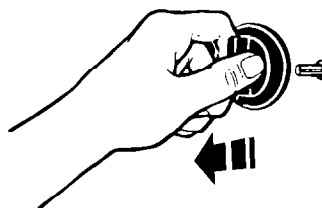


## Adjusting the oven temperature control

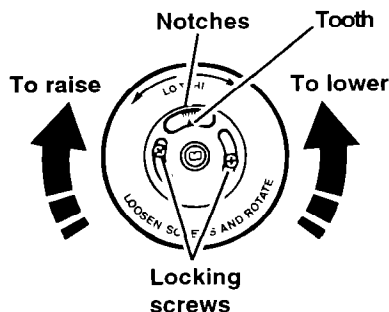
Although your new oven is properly adjusted to provide accurate temperatures, it may cook faster or slower than your old oven.

If, after using the oven for a period of time, you are not satisfied with the baking/roasting results, you can change the temperature calibration by following these steps:

1. **Turn** the Oven Temperature Control Knob to the off position. Pull knob straight off and flip it over.

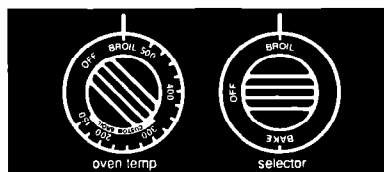


2. **Loosen** the locking screws inside the control knob. **Note the position of the notches.**
3. **To lower the temperature, hold** knob handle firmly and move the tooth a notch **counterclockwise**. Each notch equals about 5°F (3°C).
4. **To raise the temperature, hold** knob handle firmly and move the tooth a notch **clockwise**. Each notch equals about 5°F (3°C).
5. **Tighten** the locking screws and **replace** the control knob.



## Broiling

1. **Position** the rack properly **before** turning on the oven. **Position** rack so that the surface of the food is at least 3 inches (7 cm) away from the broil element. **See** "Broiling rack position chart" on page 14.
2. **Put** the broiler pan and food on the rack.
3. **Close** the door to the Broil Stop position (open about 4 inches [10 cm]). The door will stay open by itself.
4. **Set** the Oven Selector and Oven Temperature Control Knob to BROIL. The OVEN HEATING Indicator Light will come on.  
**NOTE:** Do not preheat oven when broiling.
5. **When broiling is done, turn both** the Oven Selector and Oven Temperature Control Knobs to OFF. The OVEN HEATING Indicator Light will go off.



## USING YOUR RANGE

### Custom broil

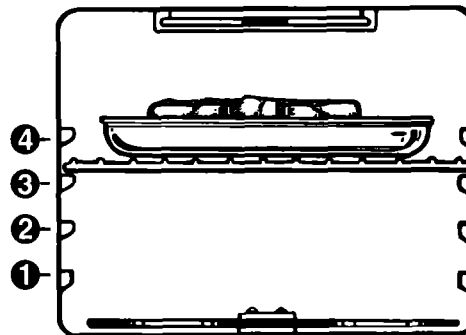
- **If food is cooking too fast**, turn the Oven Temperature Control Knob **counterclockwise** until the OVEN HEATING Indicator Light goes off.
- **If you want the food to broil slower from the start**, set the Oven Temperature Control Knob between 170°F and 325°F (77°C and 163°C). These temperature settings allow the broil heating element to cycle and to slow cooking. The lower the temperature, the slower the cooking.
- **Fish and chicken** are some foods that may cook better if you use lower broiling temperatures.

**The Oven Selector must be on BROIL for all broiling temperatures.**

**NOTE:** Leave the oven door partly open whenever using the oven to broil. This allows the oven to maintain proper temperatures.

### Broiling rack position chart

RACK POSITION FROM BOTTOM	TYPE OF FOOD/DONENESS
4	Hamburger patties and thin steaks, 1/2" thick or less
3	Quickly searing food, rare and medium steaks, medium patties, ham slices, fish steaks, frankfurters
2	Well-done steaks and patties, lamb chops, split chicken, pork steaks and chops, whole fish
1	Not used for broiling



---

## Broiling tips

- **Use** the broiler pan and grid for broiling. They are designed to drain excess liquid and grease away from the cooking surface to help prevent spatter, smoke, or fire.
- **Do not cover** the broiler grid with foil.
- **Place food** about 3" or more from the broil element.
- **To ensure** adequate grease drainage, do not use cookie sheets or similar pans for broiling.
- **After broiling, remove** the broiler pan from the oven when you remove the food. Drippings will bake on the pan if you leave it in the heated oven.

