

*Use and care*  
**GUIDE**

Professional Series Pro Grand<sup>®</sup> and Pro Harmony<sup>®</sup> Ranges



*Use and care*

# GUIDE

Professional Series Pro Grand<sup>®</sup> and Pro Harmony Ranges

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**Models:**

**Pro Grand**

PRD364WDGU

PRD364WIGU

PRD366WGU

PRD486WDGU

PRD486WIGU

**Pro Harmony**

PRD304WHU

PRD305WHU

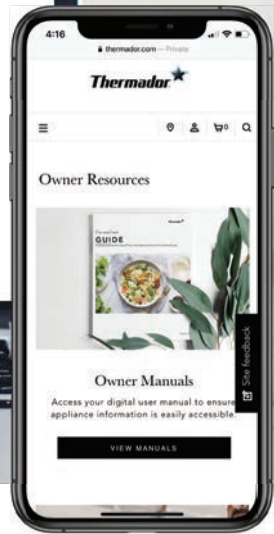
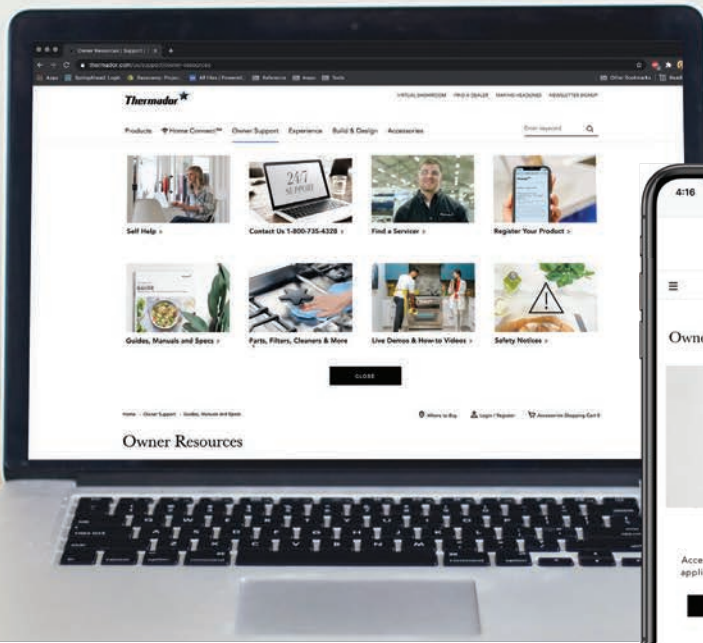
PRD364WDHU

PRD366WHU

PRD486WDHU

PRD488BHU





## Quick Access for US Customers A Digital Guide to Your Thermador Appliance

From initial set-up and device pairing to proper care and cleaning, consider this your one-stop guide to getting the most out of your Thermador appliance.



Open your camera app, then hover over the QR code to scan.



### How-to Product Videos

Learn how to expertly use and care for your new Thermador appliance.

[www.thermador.com/us/support/live-demos-and-how-to-videos](http://www.thermador.com/us/support/live-demos-and-how-to-videos)



### Cleaning, Care, and FAQs

Discover helpful tips and tricks for cleaning, care, usage, and troubleshooting.

[www.thermador.com/us/support/customer-care/faqs/gas-ranges](http://www.thermador.com/us/support/customer-care/faqs/gas-ranges)



### Product Registration

Register your appliance for a more efficient customer service experience.

[www.thermador.com/us/support/product-registration](http://www.thermador.com/us/support/product-registration)



### Home Connect™

Enlist hands-free help with remote control and monitoring. Thermador WiFi appliances work with Google Assistant and Amazon Alexa.

[www.thermador.com/us/home-connect](http://www.thermador.com/us/home-connect)



### WiFi Pairing Instructions

Pair your appliance to the Home Connect™ app with your smart device in a few easy steps.

[www.thermador.com/us/support/home-connect/pairing/ranges](http://www.thermador.com/us/support/home-connect/pairing/ranges)



### Cooking Accessories

Complement your kitchen with Thermador griddles, grills, teppanyaki pans, and more.

[www.thermador.com/us/support/filters-cleaners-accessories](http://www.thermador.com/us/support/filters-cleaners-accessories)

[WWW.THERMADOR.COM](http://WWW.THERMADOR.COM)



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*This THERMADOR® appliance is made by*  
 BSH Home Appliances Corporation  
 1901 Main Street, Suite 600  
 Irvine, CA 92614

*Questions?*

1-800-735-4328

www.thermador.com or www.thermador.ca

*We look forward to hearing from you!*

# ⚠ IMPORTANT SAFETY INSTRUCTIONS

## READ AND SAVE THESE INSTRUCTIONS

This Use and Care Guide explains the basics of operating your appliance and those safety measures that must be followed. For complete and safe installation information, refer to the Installation Instructions included with the appliance.

All product manuals may be downloaded online at [www.thermador.com/us/support/owner-manuals](http://www.thermador.com/us/support/owner-manuals) or [www.thermador.ca/en/support/owner-manuals](http://www.thermador.ca/en/support/owner-manuals).

**INSTALLER:** Please leave these instructions with this unit for the owner.

**OWNER:** Please retain these instructions for future reference. Read all safety instructions before operating the appliance. Have the installer show you where the electric circuit breaker and the gas supply shut-off valve are located so you know how and where to turn off the gas and electricity to the appliance.

### Safety definitions

**⚠ WARNING:** This indicates that death or serious injuries may occur as a result of non-observance of this warning.

**⚠ CAUTION:** This indicates that minor or moderate injuries may occur as a result of non-observance of this warning.

**NOTICE:** This indicates that damage to the appliance or property may occur as a result of non-compliance with this advisory.

**Note:** This alerts you to important information and/or tips.

### WARNING

#### Never Operate the Top Surface Cooking Section of this Appliance Unattended

- **Failure to follow this warning statement could result in fire, explosion, or burn hazard that could cause property damage, personal injury, or death.**
- **If a fire should occur, keep away from the appliance and immediately call your fire department. DO NOT ATTEMPT TO EXTINGUISH AN OIL/GREASE FIRE WITH WATER.**



**WARNING:** If the information in this manual is not followed exactly, a fire or explosion may result causing property damage, personal injury or death.

