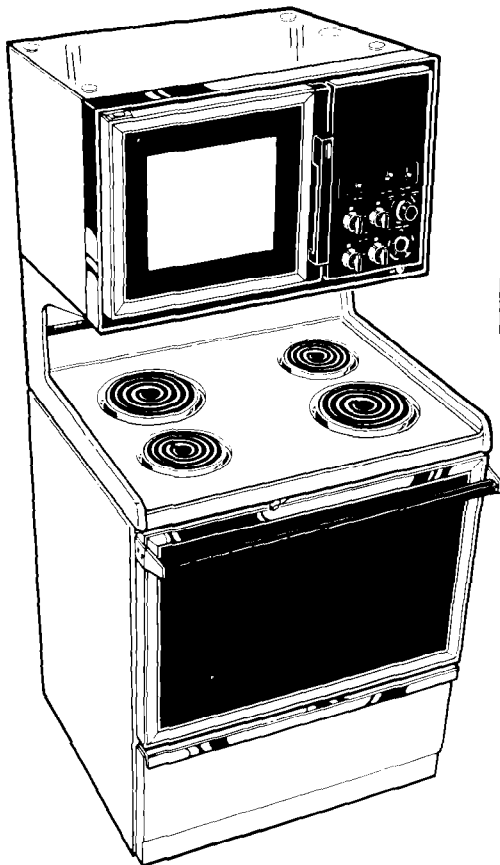


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# use & care guide

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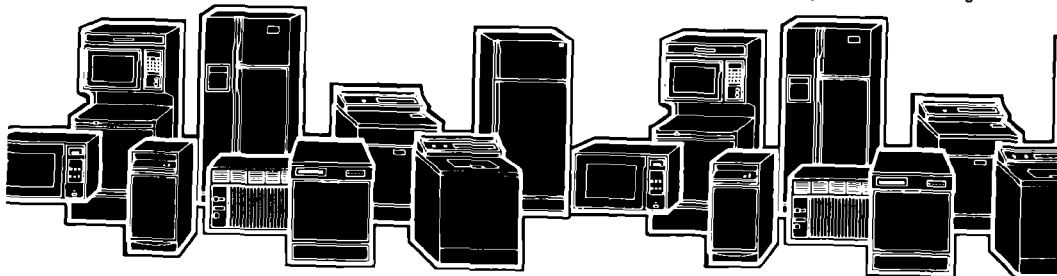


## COOKTOP AND LOWER OVEN

Self-Cleaning Models  
RM973BXP  
RM978BXP (Shown)

---

rowave Ovens, Trash Compactors, Room Air Conditioners, Dehumidifiers, Automatic Washers, Clothes Dryers, Freezers, Refrigerator-Freez



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\*Tmk.

## Before you use your range

**Read and carefully follow the "INSTALLATION INSTRUCTIONS" packed with your range.**

Read this "Use & Care Guide" and your "Cooking Guide" carefully for important use and safety information. Store these with the Upper Microwave Oven literature in the Range Literature Pac for future use.

### **It is your personal responsibility and obligation to be sure your range:**

- Has been installed where it is protected from the elements.
- Has been installed and leveled on a floor strong enough to support its weight.
- Has been properly connected to electrical supply and grounded. (See "Installation Instructions.")
- Is not used by anyone unable to operate it properly.
- Is properly maintained.
- Is used only for jobs expected of a home range.

**See your "Cooking Guide" and "Upper Microwave Oven Use & Care Guide" for additional safety and operating instructions.**

# IMPORTANT SAFETY INSTRUCTIONS



**WARNING** – When using your cooktop or lower oven, follow basic precautions, including the following:

- 1. DO NOT** allow children to use or play with any part of the range, or leave them unattended near it. They could be burned or injured.
- 2. DO NOT** store things children might want above the range. Children could be burned or injured while climbing on it.
- 3. DO NOT** allow anyone to touch hot surface units or heating elements. Dark colored units and elements can still be hot enough to burn severely.
- 4. KEEP** children away from the range when it is on. The cooktop and oven walls, racks and door can get hot enough to cause burns.
- 5. DO NOT** use the range to heat a room. Persons in the room could be burned or injured, or a fire could start.
- 6. KEEP** pan handles turned in, but not over another surface unit to avoid burns, injury and to help prevent the utensil from being pushed off the surface units.
- 7. DO NOT** use water on grease fires. The fire will spread. Cover fire with large lid or smother with baking soda or salt.
- 8. DO NOT** wear loose or hanging garments when using the range. They could ignite if they touch a hot surface unit or heating element and you could be burned.
- 9. DO NOT** heat unopened containers. They could explode. The hot contents could burn and container particles could cause injury.
- 10. MAKE SURE** to open the oven door all the way when adding or removing food to prevent burns.

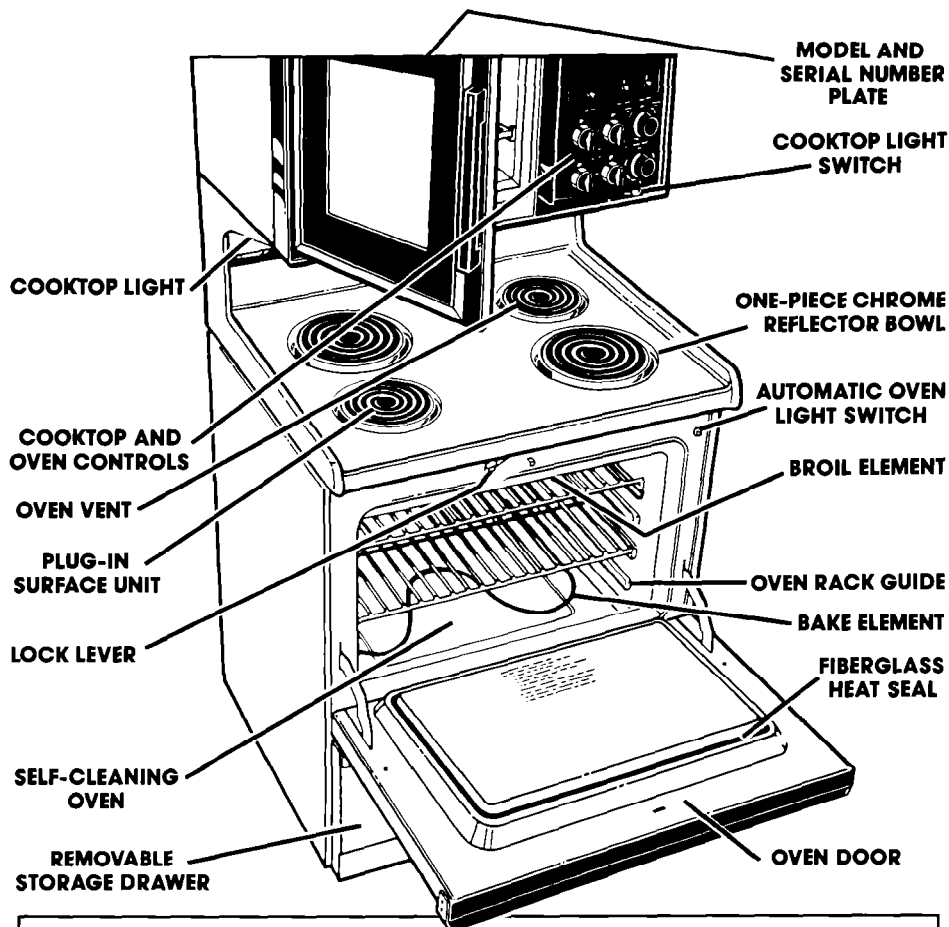
• FOR YOUR SAFETY •

**DO NOT STORE OR USE GASOLINE OR OTHER FLAMMABLE VAPORS AND LIQUIDS IN THE VICINITY OF THIS OR ANY OTHER APPLIANCE. THEY COULD IGNITE CAUSING EXPLOSION AND/OR FIRE.**

**– SAVE THESE INSTRUCTIONS –**

# Parts and features

Models RM973PXB and RM978BXP  
COOKTOP AND LOWER OVEN



## Copy your Model and Serial Numbers here...

If you need service, or call with a question, have this information ready:

1. **Complete** Model and Serial Numbers (from the plate located behind the microwave oven door).
2. Purchase date from sales slip.