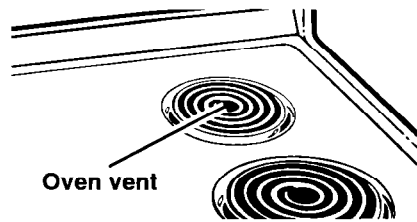
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## Energy saving tips

Although the energy used for cooking is usually a very small percentage of the total energy used in the home, cooking energy can be used efficiently. Here are some tips to help you save energy when using your cooking product:

- **Use** pans with flat bottoms, straight sides, and tight-fitting lids.
- **Match** the pan to the surface unit size.
- **Cook** with a minimum of liquid or fat to help shorten cooking time.
- **Preheat** pans only when recommended and for the shortest time possible.
- **Start** food on higher heat settings, then set surface unit control on low or off to finish cooking. Use retained heat for cooking when possible.
- **Use** the more efficient surface units instead of the oven when possible.
- **Turn on** the surface unit only after placing filled pan on the unit.
- **"Oven peeking"** may cause heat loss, longer cooking times, and unsatisfactory baking results. Rely on your timer to keep track of the cooking time.
- **Bake** cakes, pies, or cookies when oven is warm. Best time to bake is right after a meal has been cooked in oven.
- **Preheat** the oven no longer than necessary.
- **Plan** your meals for the most efficient use of the range. When using the oven to cook one food, try to cook the rest of the meal in it also.
- **Do not preheat** when broiling, roasting, or cooking items such as casseroles.
- **Keep** reflector bowls clean for best heat reflection.

## The oven vent



Hot air and moisture escape from the oven through a vent under the right rear surface unit. You can cook on the unit or keep food warm on it while the oven is on. The vent is needed for air circulation. **Do not block the vent.** Poor baking/roasting can result.

**NOTE:** Plastic utensils left over the vent can melt.

## ⚠ WARNING



### Burn Hazard

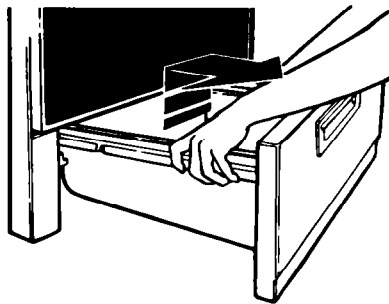
**Use pot holders when touching items left near oven vent.**

**Failure to do so can result in burns.**

## The storage drawer

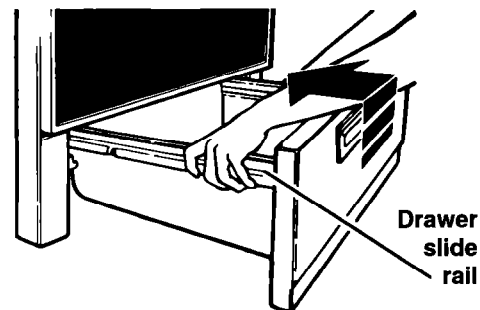
You can remove the storage drawer to make it easier to clean under the range and to check for installation of the anti-tip floor bracket (if you have one). **Use care when handling the drawer.**

**Removing the storage drawer:**



1. **Empty** drawer of any pots and pans before removing drawer. **Pull** drawer straight out to the first stop. **Lift** front and **pull out** to the second stop.
2. **Lift** back slightly and **slide** drawer all the way out.

**Replacing the storage drawer:**




1. **Fit** ends of drawer slide rails into the drawer guides on both sides of opening.
2. **Lift** drawer front and **push in** until metal stops on drawer slide rails clear white stops on drawer guides. **Lift** drawer front again to clear second stop and slide drawer closed.



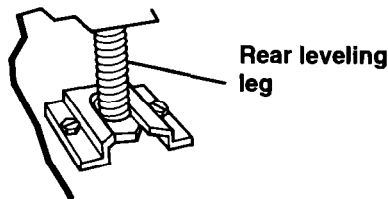
## The anti-tip bracket

The range will not tip during normal use. However, tipping can occur if you apply too much force or weight to the open door without the anti-tip bracket properly secured.