- **DO NOT store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.**
- **WHAT TO DO IF YOU SMELL GAS**
  - **DO NOT try to light any appliance.**
  - **DO NOT touch any electrical switch.**
  - **DO NOT use any phone in your building.**
  - **Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.**
  - **If you cannot reach your gas supplier, call the fire department.**
- **Installation and service must be performed by a qualified installer, service agency or the gas supplier.**

### WARNING—ALL APPLIANCES

- **Proper installation** – Be sure your appliance is properly installed and grounded by a qualified technician.
- **Never use your appliance for warming or heating the room.**
- **Do not leave children alone** – Children should not be left alone or unattended in area where an appliance is in use. They should never be allowed to sit or stand on any part of the appliance.
- **Wear proper apparel** – Loose-fitting or hanging garments should never be worn while using the appliance.
- **User servicing** – Do not repair or replace any part of the appliance unless specifically recommended in the manual. All other servicing should be referred to an authorized service provider.
- **Storage in or on appliance** – Flammable materials should not be stored in or near the appliance. To eliminate risk of burns or fire caused by reaching over heated surface units, cabinet storage located above the surface units should be avoided.

# ⚠️ IMPORTANT SAFETY INSTRUCTIONS

## READ AND SAVE THESE INSTRUCTIONS

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### WARNING—ALL APPLIANCES

- **Do not use water on grease fires** – Smother fire or flame or use dry chemical or foam-type extinguisher.
  - **Use only dry potholders** – Moist or damp potholders on hot surfaces may result in burns from steam. Do not let a potholder touch hot heating elements. Do not use a towel or other bulky cloth.
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### WARNING—SURFACE COOKING UNITS

- **Use proper pan size** – This appliance may be equipped with surface burners of different sizes. Select utensils having flat bottoms large enough to cover the surface burner. The use of undersized utensils will expose a portion of the burner to direct contact and may result in ignition of clothing. Proper relationship of utensil to burner will also improve efficiency.  
The flame size should not extend beyond the edge of the cooking utensil. This instruction is based on safety considerations.
  - **Never leave surface burners unattended at high heat settings** – Boil-over causes smoking and greasy spillovers that may ignite.
  - **If applicable, make sure drip trays are in place** – Absence of these trays during cooking may subject wiring or components underneath to damage.
  - **Protective liners** – Do not use aluminum foil to line oven bottoms. Improper installation of these liners may result in a risk of electric shock, or fire.
  - **Glazed cooking utensils** – Only certain types of glass, glass/ceramic, ceramic, earthenware, or other glazed utensils are suitable for range-top service without breaking due to the sudden change in temperature.
  - **Utensil handles should be turned inward and not extend over adjacent surface units** – To reduce the risk of burns, ignition of flammable materials, and spillage due to unintentional contact with the utensil, the handle of a utensil should be positioned so that it is turned inward, and does not extend over adjacent surface units.
  - **Clean the cooktop with caution** – If a wet sponge or cloth is used to wipe spills on a hot cooking area, be careful to avoid steam burns. Some cleaners can produce noxious fumes if applied to a hot surface.
  - **Do not soak removable heating elements** – Heating elements should never be immersed in water.
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### WARNING—GLASS/CERAMIC COOKING SURFACES

**Do not cook on a broken cooktop** – If cooktop should break, cleaning solutions and spillovers may penetrate the broken cooktop and create a risk of electric shock. Contact an authorized service provider immediately.

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### WARNING—INDUCTION SURFACES

Do not place metallic objects such as knives, forks, spoons, and lids on the cooktop surface since they can get hot.

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### WARNING—DEEP FAT FRYERS

Use extreme caution when moving a grease kettle or disposing of hot grease.

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### WARNING—OVENS

- **Use care when opening door** – Let hot air or steam escape before removing or replacing food.
  - **Do not heat unopened food containers** – Build-up of pressure may cause the container to burst and result in injury.
  - **Keep oven vent ducts unobstructed.**
  - **Placement of oven racks** – Always place oven racks in desired location while oven is cool. If a rack must be moved while oven is hot, do not let potholder contact the hot heating element in oven.
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### WARNING—SELF-CLEANING OVENS

- **Do not clean the door gasket** – The door gasket is essential for a good seal. Care should be taken not to rub, damage, or move the gasket.
  - Do not use a protective coating to line the oven and do not use a commercial oven cleaner unless certified for use in a self-cleaning oven.
  - Clean only parts listed in manual.
  - Do not leave food or cooking utensils, etc., in an oven during the pyrolytic self-cleaning mode of operation.
  - Please note that some pets or humans can be sensitive to the odors created during the self-cleaning process whether it is a manufacturing residue burn off or food. It is recommended that those potentially affected be removed from the kitchen area during the self-clean process.
- 

**DO NOT TOUCH HEATING ELEMENTS OR INTERIOR SURFACES OF OVEN** – Heating elements may be hot even though they are dark in color. 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 heating elements or interior surfaces of oven until they have had sufficient time to cool. Other surfaces of the appliance may become hot enough to cause burns - among these surfaces are oven vent openings and surfaces near these openings, oven doors, and windows of oven doors.

# ⚠ IMPORTANT SAFETY INSTRUCTIONS

## READ AND SAVE THESE INSTRUCTIONS

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### WARNING—VENTILATING HOODS

- Clean ventilating hoods frequently – Grease should not be allowed to accumulate on hood or filter.
- This appliance should not be installed with a ventilation system that directs air in a downward direction toward the appliance. This type of ventilation system may cause ignition and combustion problems with the appliance resulting in personal injury, property damage, or unintended operation. Ventilating systems that direct the air upwards do not have any restriction.