Copy this information in these spaces. Keep this book in the Range Information Center with your warranty and sales slip.

There is no warranty registration to return. Proof-of-purchase is all that is required for in-warranty service.

\_\_\_\_\_

**Model Number**

\_\_\_\_\_

**Serial Number**

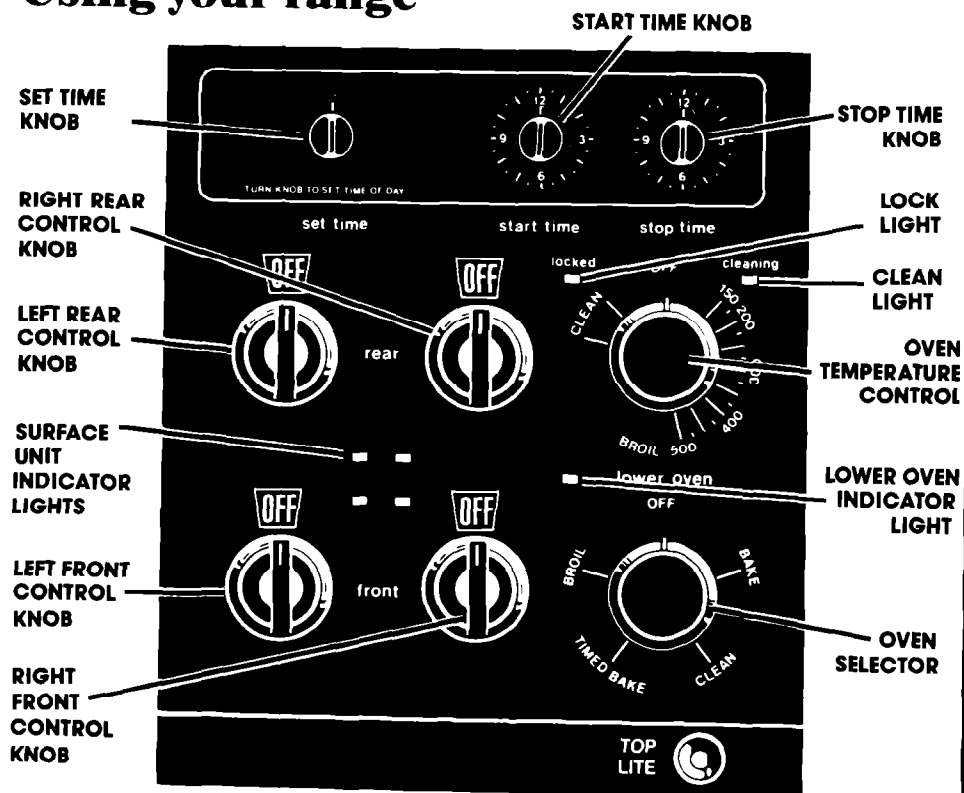
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**Purchase Date**

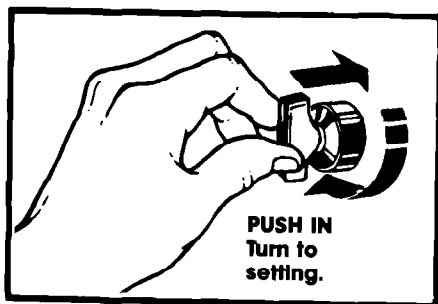
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**Service Company/Phone Number**

# Using your range

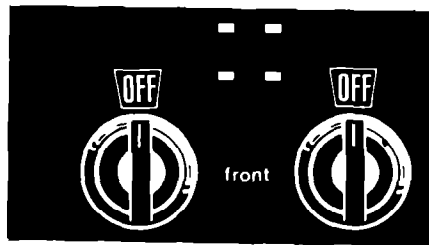


USING YOUR RANGE



Surface unit control knobs must be pushed in before turning. Turn either way until setting you want shows in window. Set them anywhere between HI and OFF.

## Indicator light



When a surface unit is on, its indicator light will also be on.

**WARNING:** Be sure all lights are OFF when you are not cooking. Someone could be burned or a fire could start if a surface unit is accidentally left ON.

## Using the surface units

Until you get used to the settings, use the following as a guide:

**Use HI** to start foods cooking or to bring liquids to a boil.

**Use MED-HI** to hold a rapid boil or to fry chicken or pancakes.

**Use MED** for gravy, puddings and icing, or to cook large amounts of vegetables.

**Use MED-LO** to keep food cooking after starting it on a higher setting.

**Use LO** to keep food warm until ready to serve. Set the heat higher or lower within the LO band to keep food at the temperature you want.

**CAUTION: The use of the HI setting for long periods of time can damage surface units and discolor chrome reflector bowls. Start cooking on HI and turn control down to continue cooking.**

Use only flat-bottomed utensils for best cooking result and to prevent damage to the cooktop. Specialty items with rounded or ridged bottoms (woks, ridged bottom canners or tea kettles) are not recommended.



**WARNING: The surface unit should never turn red during use. If it turns red, the bottom of the pan is not flat enough or is too small for the size of the surface unit. Damage to the surface unit, cooktop, wiring and/or surrounding area could result. If the pan is too small for the surface unit, you could be burned by the heat from the exposed section of the surface unit.**

See the "Cooking Guide" for important utensil information.

## Optional accessory canning kit (Part No. 242905)

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 from your Whirlpool Dealer or Tech-Care® Service Company.

See the "Cooking Guide" for important canning information.

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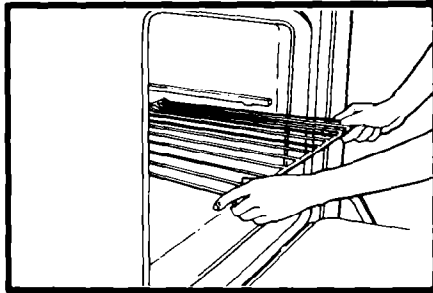
## Using the lower oven

The lower oven is always set with two knobs:

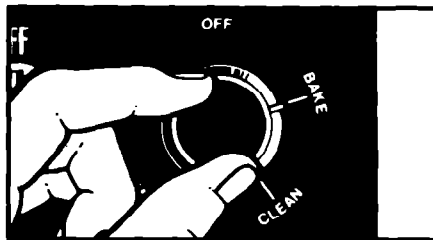
- The Oven Selector
- The Oven Temperature Control

**Both must be on a setting for the oven to heat.**

## Baking or roasting

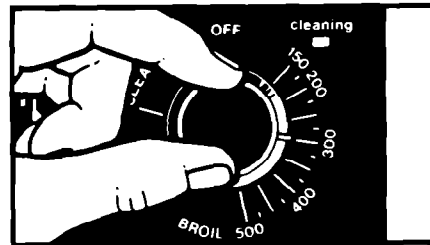


1. Position the rack(s) properly **before** turning on the oven. **To change rack position**, lift rack at front and pull out.