	<p style="text-align: center;"><b>⚠ WARNING</b></p> <p style="text-align: center;"><b>Tip Over Hazard</b></p> <p><b>Connect anti-tip bracket to the range feet.</b></p> <p><b>Reconnect anti-tip bracket, if range is moved.</b></p> <p><b>Do not push down on the open oven door.</b></p> <p><b>Follow the Installation Instructions.</b></p> <p><b>Do not let children climb onto the oven door.</b></p> <p><b>Failure to do so can result in death, burns, or other injury.</b></p>
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### To verify the anti-tip bracket is engaged (if you have a floor bracket):

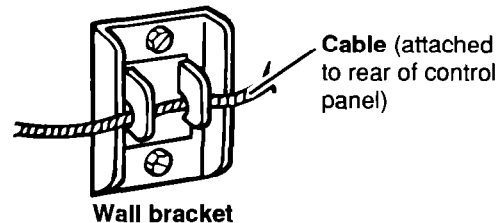
- **Remove** the storage drawer.  
(See page 16.)



**Floor bracket**

- **Look** to see if the anti-tip bracket is attached to floor with screws.
- **Make sure** 1 rear leveling leg is positioned under the anti-tip bracket.
- **See** Installation Instructions for further details.

### To verify the anti-tip bracket is engaged (if you have a wall bracket):



- **Look** to see if the anti-tip bracket is attached with screws to the wall behind the control panel.
- **Make sure** the cable on the back of the range is secured by the 2 hooks on the bracket.
- **Cable** must be unhooked from wall bracket to move range for cleaning or service. Reconnect cable before using range.
- **See** Installation Instructions for further details.

## Optional door panel pac

If you would like to change the color of your oven door glass to white or almond, you can order one of these kits from your Whirlpool Dealer. The kits include easy installation instructions.

- **White** (Kit No. 814071)
- **Almond** (Kit No. 814072)

# Caring for Your Range

In This Section		Page	Page
Surface units and reflector bowls ...	18	Removing the oven door .....	21
Lift-up cooktop .....	21	Cleaning chart .....	22

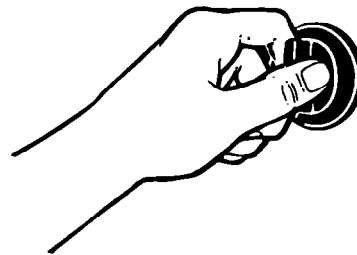
Your range is designed for ease of care. You can do most cleaning with items found around your home. Cleaning your range whenever spills or soiling occurs will help to keep it looking and operating like new.

**NOTE:** Let cooktop cool before cleaning.

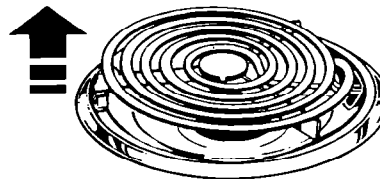
## Surface units and reflector bowls

### Removing

1. **Make sure** all surface units are off and cool before removing surface units and reflector bowls.

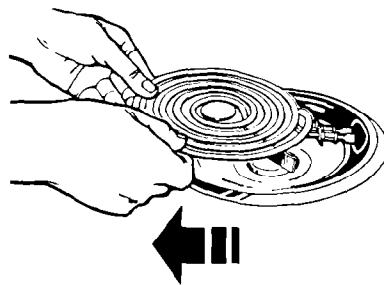


2. **Lift** the edge of the unit, opposite the receptacle, just enough to clear the element hold-down clip and the reflector bowl.



## CARING FOR YOUR RANGE

3. **Pull** the surface unit straight away from the receptacle.

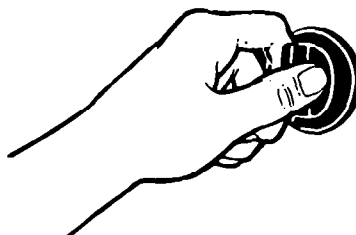


4. **Lift out** the reflector bowl. See "Cleaning chart" on page 22 for cleaning instructions.

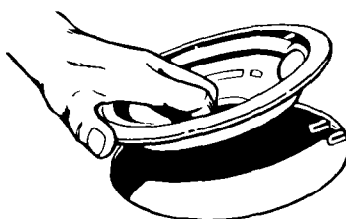


### Replacing

1. **Make sure** all surface units are off and cool before replacing surface units and reflector bowls.



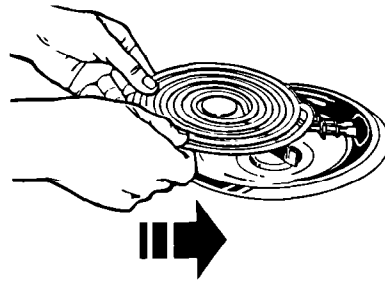
2. **Line up** openings in the reflector bowl with the surface unit receptacle and the element hold-down clip.