An air curtain or other overhead range hood, which operates by blowing a downward airflow onto a range, shall not be used in conjunction with a gas range unless the hood and range have been designed and tested in accordance with the Standard for Domestic Gas Ranges, ANSI Z21.1 • CSA 1.1, and listed by an independent testing laboratory for combination use.

- When flambéing foods under the hood, turn the fan on.

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### WARNING

**NEVER** cover any slots, holes or passages in the oven bottom or cover an entire rack with materials such as aluminum foil. Doing so blocks air flow through the oven and may cause carbon monoxide poisoning. Aluminum foil linings may also trap heat, causing a fire hazard.

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### WARNING—IN CASE OF AN ELECTRICAL FAILURE



If a gas control knob is turned ON and there is no electrical power to operate the electronic igniters on the burners, turn OFF the gas control knob and wait 5 minutes for the gas to dissipate before lighting the burner manually.

To light the burners manually, carefully hold a lighted match to the burner ports and turn the gas control knob to HI. During a power failure, you can use the standard burners, but each must be lit with a match.

Do not attempt to light an XLO<sup>®</sup> burner manually. These burners are equipped with the ExtraLow<sup>®</sup> feature and cannot be lit manually.

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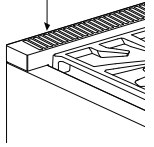
### CAUTION

Do not store items of interest to children above or at the back of the appliance. If children should climb onto the appliance to reach these items, they could be seriously injured.

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### WARNING—AIR FLOW

- Do not block or obstruct the flow of air through the ventilation openings. The vent is located at the back of the appliance. The vent needs to be unobstructed and open to provide necessary airflow that is important for proper performance.
- Do not touch the vent area while the appliance is on and for several minutes after the appliance is off. Some parts of the vent and surrounding areas become hot enough to cause burns. Allow appliance sufficient time to cool before touching or cleaning vent areas.
- Do not position plastic or other heat-sensitive items on or near the vent. These items could melt or ignite.
- To provide proper ventilation of the range do not remove range feet.



Do not allow meat probes or other utensils to come into contact with the heating elements.

Do not use the grill plate accessory for cooking excessively fatty meats or products which promote flare-ups.

When cooking fatty or oily foods on burners, the grill, or the griddle, adjacent gas burners can ignite airborne fumes. Use caution to avoid burns.

**IMPORTANT:** There is a possibility to discolor the back wall under certain cooking conditions.

**DO NOT** store or use corrosive chemicals, vapors, flammables, or nonfood products in or near this appliance. It is specifically designed for use when heating or cooking food. The use of corrosive chemicals while heating or cleaning will damage the appliance and could result in injury.

**DO NOT TOUCH SURFACE UNITS OR AREAS NEAR UNITS** – Surface units may be hot even though they are dark in color. Areas near surface units may become hot enough to cause burns. During and after use, do not touch, or let clothing or other flammable materials contact surface units or areas near units until they have had sufficient time to cool. Among these areas are the cooktop and surfaces facing the cooktop.

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### SMART-ENABLED APPLIANCES—REMOTE OPERATION

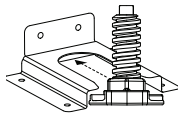
This appliance may be configurable to allow remote operation at any time. Do not store any flammable materials or temperature sensitive items inside, on top or near surface units of the appliance.

# ⚠ IMPORTANT SAFETY INSTRUCTIONS

## READ AND SAVE THESE INSTRUCTIONS

### WARNING—DANGER OF TIPPING ON RANGES

- All ranges can tip and injury can result. To prevent accidental tipping of the range, attach it to the floor, wall, or cabinet by installing the anti-tip bracket supplied.
- A child or adult can tip the range over and be killed or seriously injured. Verify that the anti-tip bracket is securely installed. Ensure the anti-tip bracket is engaged when the range is moved.
- **DO NOT** operate the range without the anti-tip bracket in place. Failure to follow the instructions in this manual can result in death or serious burns to children and adults.
- If the range is pulled away from the wall for cleaning, service, or any other reason, ensure that the anti-tip bracket is properly reengaged when the range is pushed back into place. In the event of abnormal usage (such as a person standing, sitting, or leaning on an open door), failure to take this precaution can result in tipping of the range. Personal injury might result from spilled hot liquids or from the range itself.
- Check for proper installation and use of anti-tip bracket. Carefully tip range forward pulling from the back to ensure that the anti-tip bracket engages the range and prevents tip-over. Range should not move more than 1" (2.5 cm).



- Service should only be done by an authorized service provider.
- It is the responsibility of the owner and the installer to determine if additional requirements and/or standards apply to specific installations.

### GAS REQUIREMENTS

#### Natural gas w.c.

Minimum	7" (17.4 mbar)
Maximum	14" (34.9 mbar)

#### LP gas w.c.

Minimum	11" (27.4 mbar)
Maximum	14" (34.9 mbar)

- A manual valve must be installed in an accessible location in the gas piping external to the appliance for the purpose of turning on or shutting off gas to the appliance.
- In the event a burner goes out and gas escapes, open a window or a door. **DO NOT** attempt to use the appliance until the gas has had time to dissipate. Wait at least 5 minutes before using the appliance.
- For Massachusetts installations:
  - Installation must be performed by a qualified or licensed contractor, plumber or gas fitter qualified or licensed by the state, province or region where this appliance is being installed.
  - Shut-off valve must be a "T" handle gas cock.
  - Flexible gas connector must not be longer than 36" (914 mm).
- The maximum depth of cabinets installed above cooking surface must be 13" (330 mm).

### REQUIREMENTS AND STANDARDS

- The appliance must be electrically grounded in accordance with local codes or, in the absence of local codes, with the National Electrical Code, NFPA 70 or the Canadian Electrical Code, CSA C22.1.
- Installation must conform with local codes or, in the absence of local codes, with the National Fuel Gas Code, ANSI Z223.1/NFPA 54 or, in Canada, the Natural Gas and Propane Installation Code, CSA B149.1.
- Installation of appliances designed for manufactured (mobile) home installation must conform with the Manufactured Home Construction and Safety Standard, Title 24 CFR, Part 3280 [formerly the Federal Standard for Mobile Home Construction and Safety, Title 24, HUD (Part 280)] or with local codes where applicable.
- Installation of appliances designed for recreational park trailers must conform with state or other codes or, in the absence of such codes, with the ANSI A119.5 Park Model Recreational Vehicle Standard.
- See the Installation Instructions for electrical requirements, grounding instructions and clearance to combustible material requirements.