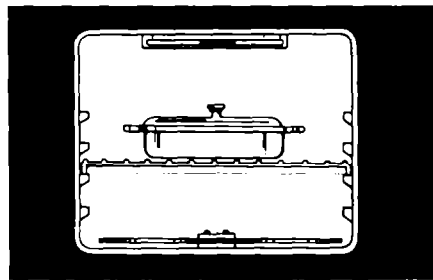


2. Set the Oven Selector on **BAKE**.

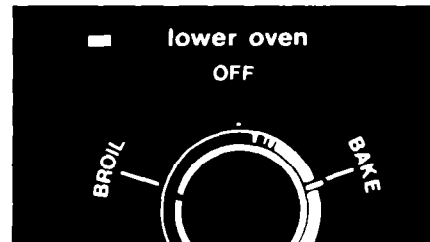
Rack(s) should be placed so the top of the food will be centered in the oven. Always leave at least 1½ to 2 inches (4-5 cm) between the sides of the pan and the oven walls and other pans. For more information, see the "Cooking Guide."



3. Set the Oven Temperature Control to the baking temperature you want.



4. When the Lower Oven Indicator Light goes off, the oven is pre-heated. Put food in the oven. **Note: Oven racks, walls and door will be hot.**



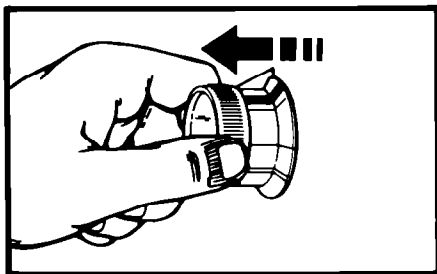
5. During baking, the elements will turn on and off to keep the oven temperature at the setting. The Lower Oven Indicator Light will turn on and off with the elements. **The top element helps heat during baking, but does not turn red.**

When baking is done, turn **both** the Oven Selector and the Oven Temperature Control to **OFF**.

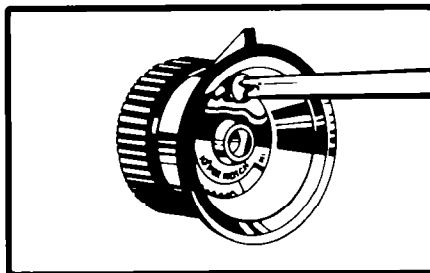
## Adjusting the Oven Temperature Control

Does your oven seem hotter or colder than your old oven? The Temperature of your old oven may have shifted gradually without your noticing the change. Your new oven is properly adjusted to provide accurate temperatures. But, when compared to your old oven, the new design may give you different results.

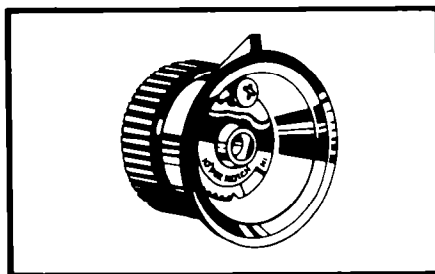
If after using the oven for a period of time, you are not satisfied with the temperature settings, they can be adjusted by following these steps:



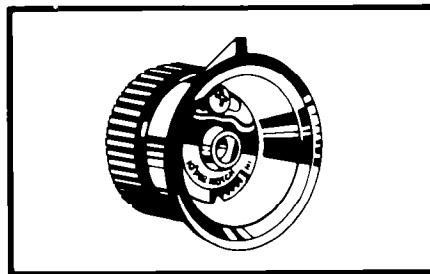
1. Pull the Oven Temperature Control Knob straight off.



2. Loosen the locking screw inside the control knob. **Note the position of the notches.**



3. **To lower the temperature**, move a notch closer to LO. Each notch equals about 10°F (5°C).



4. **To raise the temperature**, move a notch closer to HI. Each notch equals about 10°F (5°C).

**Tighten the locking screw and replace the control knob.**



## Using the automatic MEALTIMER\* Clock

The automatic MEALTIMER Clock will turn the **lower oven** on and off at times you set...even when you are not around.

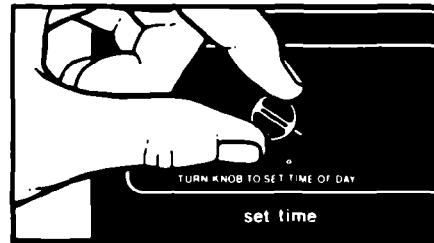
Automatic baking is ideal for foods which do not require a preheated oven such as meats and casseroles. **Do not use the automatic cycle for cakes, cookies, etc...undercooking will result.**

To start and stop baking automatically:

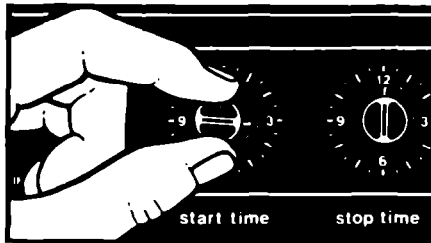
\*Tmk.



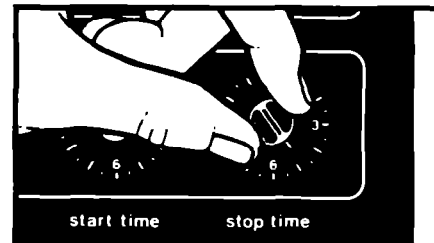
1. Position the oven rack(s) properly, and place the food in the oven.



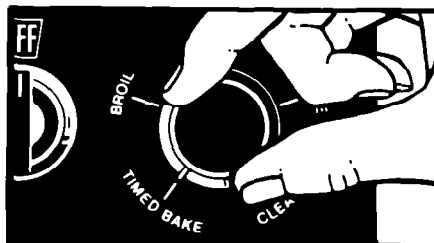
2. Turn the Set Time Knob until the Start and Stop Time Dials show the right time of day.



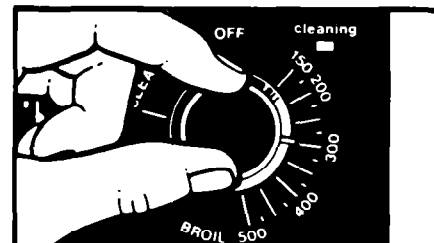
3. Push in and turn the Start Time Knob **clockwise** to the time you want baking to start.



4. Push in and turn the Stop Time Knob **clockwise** to the time you want the oven to shut off.



5. Set the Oven Selector on **TIMED BAKE**.



6. Set the Oven Temperature Control on the baking temperature you want. The oven will now start and stop automatically.

**After baking is done or to stop the oven before the preset time,** turn both the Oven Selector and the Oven Temperature Control to OFF.

**To start baking immediately and stop automatically:**

1. Position the oven rack(s) properly, and place the food in the oven.
2. Turn the Set Time Knob until the Start and Stop Time Dials show the right time of day.
3. Push in and turn the Stop Time Knob **clockwise** to the time you want the oven to shut off.
4. Set the Oven Selector on TIMED BAKE.
5. Set the Oven Temperature Control on the baking temperature you want.
6. After baking is done, turn **both** the Oven Selector and the Oven Temperature Control to OFF.  
**To stop the oven before the preset time**, turn both the Oven Selector and the Oven Temperature Control to OFF.