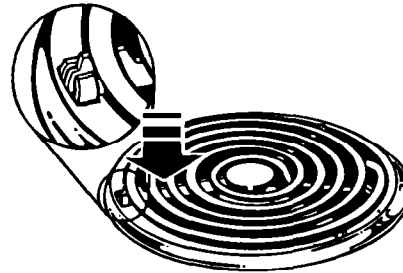
continued on next page

## CARING FOR YOUR RANGE

3. **Hold** the surface unit as level as possible with the terminal just started into the receptacle. **Push** the surface unit terminal into the receptacle.



4. When terminal is pushed into the receptacle as far as it will go, **push down** the edge of the surface unit opposite the receptacle. The element hold-down clip will keep the surface unit from moving around.



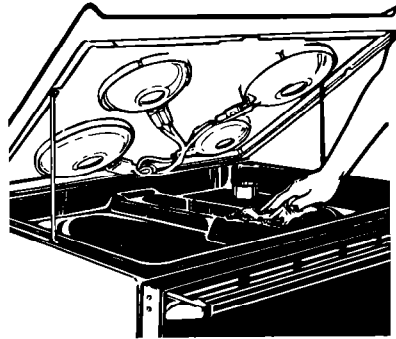
**NOTE:** Reflector bowls reflect heat back to the utensils on the surface units. They also help catch spills. When they are kept clean, they reflect heat better and look new longer.

If a reflector bowl gets discolored, some of your utensils may not be flat enough, or some may be too large for the surface unit. In either case, some of the heat that's meant to go into or around a utensil goes down and heats the reflector bowl. This extra heat can discolor it.

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## Lift-up cooktop

1. **Lift** front of cooktop at both front corners until the support rods lock into place.
2. **Wipe** with warm, soapy water. Use a soapy, steel-wool pad on heavily soiled areas.
3. **To lower the cooktop, lift** cooktop from both sides while pressing the support rods back to unlock them. **Lower** the cooktop into place.



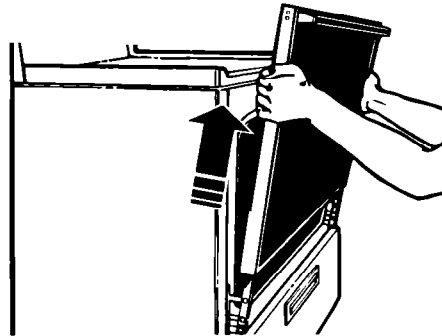
**NOTE:** Do not drop the cooktop. Damage could result to the porcelain and the cooktop frame.

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## Removing the oven door

Removing the oven door will help make it easier to clean the oven.

1. **Open** the door to the first stop position.
2. **Hold** the door at both sides and **lift** it at the same angle it is in.
3. **To replace, fit** the bottom corners of the door over the ends of the hinges. **Push** the door down evenly. The door will close only when it is on the hinges correctly.



## Cleaning chart

Use the following table to help you clean all parts of your range.

PART	WHAT TO USE	HOW TO CLEAN
<b>Control knobs</b>	Sponge and warm, soapy water	<ul style="list-style-type: none"> <li>• Turn knobs to OFF and pull straight away from control panel.</li> <li>• Wash, rinse, and dry thoroughly. Do not soak.</li> <li>• <b>Do not use steel wool or abrasive cleansers. They may damage the finish of the knobs.</b></li> <li>• Replace knobs. Make sure all knobs point to OFF.</li> </ul>
<b>Control panel</b>	Sponge and warm, soapy water  <b>OR</b>  Paper towel and spray glass cleaner	<ul style="list-style-type: none"> <li>• Wash, wipe with clean water, and dry thoroughly.</li> <li>• <b>Do not use steel wool or abrasive cleansers. They may damage the finish.</b></li> <li>• Do not spray cleaner directly on panel. Apply cleaner to paper towel.</li> </ul>
<b>Exterior surfaces</b> (other than control panel)	Sponge and warm, soapy water	<ul style="list-style-type: none"> <li>• Wash, wipe with clean water, and dry thoroughly.</li> <li>• Use nonabrasive, plastic scrubbing pad on heavily soiled areas.</li> <li>• <b>Do not use abrasive or harsh cleansers. They may damage the finish.</b></li> </ul> <p><b>NOTE:</b> Do not allow foods containing acids (such as vinegar, tomato, or lemon juice) to remain on surface. Acids may remove the glossy finish. Also, wipe up milk or egg spills when cooktop is cool.</p>
<b>Surface units</b>	No cleaning required	<ul style="list-style-type: none"> <li>• Spatters or spills will burn off.</li> <li>• <b>Do not immerse in water.</b></li> </ul>
<b>Chrome reflector bowls</b>	Warm, soapy water and a nonabrasive, plastic scrubbing pad	<ul style="list-style-type: none"> <li>• Wash, rinse, and dry thoroughly.</li> <li>• Clean frequently.</li> <li>• <b>Do not use abrasive or harsh cleansers.</b></li> </ul>
<b>Broiler pan and grid</b> (clean after each use)	Steel-wool pad and warm, soapy water	<ul style="list-style-type: none"> <li>• Wash, rinse, and dry thoroughly.</li> </ul>