### PROPOSITION 65 WARNING

This product may contain a chemical known to the State of California, which can cause cancer or reproductive harm. Therefore, the packaging of your product may bear the following label as required by California:

#### State of California Proposition 65 Warning:

#### ⚠ WARNING

Cancer and Reproductive Harm - [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov)

### Disposal of packaging

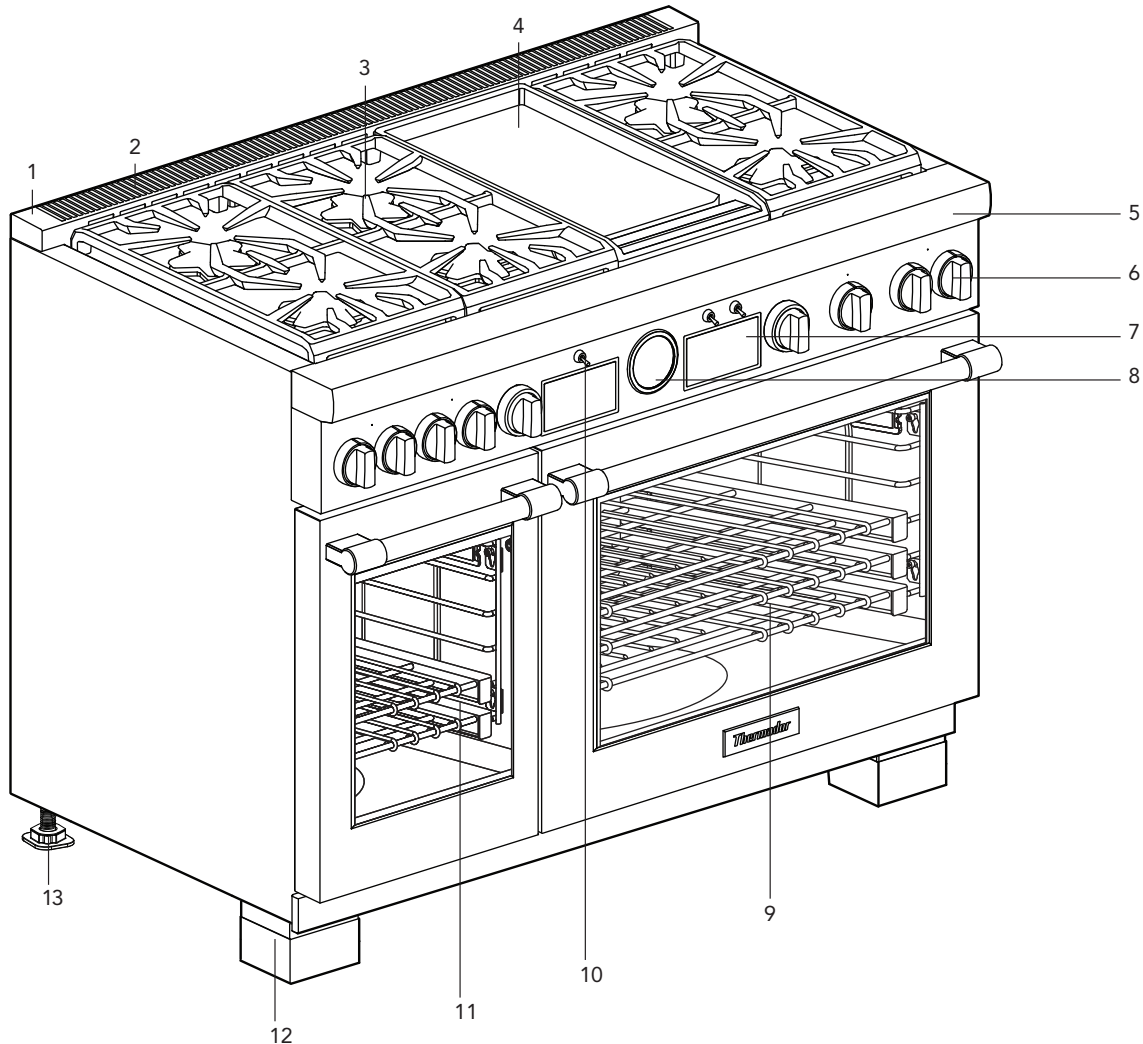
The packaging materials are environmentally compatible and can be recycled. Sort the individual components by type and dispose of them separately. Information about current disposal methods can be obtained from your specialist dealer or local authority.



# *Familiarizing yourself with your appliance*

This Use and Care Guide covers several models. Your model may have some but may not have all of the features or displays listed. All graphics are representative. Your appliance may vary in appearances and features.

## **Appliance exterior identification**



- 1 Island trim included or low backguard ordered separately (See Installation Instructions concerning spacing behind the range when using the range with the island trim.)
- 2 Oven vent (**DO NOT** obstruct!)
- 3 STAR® burners and grates
- 4 Griddle option (options will vary)
- 5 Control panel
- 6 Control knobs
- 7 Oven display
- 8 Temp gauge
- 9 Main oven
- 10 Light switch
- 11 Secondary auxiliary oven
- 12 Leg covers (Pro Grand models only. If additional leg covers are required, they may be ordered from Customer Support by calling 1-800-735-4328 at no charge for up to one year after purchase date of the appliance.)
- 13 Range feet (**DO NOT** remove!)



**Automatic operation of the cooling fan**

The cooling fan runs during all cooking modes. The fan can be heard when it is running, and warm air may be felt as it is released from the oven vent. The fan may also run after the oven is off.