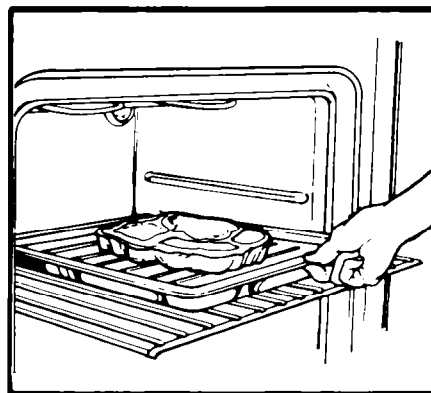
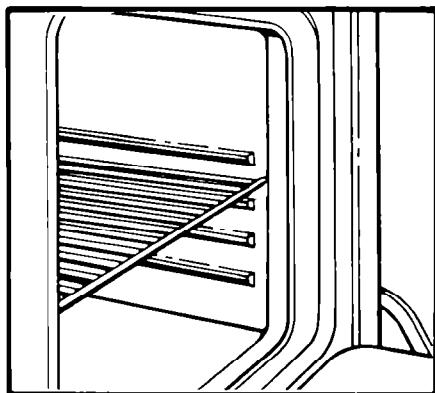


**WARNING: To avoid sickness and food waste.**

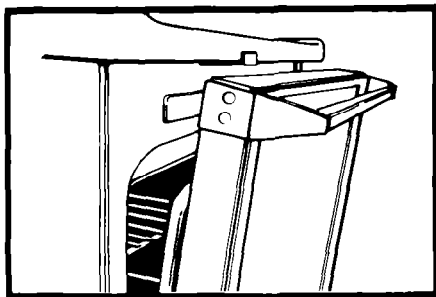
- Use foods that will not go bad or spoil while waiting for cooking to start.
- Avoid using dishes with milk or eggs, cream soups, cooked meats or fish, or any item with baking powder or yeast.
- Any food that has to wait for cooking to start should be very cold or frozen before it is put in the oven. **MOST UNFROZEN FOODS SHOULD NEVER STAND MORE THAN TWO HOURS BEFORE COOKING STARTS.**

---

## Broiling



1. Position the rack properly for broiling. See broil chart in the "Cooking Guide" or a reliable cookbook.
2. Put the broiler pan and food on the rack.



3. Close the door to the Broil Stop position, (open about 4 inches, 10.2 cm). The door will stay open by itself.

### Custom Broil

- If food is cooking too fast, turn the Oven Temperature Control **counterclockwise** until the Lower Oven Indicator Light goes off.
- If you want the food to broil slower from the start, set the Oven Temperature Control between 150° and 325°F (65.5 and 162.7°C). The lower the temperature, the slower the cooking.

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

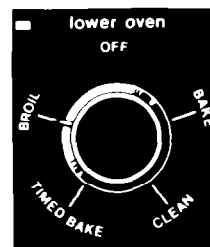
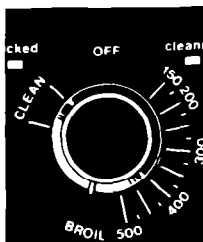
**CAUTION:** The oven door must be partly open whenever the oven is set to **BROIL**. Leaving the door open allows the oven to maintain proper temperatures.

### 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.

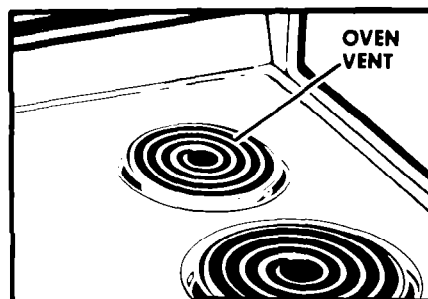
**CAUTION:** Plastic utensils left over the vent can melt.

**WARNING:** If you leave a utensil on the right rear surface unit, use pot holders when moving it. Pan handles can become hot enough to burn.



4. Set the Oven Selector and the Oven Temperature Control to **BROIL**.

When broiling is done, turn **both** the Oven Selector and the Oven Temperature Control to **OFF**.

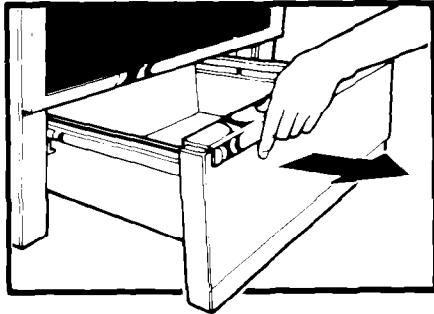


**Do not block the vent.** Poor baking can result.

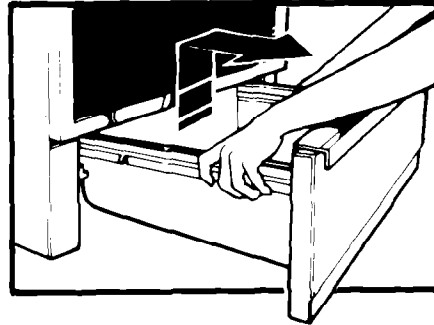
## The storage drawer

The storage drawer is for storing pots and pans.

### Removing the storage drawer

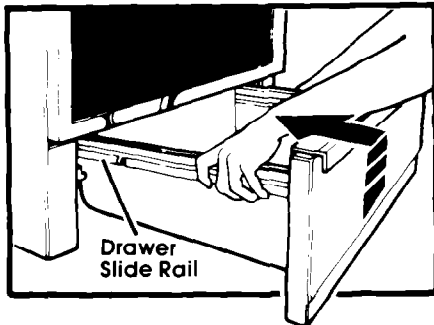


1. Pull drawer straight out to the first stop. Lift front and pull out to the second stop.

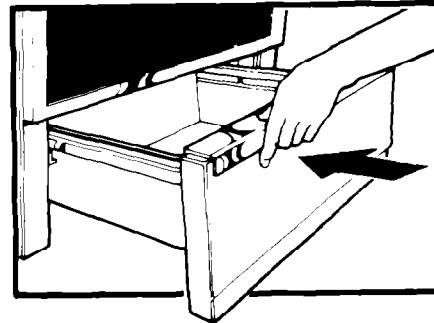


2. Lift back slightly and slide drawer all the way out.

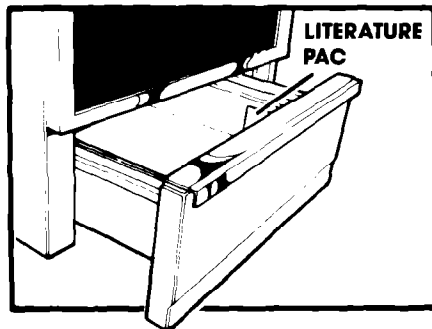
### Replacing the storage drawer



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.



### Use & Care Guide storage

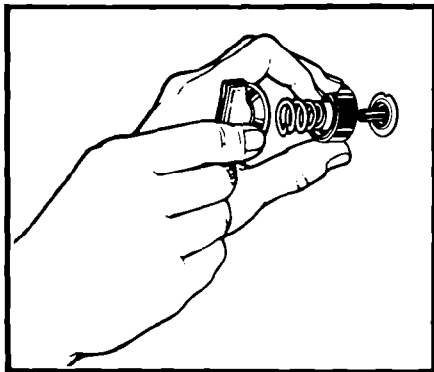
Store this booklet, along with your "Cooking Guide," sales slip and warranty in the Literature Pac, inside the storage drawer.