## CARING FOR YOUR RANGE

PART	WHAT TO USE	HOW TO CLEAN
<b>Oven racks</b>	Steel-wool pad and warm, soapy water	<ul style="list-style-type: none"> <li>• Wash, rinse, and dry thoroughly.</li> </ul>
<b>Oven door glass</b>	Paper towel and spray glass cleaner <b>OR</b> Warm, soapy water and a nonabrasive, plastic scrubbing pad	<ul style="list-style-type: none"> <li>• Make sure oven is cool.</li> <li>• Follow directions provided with the cleaner.</li> <li>• Wash, wipe with clean water, and dry thoroughly.</li> </ul>
<b>Oven cavity</b>	Sponge and warm, soapy water Soapy steel-wool pad for heavily soiled areas <b>OR</b> Commercial oven cleaner for heavily soiled areas  Heavy-duty aluminum foil or shallow pan used while cooking	<ul style="list-style-type: none"> <li>• Remove door for easier access. (See page 21.)</li> <li>• Wash, wipe with clean water, and dry well.</li> <li>• Rinse well with water.</li> <li>• Remove door for easier access.</li> <li>• Place newspaper on floor to protect floor surface.</li> <li>• Follow directions provided with the oven cleaner.</li> <li>• Wipe well with clean water.</li> <li>• Use in well-ventilated room.</li> <li>• <b>Do not allow commercial oven cleaners to contact the heating elements, heat seal, thermostat, or exterior surfaces of the range. Damage will occur.</b></li> <li>• Place piece of foil or shallow pan, slightly larger than the cooking container, on lower rack to catch spillovers.</li> </ul> <p><b>NOTE:</b> Do not use foil or foil liner to cover the oven floor. Poor baking/roasting results could occur.</p>

# If You Need Assistance or Service

This section is designed to help you save the cost of a service call. Part 1 of this section outlines possible problems, their causes, and actions you can take to solve each problem. Parts 2 and 3 tell you what to do if you still need assistance or service. When calling our Consumer Assistance Center for help or calling for service, please provide a detailed description of the problem, your appliance's complete model and serial numbers and the purchase date. (See page 2.) This information will help us respond properly to your request.

## 1. Before calling for assistance ...

Performance problems often result from little things you can find and fix without tools of any kind. Please check the chart below for problems you can fix. It could save you the cost of a service call.

PROBLEM	POSSIBLE CAUSE	SOLUTION
<b>Nothing will operate</b>	The power cord is not plugged into a live circuit with proper voltage.  A household fuse has blown or a circuit breaker has tripped.	Plug the power cord into a live circuit with proper voltage. (See Installation Instructions.)  Replace household fuse or reset circuit breaker.
<b>The oven will not operate</b>	The Oven Selector is not turned to BAKE or BROIL.  The Oven Temperature Control Knob is not turned to a temperature setting.	Turn the Oven Selector to BAKE or BROIL.  Turn the Oven Temperature Control Knob to a temperature setting.
<b>The surface units will not operate</b>	A household fuse has blown or a circuit breaker has tripped.  Surface units are not plugged in all the way.  The control knobs are not being set correctly.	Replace household fuse or reset circuit breaker.  Turn control knobs to OFF and plug surface units in all the way. (See "Replacing" on page 19.)  Push control knobs in before turning to a setting.
<b>Control knob(s) will not turn</b>	You are not pushing in before turning.	Push control knob(s) in before turning to a setting.