**Oven vent**

The oven vent is located at the back of the unit. Warm air may be released from the vent before, during and after cooking. It is normal to see steam escaping from the vent, and condensation may collect in this area. This area may be warm when the oven is in use. Do not block the vent, since it is important for air circulation.

**Convection fan**

The convection fan operates during all convection modes. When the oven is operating in a convection mode, the fan turns off automatically when the door is opened. The convection fan may also run during self-clean.

**Temperature gauge**

The temperature gauge will start to move toward the temperature setting. The temperature gauge reflects the temperature setting, not the actual temperature of the oven.

The needle of the temperature gauge will move to the new selected temperature setting if the temperature setting is increased or decreased. The gauge is for reference only.

## Before using for the first time

The graphics are representative. Your appliance may have different appearances.

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### **⚠ WARNING**

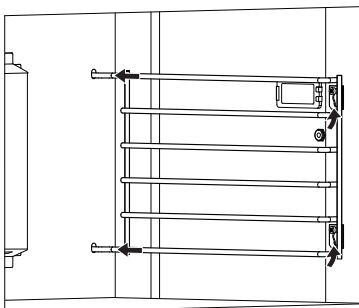
To help prevent burns, never remove or reposition the oven racks while the oven is ON or while the oven is cooling.

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**IMPORTANT** – Always remove the oven racks before self-cleaning the oven. If the gliding racks remain in the oven during self-clean, lubricants in the glide mechanisms of each rack will be lost and the finish will discolor.

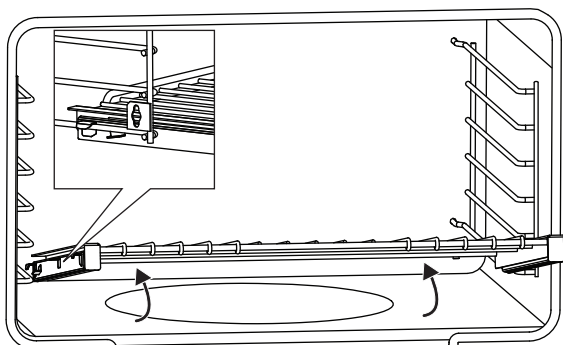
## Installing rack guides

1. Push the two rails in the holes in the back of the oven cavity.
2. Slide the guide's key slots over the shoulder bolts.
3. At the front of the oven cavity press down on the front of rack guide to clear the heads of the two shoulder bolts.



## Installing Full Access<sup>®</sup> racks

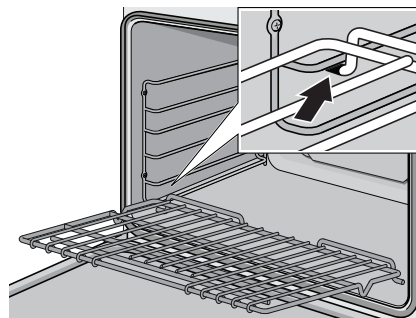
1. Hold the rack on a slight angle and place the safety hooks under the front of the rack guides.



2. Push the rack into the oven, lifting the rack stops over the front of the rack guides.
3. Hold the rack straight.
4. Push the rack in completely.
5. Engage the rack's front hooks on the rack guides.

## Installing flat racks

1. Grasp rack firmly on both sides and insert rack.
2. Tilt rack up to allow stop into rack guide.



## Oven start-up

Before baking or broiling, the oven and broiler should be turned on to burn off the manufacturing oils using one of the two following methods:

1. Turn on kitchen ventilation (or if vent hood is a recirculation type open a window).
2. Turn the oven on to 450°F (230°C) for 20 to 30 minutes; then turn the broiler to broil for the same length of time.

or

1. Turn on kitchen ventilation (or if vent hood is a recirculation type open a window).
2. Remove oven racks.
3. Set oven to self-clean (select models).

## Placing the burner caps

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### **⚠ WARNING**

To prevent flare-ups and avoid the creation of harmful by-products, do not use the rangetop without all burner caps and all burner grates properly positioned.

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### **⚠ WARNING**

To prevent burns, do not touch burner caps or grates while hot. Turn the rangetop off and allow the burners to cool.

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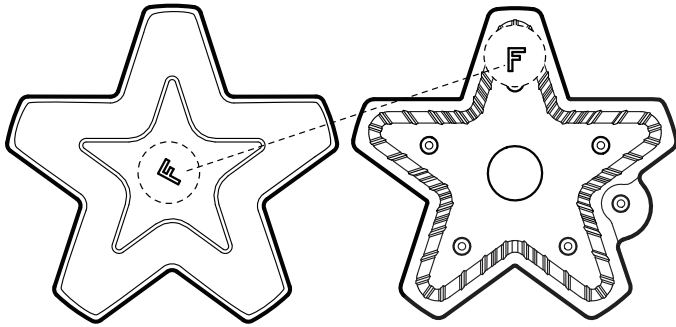
The burner caps must be properly placed on the burner bases for the cooktop to function properly. If the burner cap is not properly placed, one or more of the following problems may occur:

- Burner flames are too high
- Flames shoot out of burners
- Burners do not ignite
- Burner flames light unevenly
- Burner emits gas odor



Each cap has a letter (B, D, or F) cast in the underside of the cap that corresponds to a letter (B, D, or F) cast in the burner base that is attached to the appliance.

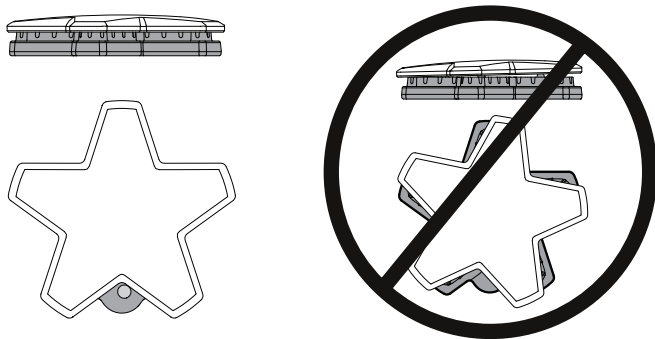
1. Place each burner cap on its correct burner base per its corresponding letter designation.