## Optional Rotisserie

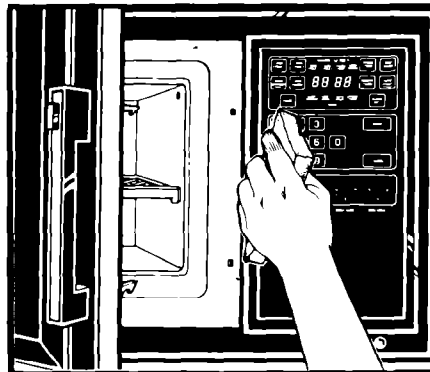
If you would like a rotisserie for your lower oven, you can order a kit (Part No. RCK 81-242985) from your Whirlpool Dealer. The kit includes easy installation instructions.

# Caring for your cooktop and lower oven

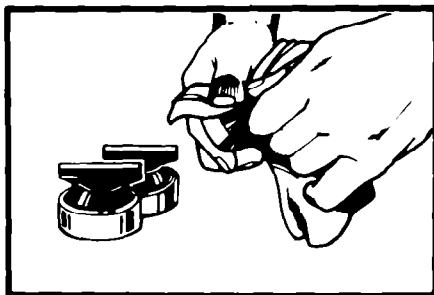
## Control Panel and Knobs



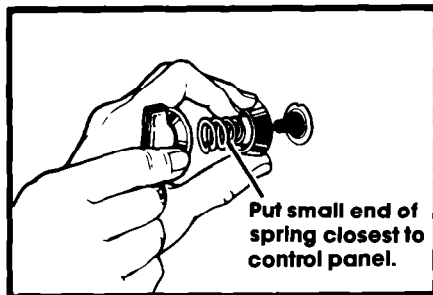
1. Pull knobs straight off. **NOTE:** Surface unit control knobs have a collar and a spring behind them.



2. Use warm soapy water or spray glass cleaner and a soft cloth to wipe the control panel. Rinse and dry well.



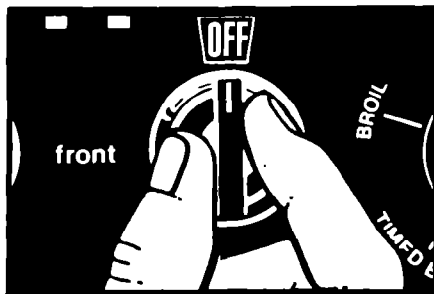
3. Wash control knobs and surface unit collars in warm soapy water. Rinse well and dry.



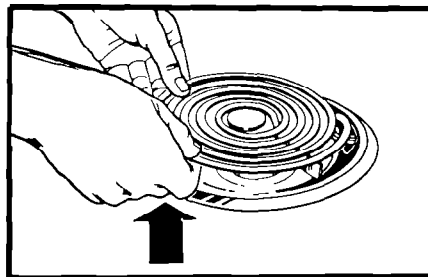
4. Push control knobs straight back on. Make sure they point to OFF. Make sure the collar and spring behind the surface unit control knobs are put together as shown.

## Surface units and reflector bowls

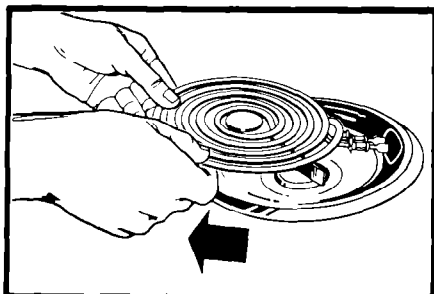
### Removing



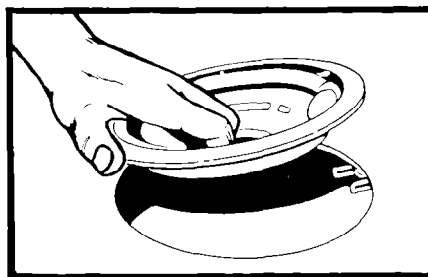
1.  **WARNING:** To avoid burns and possible electric shock, be sure surface units are OFF and COOL.



2. Lift the edge of the unit, opposite the receptacle, just enough to clear the reflector bowl.

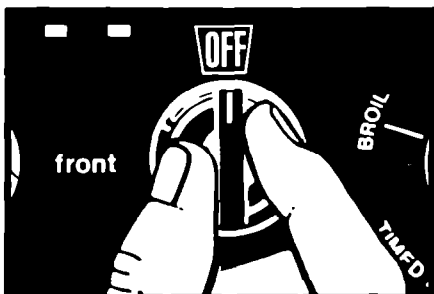


3. Pull the surface unit straight away from the receptacle.

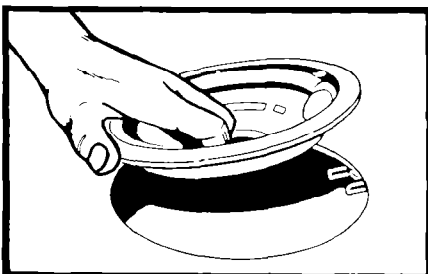


4. Lift out the reflector bowl. See Cleaning Chart on page 20 for cleaning instructions.

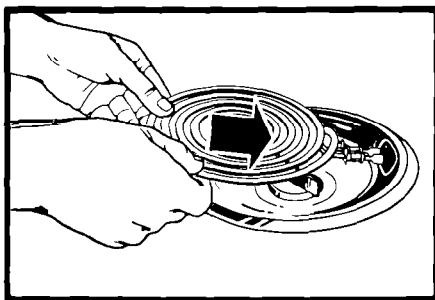
### Replacing



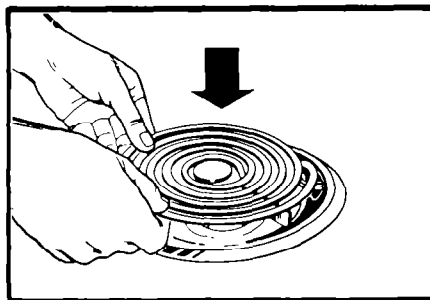
1.  **WARNING:** To avoid burns and possible electric shock, be sure surface units are OFF.



2. Line up opening in the reflector bowl with the surface unit receptacle.



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



4. Push the surface unit terminal into the receptacle. When the terminal is pushed into the receptacle as far as it will go, the surface unit will fit into the reflector bowl.

**CAUTION:** 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 the 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. See "Cooking Guide" for further information.



**WARNING – DO NOT LINE THE REFLECTOR BOWLS WITH FOIL.**  
Shock or fire hazard could result.

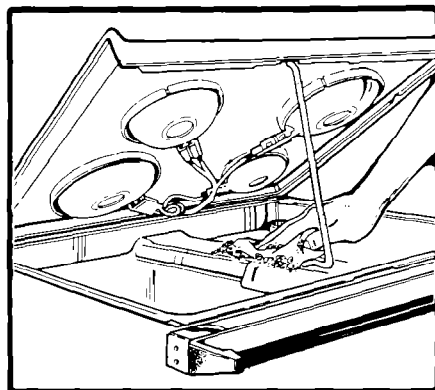
### Lift-Up Cooktop

1. Lift front of cooktop at center and swing-up the support rod.
2. Carefully lower the cooktop onto the support rod.



**WARNING:** Be sure the rod fits in the notch in the cooktop and is held securely. The cooktop could accidentally fall and injure you.