## IF YOU NEED ASSISTANCE OR SERVICE

PROBLEM	POSSIBLE CAUSE	SOLUTION
<p><b>Cooking results are not what you expected</b></p>	<p>The range is not level.</p> <p>The oven temperature seems too low or too high.</p> <p>The oven was not preheated as the recipe calls for.</p> <p>The recipe you are using may need to be altered to improve the taste or appearance of the food.</p> <p>The pans are not the type or size recommended in the recipe.</p> <p>There is not proper air circulation around pan when baking.</p> <p>The cooking utensils are not the proper shape or do not fit the surface units being used.</p>	<p>Level range. (See Installation Instructions.)</p> <p>Adjust the oven temperature control. (See "Adjusting the oven temperature control" on page 12.)</p> <p>Preheat oven if called for in recipe.</p> <p>Alter recipe as needed.</p> <p>Refer to a reliable cookbook for recommended pan type and size.</p> <p>Allow 1½ to 2 inches (4-5 cm) of air space on all sides of pan. There must be a minimum space of 1 inch (3 cm).</p> <p>Use cooking utensils with smooth, flat bottoms that fit the surface units being used.</p>

## IF YOU NEED ASSISTANCE OR SERVICE

### 2. If you need assistance ...

Call the Whirlpool Consumer Assistance Center telephone number. Dial toll-free from anywhere in the U.S.A.:

**1-800-253-1301**

and talk with one of our trained consultants. The consultant can instruct you in how to obtain satisfactory operation from your appliance or, if service is necessary, recommend a qualified service company in your area.

If you prefer, write to:

Mr. William Clark  
Consumer Assistance Representative  
Whirlpool Corporation  
2000 North M-63  
Benton Harbor, MI 49022-2692

Please include a daytime phone number in your correspondence.

### 3. If you need service ...



Whirlpool has a nationwide network of authorized Whirlpool service companies.

Whirlpool service

technicians are trained to fulfill the product warranty and provide after-warranty service, anywhere in the United States. To locate the authorized Whirlpool service company in your area, call our Consumer Assistance Center telephone number (see Step 2) or look in your telephone directory Yellow Pages under:

• **APPLIANCE-HOUSEHOLD-MAJOR, SERVICE & REPAIR**

- See: Whirlpool Appliances or Authorized Whirlpool Service  
(Example: XYZ Service Co.)

• **WASHING MACHINES & DRYERS, SERVICE & REPAIR**

- See: Whirlpool Appliances or Authorized Whirlpool Service  
(Example: XYZ Service Co.)

### 4. If you need FSP® replacement parts ...

FSP is a registered trademark of Whirlpool Corporation for quality parts. Look for this symbol of quality whenever you need a replacement part for your ESTATE® appliance. FSP replacement parts will fit right and work right, because they are made to the same exacting specifications used to build every new ESTATE appliance.

To locate FSP replacement parts in your area, refer to Step 3 above or call the Whirlpool Consumer Assistance Center number in Step 2.

### 5. If you are not satisfied with how the problem was solved ...

- Contact the Major Appliance Consumer Action Program (MACAP). MACAP is a group of independent consumer experts that voices consumer views at the highest levels of the major appliance industry.
- Contact MACAP only when the dealer, authorized servicer, and Whirlpool have failed to resolve your problem.

Major Appliance Consumer  
Action Program  
20 North Wacker Drive  
Chicago, IL 60606

- MACAP will in turn inform us of your action.

# ESTATE® Electric Range Warranty

LENGTH OF WARRANTY	WHIRLPOOL WILL PAY FOR
<b>FULL ONE-YEAR WARRANTY</b> From Date of Purchase	FSP® replacement parts and repair labor to correct defects in materials or workmanship. Service must be provided by an authorized Whirlpool service company.
WHIRLPOOL WILL NOT PAY FOR	
<p><b>A.</b> Service calls to:</p> <ol style="list-style-type: none"> <li>1. Correct the installation of your range.</li> <li>2. Instruct you how to use your range.</li> <li>3. Replace house fuses or correct house wiring.</li> <li>4. Replace owner-accessible light bulbs.</li> </ol> <p><b>B.</b> Repairs when your range is used in other than normal, single-family household use.</p> <p><b>C.</b> Pickup and delivery. Your range is designed to be repaired in the home.</p> <p><b>D.</b> Damage to your range caused by accident, misuse, fire, flood, acts of God, or use of products not approved by Whirlpool.</p> <p><b>E.</b> Repairs to parts or systems caused by unauthorized modifications made to the appliance.</p>	

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WHIRLPOOL CORPORATION SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion or limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

**Outside the United States, a different warranty may apply. For details, please contact your authorized Whirlpool dealer.**

If you need service, first see the "If You Need Assistance or Service" section of this book. After checking "If You Need Assistance or Service," additional help can be found by calling our Consumer Assistance Center telephone number, **1-800-253-1301**, from anywhere in the U.S.A.