2. Place burner cap gently on top of base so that the prongs of the burner base fit snugly into the groove of the burner cap.

## Checking the burner cap placement

- Check each burner to make sure there is no gap between the burner cap and burner base.
- You may gently try to move the burner caps from side to side to check if the caps are properly placed on the burner bases.
- When properly placed, each burner cap will rest flat on top of its burner base, and completely cover the star-shape of the burner base when viewed from the top as shown below.



## Automatic re-ignition

Each burner has its own electronic igniter that sparks when the burner is turned on. Each burner should light in four seconds or less. If a burner does not light, check to see that the cap is positioned correctly on the base.

If any one or more burners blow out, the electronic igniter automatically activates to re-light the flame. Do not touch the burners when the igniters are active.

For flame height verification and adjustment instructions, refer to the Installation Instructions included with the appliance.

## Installing the burner grates

1. Place grates flat-side down and align into the rangetop recess.
2. Grates should rest flush against each other and against the sides of the recess.

### IMPORTANT

- For proper combustion do not use the rangetop without the burner grates in place.
- There is a slight sound associated with gas combustion and ignition. This is a normal condition.

### Power failure

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#### ⚠ WARNING

In the event of a power failure, turn all knobs to the OFF position. Only the standard burners can be lit manually.

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Refer to **IN CASE OF AN ELECTRICAL FAILURE** instructions listed in the IMPORTANT SAFETY INSTRUCTIONS on page 4.

## Registering your BSH product

Register your BSH product to access your product related information. For product registration information see "Before calling for service."

# Using the rangetop

This Use and Care Guide covers several models. Your model may have some but may not have all of the features listed.

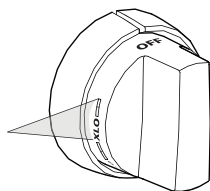
## Turning on the burners

### ⚠ CAUTION

**DO NOT** touch the burners when the igniters are sparking.

1. Press in on the knob and turn it counter-clockwise to **HI**.
2. Rotate the knob to any flame setting between **HI** and **LO**.

## Operating the ExtraLow<sup>®</sup> burners



The drawing shows that the control knob has an additional range after the XLO setting. When the knob is set within this range, the flame cycles off and on.

- XLO, the very lowest setting, is achieved by cycling the flame on for approximately 10 seconds and off for 50 seconds of each minute.
- When the knob is set just below the XLO setting, the flame will cycle on for approximately 50 seconds and off for 10 seconds of each minute.
- To vary the amount of low heat to suit the food and quantity, the control can be set anywhere within the XLO range marked on the knob.

## Operating the POWERBOOST<sup>®</sup>

The POWERBOOST, or XHI, offers the convenience to quickly boil water, sear steaks, stir-fry vegetables, etc. Use of the LO and XLO remains the same as the other XLO knobs.

## Preparing the griddle

### ⚠ WARNING

To avoid risk of injury, never operate the griddle without the griddle plate installed.

1. Check the griddle plate adjustment by pouring two tablespoons of water on the back of the griddle plate.
2. If water does not flow to the front of the griddle, move the griddle plate to the side.
3. Adjust the two screws under the back of the plate. Start with one half turn counterclockwise of the screws.
4. Further adjustment should be made by one-quarter turn until water slowly flows into the grease tray.

### IMPORTANT:

- **NEVER** flood a hot griddle plate with cold water. This can damage the griddle plate.
- **DO NOT** clean the griddle plate in a self-cleaning oven.
- **DO NOT** heat cookware on the griddle surface.
- Care should be taken to avoid scratching or gouging the surface.
- The griddle plate is dishwasher safe, however, hand washing the griddle plate is recommended.
- The grease tray is dishwasher safe.
- Clean the grease tray after every use. When removing the tray, use care when tipping it so that the contents do not spill.

## Operating the griddle

1. Press and turn the griddle knob clockwise to the desired temperature.
2. Preheat the griddle.
3. Add butter, margarine, oil or shortening if desired.

# Rangetop recommendations

## STAR® burner cooking recommendations

Food	Start setting	Finish setting standard burners	Finish setting XLO® burners
Beverages Cocoa	MED – heat milk, cover	LO – finish heating	XLO – keep warm, cover
Breads French toast, pancakes, grilled sandwiches	MED – preheat skillet	LO to MED – cook	LO to MED – cook
Butter Melting	LO – to start melting		Allow 5 – 10 minutes to melt
Cereals Cornmeal, grits, oatmeal	HI – cover, bring water to a boil, add cereal	LO to MED – finish cooking according to package directions	Same as for standard burners XLO – to hold, cover
Chocolate Melting	XLO – may be stirred to hasten melting		XLO – allow 10 – 15 minutes to melt XLO – to hold
Desserts Candy	LO to MED – cook following recipe	LO to MED	LO to MED
Pudding and pie filling mix	LO to MED LO – cook according to package directions	LO	LO
Pudding	LO to MED LO – bring milk to a boil	LO	LO
Eggs Cooked in shell	MED HI – cover eggs with water, add lid, bring to boil		
Fried, scrambled	LO to MED – melt butter, add eggs	LO finish cooking	Same as for standard burners XLO – to hold for a short period
Poached	HI – bring water to the boiling point, add eggs	LO to MED – finish heating	LO to MED – finish heating
Meat, fish, poultry bacon, sausage patties	MED HI – until meat starts to sizzle	LO to MED – finish cooking	LO to MED – finish cooking
Braising: Swiss steak, pot roast, stew meat	MED HI – melt fat, then brown on MED HI, add liquid, cover		XLO – Simmer until tender
Quick frying: Breakfast steaks	MED HI – preheat skillet	MED HI – fry quickly	MED HI – fry quickly
Frying: Chicken	MED HI – heat oil, then brown on MED	LO – cover, finish cooking	LO – cover, finish cooking
Deep frying: Shrimp	MED HI – heat oil	MED to MED HI – to maintain temperature	MED to MED HI – to maintain temperature
Pan frying: Lamb chops, thin steaks, hamburgers, link sausage	MED HI – preheat skillet	MED – brown meat	Same as for standard burners XLO – to hold
Poaching: Chicken, whole or pieces, fish	MED HI – Cover, bring liquids to a boil		To finish cooking
Simmering: Stewed chicken, corned beef, tongue, etc.	HI – cover, bring liquid to a boil		XLO – to simmer slowly XLO – to hold, cover