3. Wipe with warm soapy water. Use soapy steel-wool pad on stubborn spots.



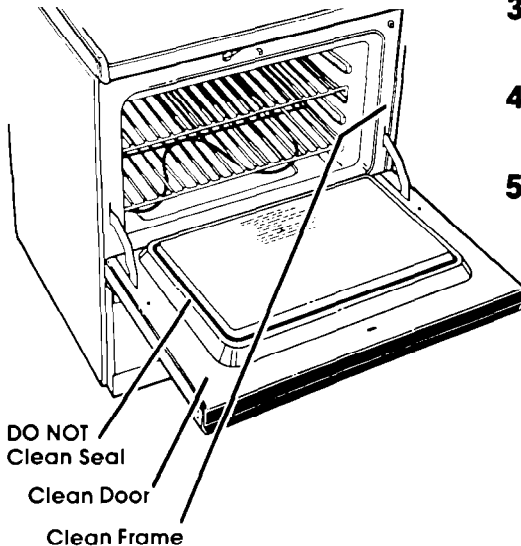
**CAUTION:** Do not drop the cooktop or let it bump the upper oven when lifting. Damage can result to the porcelain and the cooktop frame.

## Using the Self-Cleaning cycle

The self-cleaning cycle uses **very high heat** to burn away soil. Before you start, make sure you understand exactly how to use the cycle safely.

### Before you start

1. Clean the shaded areas by hand. They do not get hot enough during the Self-Clean cycle for soil to burn away. Use hot water and detergent or a soapy steel-wool pad on...
  - the frame around the oven.
  - the inside of the door, especially the part outside the oven seal.



**DO NOT clean the fiberglass seal. DO NOT move it or bend it. Poor cleaning and poor baking will result.**

2. Remove the broiler pan and any pots or pans you may have stored in the oven. They can't stand the high heat.
3. Wipe out any loose soil or grease. This will help reduce smoke during the cleaning cycle.
4. If your oven has a rotisserie, make sure the motor socket cover is closed.
5. Put oven racks on the second and fourth guides. During the Self-Cleaning Cycle they will darken and become harder to slide. See tips on page 18. If you want the oven racks to remain shiny, clean them by hand.

**Chrome reflector bowls must not be cleaned in the oven. They will discolor.**

Turn on the vent hood or other kitchen vent during the cleaning cycle. This will help remove smoke, odor and heat that are normal during the cycle.

#### SPECIAL CAUTIONS:

**DO NOT** use commercial oven cleaners in your oven. Damage to the porcelain finish may occur.

**DO NOT** force the Lock Lever, you could bend or break it. The lever is designed to stay locked until the oven is cool enough to safely open. Wait until it moves freely.

**DO NOT** use foil or other liners in the oven. During the cleaning cycle foil can burn or melt and damage the oven surface.

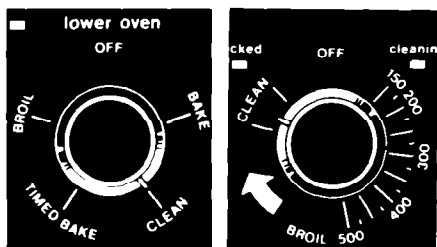
**WARNING: DO NOT block the vent during the cleaning cycle. Air must move freely for best cleaning results.**

**DO NOT** leave a utensil over the right rear surface unit during the cleaning cycle. It will become hot enough to burn you and the utensil could be damaged.

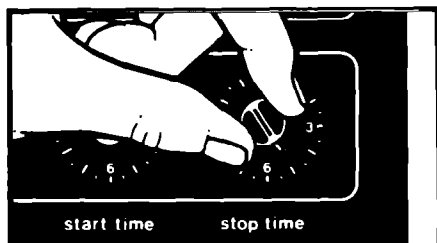
**DO NOT TOUCH THE COOKTOP OR OVEN DURING THE CLEANING CYCLE. THEY COULD BURN YOU.**



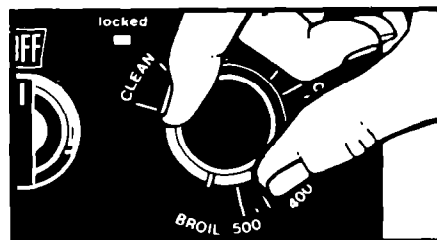
## Setting the controls



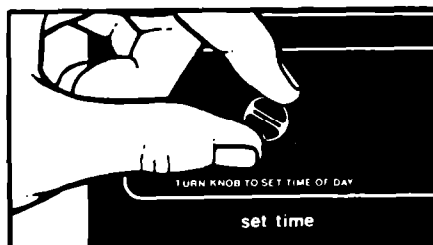
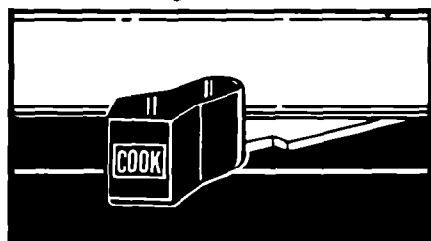
1. Set Oven Selector to CLEAN. Turn Oven Temperature Control through CLEAN until it stops.



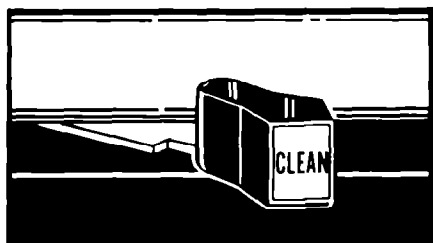
3. Push in the Stop Time Knob and turn the hand clockwise 2 or 3 hours. (2 hours for light soil; 3 hours or more for heavier soil.)



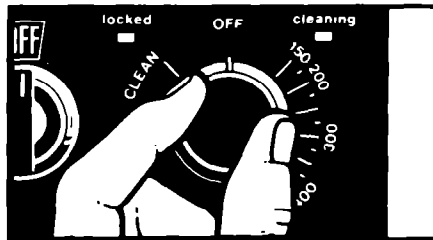
5. The Lock Light comes on when the oven temperature exceeds normal baking temperatures. The Lock Lever must not be moved and the door can't be opened when this light is on.



2. Turn the Set Time Knob until the Start and Stop Time Dials show the right time of day.



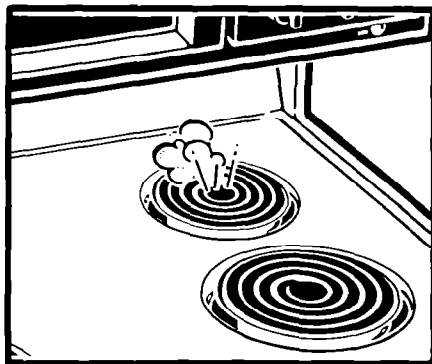
4. Move the Lock Lever all the way to the right. The Clean Light will come on only when the lever is all the way over.



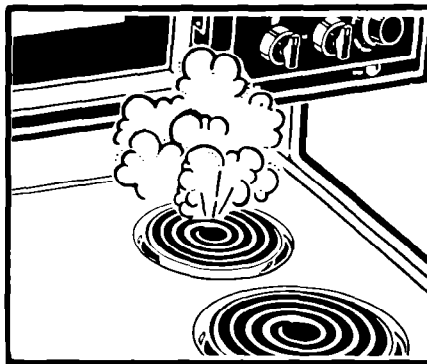
6. After the Clean Cycle is completed, turn the Oven Selector and the Oven Temperature Control to OFF.
7. Move the Lock Lever back to the left. **Do not force it.** Wait until it will move easily. This turns off the Clean Light.

After the oven is cool, wipe off any residue or ash with a damp cloth. If needed, touch up spots with cleaner or soapy steel-wool pad.