Food	Start setting	Finish setting standard burners	Finish setting XLO® burners
Pastas Macaroni, noodles, spaghetti	HI – bring water to a boil, add pasta	MED HI to HI – to maintain a rolling boil	MED HI to HI – to maintain a rolling boil
Popcorn (use a heavy, flat bottom pan)	HI – cover, heat until kernels start to pop	MED HI – finish popping	MED HI – finish popping
Pressure cooker Meat	MED HI to HI – build up pressure	LO to MED – maintain pressure	LO to MED – maintain pressure
Vegetables	HI – build up pressure	LO to MED – maintain pressure	LO to MED – maintain pressure
Rice	HI – cover, bring water and rice to a boil	LO – to maintain low boil. Cover and cook until water is absorbed	Same as for standard burners XLO – to hold, cover
Sauces Tomato base	MED HI – cook meat/ vegetables, follow recipe	LO – to maintain simmer	XLO – simmer to thicken sauce, uncovered
White cream, béarnaise	MED – melt fat, follow recipe	LO – finish cooking	XLO – to hold, cover
Hollandaise	XLO		XLO – to hold, lowest setting for short period, stir frequently
Soups, stock	HI – cover, bring liquid to a boil	LO to maintain simmer	Simmer XLO – to hold, cover
Vegetables Fresh	HI – cover, bring water and vegetables to a boil	LO to MED – cook 10 minutes, or until tender	Same as for standard burners XLO – to hold, cover
Frozen	HI – cover, bring water and vegetables to a boil	LO to MED – cook according to package directions	LO to MED – cook according to package directions
Deep frying	HI – heat oil	MED to MED HI – maintain frying temperature	MED to MED HI – maintain frying temperature
In pouch	HI – bring water and pouch to a boil	LO to MED – cook according to package directions	LO to MED – cook according to package directions
Sauté	HI – heat oil or melt butter, add vegetables	LO to MED – cook to desired doneness	LO to MED – cook to desired doneness
Stir fry	HI – heat oil, add vegetables	HI to MED HI – finish cooking	HI to MED HI – finish cooking

## Griddle cooking recommendations

Food*	12" griddle	24" griddle
Bacon, sausage patties	High	Medium high
Hamburgers	High	High
Sirloin steak	High	High
Pork chops	High	Medium high
Turkey burgers	High	High
Fried eggs	Medium	Medium
Pancakes	Medium high	Medium high
Fried rice	Medium high	Medium high
Grilled cheese sandwich	Medium high	Medium high

\* Level foods to a uniform thickness to ensure even cooking.



# Using the oven

This Use and Care Guide covers several models. Your model may have some but not all of the modes and features listed.

## Mode descriptions

Mode	Definitions and recommendations	Electric main	Gas main	Electric aux.	Gas aux.
Bake	Cooks with dry, heated air. Variety of foods, such as cakes, cookies, pastries, quick breads, quiche and casseroles.	✓	✓	✓	✓
Conv bake	Similar to bake, but air is circulated by a fan at the back of the oven. Best for baked goods such as cakes, cornbread, pies, quick breads, tarts, and yeast breads.	✓	✓	✓ <sup>1</sup>	✓ <sup>1</sup>
True conv	Cooks with heat from a third element at the back of the oven. The heat is circulated throughout the oven by the convection fan. Well suited for cooking individual serving-sized foods such as cookies and pastries.	✓			
Broil	Uses intense heat radiated from the upper element. Use for tender cuts of meat (1" or less), poultry, browning bread and casseroles.	✓	✓	✓	✓
Conv broil	Combines intense heat from upper element with fan circulation. Tender cuts of meat (more than 1"), poultry and fish. Not for browning.	✓		✓ <sup>1</sup>	
Proof	Proof (raises) yeast dough and sourdough.			✓	✓
Roast	Uses a more intense heat for browning of the exterior. Best suited for meats, poultry, less tender cuts of meats and roasting vegetables.	✓	✓	✓ <sup>1</sup>	✓
Conv roast	Uses lower and more intense heat from upper element than convection bake with air circulated by a fan. Use for tender cuts of meat and poultry and roasting vegetables. Meats are more juicy and moist than results with roast mode.	✓		✓ <sup>1</sup>	
Sabbath/extend bake	This cooking mode is for assisting the user for compliance to Sabbath principles.	✓	✓	✓ <sup>1</sup>	✓ <sup>1</sup>
Keep warm	Maintains a low temperature in order to keep food hot. Best for baked goods such as cakes, cornbread, pies, quick breads, tarts, and yeast breads.			✓	✓ <sup>2</sup>
Self-clean	The oven reaches a high temperature to burn off food soil.	✓	✓ <sup>1</sup>	✓	✓ <sup>1</sup>
Remote start <sup>3</sup>	Allows user to start, pause, and abort oven programs remotely via the Home Connect™ app on a mobile device.	✓	✓		
Fast preheat <sup>3</sup>	Symbol displayed when fast preheating is activated.	✓		✓	
Meat probe <sup>3</sup>	Appears when a probe is detected.	✓	✓	✓	✓
Kitchen timer <sup>3</sup>	The kitchen timer runs independently of the other appliance functions.	✓	✓	✓	✓
Oven timer <sup>3</sup>	Shows the amount of time that the oven mode will run before turning off automatically.	✓	✓	✓	✓
End timer <sup>3</sup>	Used when delaying the start of a timed oven mode. Shows the time of day that the oven mode will automatically end.	✓	✓		
Panel lock <sup>3</sup>	Prevents the oven from being turned on or its settings from being changed accidentally.	✓	✓	✓	✓