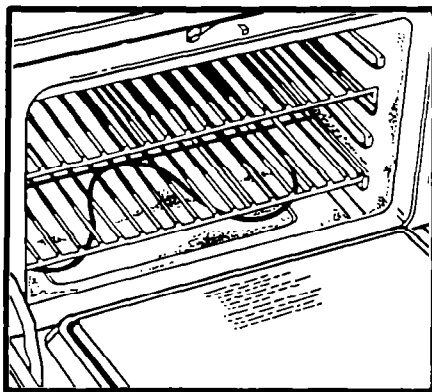
## Special tips



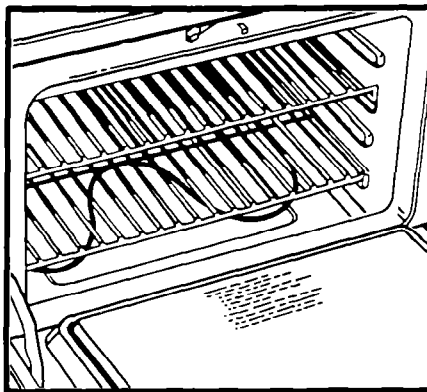
Keep the kitchen well aired during the cleaning cycle to help get rid of normal heat odors and smoke.



Clean the oven before it gets heavily soiled. Cleaning a very soiled oven takes longer and results in more smoke than usual.



If the cleaning cycle doesn't get the oven as clean as you expected, the cycle may not have been set long enough or you may not have prepared the oven properly. Set the cleaning time longer the next time and hand clean areas noted on page 16.



Oven racks lose their shine, discolor and become harder to slide on their guides when they are left in the oven during the cleaning cycle. To make them slide easier, polish the edges of the racks and rack guides with a soapy steel-wool pad, rinse well, and wipe on a thin coat of salad oil.

### To stop the cleaning cycle at any time:

**1.** Push in and turn the Stop Time Knob **clockwise** until it points to the right time of day.

**2.** Turn the Oven Selector and Oven Temperature Control to OFF. When the Lock Light turns off, move the Lock Lever back to the Cook Position. **DO NOT FORCE IT.** Wait until it moves easily.



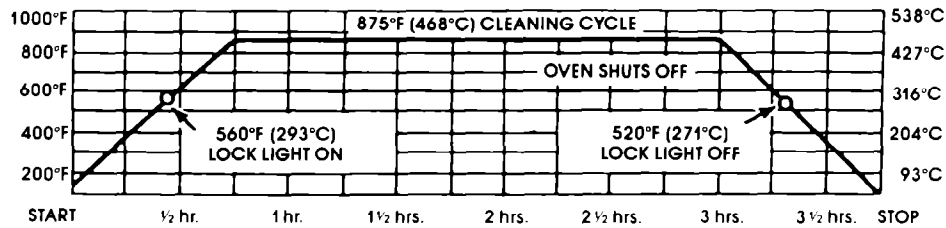
**WARNING: DO NOT TOUCH THE RANGE DURING THE CLEANING CYCLE. IT CAN BURN YOU.**

### How it works

During the self-cleaning cycle, the oven gets much hotter than it does for baking or broiling... approximately 875°F (468°C). This heat breaks up grease and soil, and burns it off.

The graph shows approximate temperatures and times during a self-cleaning cycle for 3 hours.

### SELF-CLEANING CYCLE – THREE HOUR SETTING (Approximate Temperatures and Times)



Notice that the heating stops when the 3-hour setting is up, but that it takes longer for the oven to cool down enough to unlock.

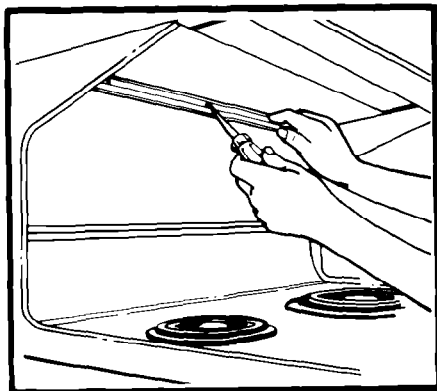
# Cleaning Chart

PART	WHAT TO CLEAN	HOW TO CLEAN
<b>Exterior surfaces</b>	Soft cloth and warm soapy water. Nylon or plastic scouring pad for stubborn spots.	<ul style="list-style-type: none"> <li>Wipe off regularly when cooktop and lower oven are cool.</li> <li><b>Do not allow food containing acids (such as vinegar, tomato, lemon juice or milk) to remain on surface. Acids will remove the glossy finish.</b></li> <li><b>Do not use abrasive or harsh cleansers.</b></li> </ul>
<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>	Automatic dishwasher or warm, soapy water and plastic scrubbing pad.	<ul style="list-style-type: none"> <li>Wash with other cooking utensils.</li> <li>Clean frequently.</li> <li><b>Do not use abrasive or harsh cleansers.</b></li> </ul>
<b>Broiler pan and grid</b>	Warm, soapy water or steel wool pad.	<ul style="list-style-type: none"> <li>Wash with other cooking utensils.</li> </ul>
<b>Control knobs</b>	Warm, soapy water and soft cloth.	<ul style="list-style-type: none"> <li>Wash, rinse and dry well.</li> <li><b>Do not soak.</b></li> </ul>
<b>Control panel</b>	Warm, soapy water or spray glass cleaner.	<ul style="list-style-type: none"> <li>Wash, rinse and dry well.</li> <li>Follow directions provided with cleaner.</li> </ul>
<b>Oven racks</b>	Self-Cleaning Oven cycle; warm, soapy water or soapy steel wool pads.  <b>NOTE: The oven racks will discolor and be harder to slide when left in the self-cleaning cycle. If you want them to stay shiny, remove them from the oven and clean by hand.</b>	<ul style="list-style-type: none"> <li>Leave in oven during Self-Cleaning cycle.</li> <li>Wash, rinse and dry. Use soapy steel wool pads for stubborn areas.</li> </ul>
<b>Lower oven door glass</b>	Spray glass cleaner; warm, soapy water or plastic scrubbing pad.	<ul style="list-style-type: none"> <li><b>Make sure oven is cool.</b></li> <li>Follow directions provided with cleaner.</li> <li>Wash, rinse and dry well with a soft cloth.</li> </ul>
<b>Self-Cleaning Oven</b>	For areas outside Self-Cleaning area use warm, soapy water or soapy steel wool pads.	<ul style="list-style-type: none"> <li>Follow directions starting on page 16, "Using the Self-Cleaning Cycle."</li> <li><b>Do not use commercial oven cleaners.</b></li> <li><b>Do not use foil to line the bottom of your Self-Cleaning Oven.</b></li> </ul>

## The Cooktop Light

The **Top Lite** button switch is at the bottom of the control panel. Push and hold the button for a few seconds before letting go to turn it ON. Push again to turn off the light.

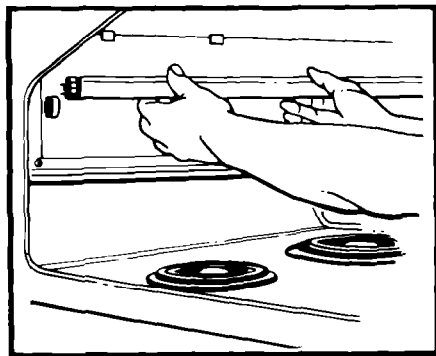
### To replace:



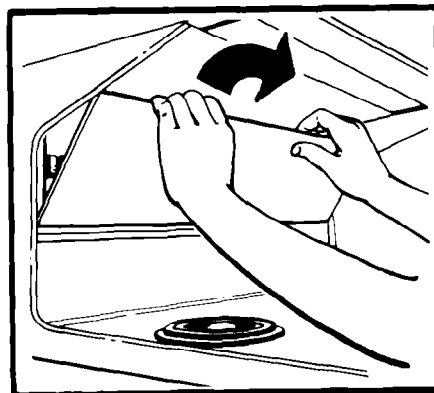
1.

**WARNING:** To avoid possible shock hazard, turn off the electric power at the main power supply.

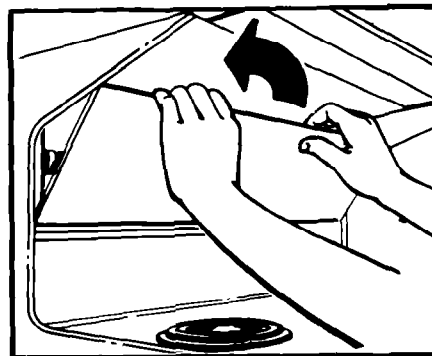
Remove the 3 screws and metal trim that supports the top of the light cover. **The glass is heavy. Hold it securely.**



3. Grasp the fluorescent tube at both ends. Roll bottom of tube towards the front until both ends come out of the receptacles. Replace with a 20-watt cool-white fluorescent tube.



2. With both hands, pull top of light cover towards you and lift it out of bottom support trim.

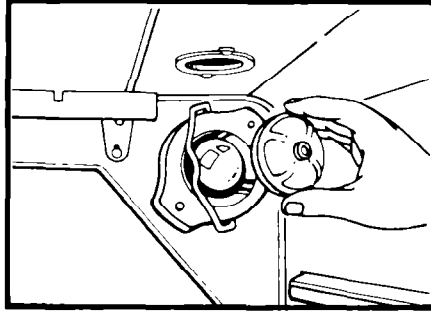



4. With both hands, carefully fit the glass light cover into the bottom metal support trim. Replace the top support trim and screws. Turn the electric power back on at the main power supply.

## The Lower Oven Light

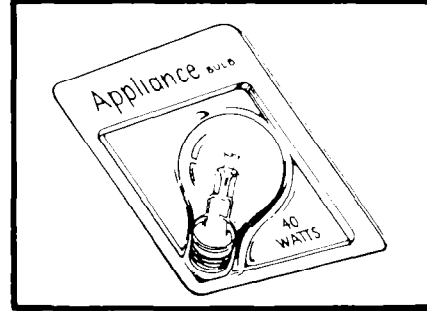
The lower oven light will turn on and off automatically when you open and close the oven door.

### To replace the light bulb:



-  **WARNING:** To avoid possible shock hazard, turn off the electric power at the main power supply.

Remove the bulb cover in the back of the oven by pulling out and pushing the wire holder to the side.



- Remove the light bulb from its socket. Replace the bulb with a 40-watt appliance bulb.

Replace the bulb cover and snap the wire holder in place.

Turn the power back on at the main power supply.

**CAUTION:** The bulb cover must be in place when using the oven. The cover protects the bulb from breaking.

**NOTE:** The Oven Light will not work during the self-cleaning cycle.

---

## If you need service or assistance, we suggest you follow these four steps:

### 1. Before calling for assistance...

Performance problems often result from little things you can fix yourself without tools of any kind.

#### If nothing operates:

- Is the power supply cord plugged into a live circuit with the proper voltage? (See "Installation Instructions.")
- Have you checked the main fuse or circuit breaker box?

#### If the oven will not operate:

- Is the Oven Selector turned to a setting (BAKE or BROIL, but not TIMED BAKE)?
- Is the Oven Temperature Control turned to a temperature setting?

#### If surface units will not operate:

- Have you checked the main fuse or circuit breaker box?

**If the Self-Cleaning cycle will not operate:**

- Are the Oven Selector and Oven Temperature Control set on CLEAN?
- Does the Start Time Dial show the correct time of day?
- Is the Stop Time Dial set ahead to the time you want the cleaning cycle to stop?
- Is the Lock Lever all the way to the right? (The Clean Light will come on.)
- Are surface units plugged in all the way?
- Do the control knobs turn?

**If surface unit knob(s) will not turn:**

- Did you push in before trying to turn?
- Is the spring replaced as shown on page 13?

**If cooking results aren't what you expected:**

- Is the range level?
- Are you using pans recommended in the **Cooking Guide**?
- If baking, have you allowed 1½ to 2 inches (4-5 cm) on all sides of the pans for air circulation?
- Have you preheated the oven as the recipe calls for?
- Are the pans the size called for in the recipe?
- Are you following a tested recipe from a reliable source?
- Do the cooking utensils have smooth, flat bottoms and fit the surface unit being used?

See the **Cooking Guide** for more information on cooking problems and how to solve them.

**2. If you need assistance\*...**

Call Whirlpool COOL-LINE® service assistance telephone number. Dial free from:

**Continental U.S. . . (800) 253-1301**  
**Michigan . . . . . (800) 632-2243**  
**Alaska & Hawaii . (800) 253-1121**

and talk with one of our trained Consultants. The Consultants 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.

**3. If you need service\*...**



Whirlpool has a nationwide network of franchised TECH-CARE® Service Companies. TECH-CARE service technicians

are trained to fulfill the product warranty and provide after-warranty service, anywhere in the United States. To locate TECH-CARE service in your area, call our COOL-LINE service assistance telephone number (see Step 2) or look in your telephone directory Yellow Pages under:

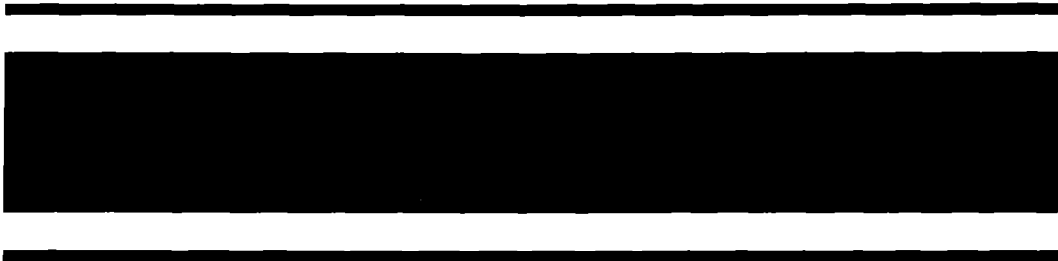
APPLIANCES - HOUSEHOLD - MAJOR - SERVICE & REPAIR	OR	ELECTRICAL APPLIANCES - MAJOR - REPAIRING & PARTS
WHIRLPOOL APPLIANCES FRANCHISED TECH-CARE SERVICE		WHIRLPOOL APPLIANCES FRANCHISED TECH-CARE SERVICE
SERVICE COMPANIES		
XYZ SERVICE CO 123 Maple . . . . . 999-9999		XYZ SERVICE CO 123 Maple . . . . . 999-9999
OR		
WASHING MACHINES, DRYERS & IRONERS - SERVICING		
WHIRLPOOL APPLIANCES FRANCHISED TECH-CARE SERVICE		
SERVICE COMPANIES		
XYZ SERVICE CO 123 Maple . . . . . 999-9999		

**4. If you have a problem\*...**

Call our COOL-LINE service assistance telephone number (see Step 2) and talk with one of our Consultants, or if you prefer, write to:

Mr. Stephen E. Upton  
 Senior Vice President  
 Whirlpool Corporation  
 Administrative Center  
 2000 US-33, North  
 Benton Harbor, MI 49022

\*If you must call or write, please provide: model number, serial number, date of purchase, and a complete description of the problem. This information is needed in order to better respond to your request for assistance.



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