<sup>1</sup> Pro Grand models only    <sup>2</sup> Pro Harmony models only    <sup>3</sup> Not available on 30" models

Mode	Definitions and recommendations	Electric main	Gas main	Electric aux.	Gas aux.
Door locking <sup>3</sup>	Symbol is displayed during and after the self-clean mode when the door is locked.	✓	✓	✓	✓
Remote service <sup>3</sup>	Symbol is displayed if customer service is connected during remote access.	✓	✓		
Settings <sup>3</sup>	Press to access the settings.	✓	✓		
Home Connect <sup>3</sup>	Remotely control your appliance with a quick click or voice command.	✓	✓		

<sup>1</sup> Pro Grand models only   <sup>2</sup> Pro Harmony models only   <sup>3</sup> Not available on 30" models

## Initial start-up

The time of day, language and time display settings may be accessed at any time by pressing **SETTINGS** while the appliance is in Standby mode.

1. Connect the appliance to the power supply.
2. Select a setting with the left < or > button.
3. Change the setting parameter with the right < or > button.
4. Press **ENTER**.
  - The screen changes to standby mode.

## Available settings

Setting	Option
Time of day	Time in hours and minutes
Language	English, Français, Español
Clock format	12 hr, 24 hr
Clock display	Digital, Analogue
Fast preheat	On, Off
Key press sound	On, Off
Display brightness	1 – 5
Standby mode	On, Off
Dark mode	On, Off
Convection conversion	On, Off Decreases oven temperature by 25°F (14 °C)
Temperature offset	<ul style="list-style-type: none"> <li>• Temp offset: Right oven -35° to +35°F (-20° to +20 °C)</li> <li>• Temp offset: Left oven -35° to +35°F (-20° to +20 °C)</li> </ul>
Sabbath	On, Off
Home Connect	Set up using the assistant
Factory settings	Restore
Service access	Connect
Customer service	Displays customer service contact information

## Home Connect™ assistant

### About Home Connect

The Home Connect wizard is a part of the initial installation of the appliance on certain models. If connection is not completed during the first start-up of the appliance it may be accessed in the settings menu.

The Home Connect app must first be successfully installed on a mobile device. See the section "Home Connect™" on page 24 for full instructions on how to install the Home Connect app.

### Setting up Home Connect

1. Begin from the **STANDBY** mode and select **SETTINGS**.
2. Press the left < or > to scroll to **HOME CONNECT**.
3. Press **ENTER**.
4. Follow the instructions on the display.

## Setting the convection conversion

To convert most baked items for use with convection bake and true convection (cookies, cakes, pies, etc.), the oven temperature often needs to be decreased by 25 °F (14 °C). The convection conversion setting reduces the temperature you enter automatically.

- The unit will continue to run the convection conversion value indefinitely until the user manually changes it in the settings, or until the unit loses power, in which case convection conversion will need to be reset.
- Convection conversion is available for the convection bake and true convection modes only.
- For meats and poultry, the temperature should not be reduced. The same temperature recommended in recipes and cooking charts for meats and poultry should be used.

### Setting the convection conversion

1. Begin from the **STANDBY** mode and select **SETTINGS**.
2. Press the left < or > to scroll to **CONVECT CONVERSION**.
3. Press the right < or > and select **ON**.

4. Press **ENTER**.
5. Turn the mode knob to **CONV BAKE** and the **TEMPERATURE** knob to the recipe temperature.
  - The oven automatically reduces the input temperature by 25°F (14 °C) to the correct temperature.
6. Allow oven to preheat and place food inside.

## Setting the oven offset

The offset feature allows the cook to further fine-tune their cooking parameters to their own personal optimal settings by allowing them to adjust the temperature offset of the oven by +/-35°F in increments of 5°F. This feature is useful if you find that food is consistently either too brown or too light for your tastes.

- The offset feature is available for all modes except self-clean.
- By default, the offset temperature is set at 0°.
- The unit will continue to run the input offset value indefinitely until the user manually changes it.

### Setting the oven offset with a digital display

1. Begin from the **STANDBY** mode and select **SETTINGS**.
2. Press the left < or > button to scroll **TEMP OFFSET: RIGHT/LEFT OVEN**.
3. Press the right < or > to set the temperature.
4. Press **ENTER**.

### Setting the oven offset on ovens without a digital display

**IMPORTANT:** Offset must be initiated within 5 minutes of a power reset and must be started with the door closed. All knobs must be set to **OFF**. The door latch (if applicable) must be unlocked.

1. Reset the power at the breaker box.
  - Note:** Power must remain off for at least 20 seconds.
2. Open the oven door.
3. Rotate the mode knob to **BROIL** and the temperature knob to **350**.
4. Close the oven door.
5. Rotate the temperature knob back to **OFF**.

- Note:** Steps 3, 4, and 5 must be completed within 5 seconds after door is opened (step #2).
  - All oven LEDs will flash four times to indicate the temperature offset has been initiated.

Knob position	Temperature offset value (°F)
225	-50
250	-40
275	-30
300	-20

325	-10
350	0
375	10
400	20
425	30
450	40
475	50

**NOTE:** If the mode knob is rotated to any position other than **OFF** or if more than 1 minute passes with no activity while setting the temperature offset mode, the mode is exited without any change to the offset. All LEDs flash 8 times to indicate the offset has been exited.

## Setting the cooking mode and oven temperature

1. Place rack in desired rack position and shut the door.
2. Turn the **MODE** knob to **BAKE**, for example.
3. Turn the **TEMPERATURE** knob.
  - The blue preheating bar moves to the right as the oven heats up.
4. After oven has preheated, place food inside.

## Setting the timers

- The **KITCHEN TIMER** can be set for up to 24 hours. It can be used despite whether the range is in operation and independently of all other functions. The appliance does not switch on and off automatically.
- With the **OVEN TIMER**, the appliance switches off automatically when the desired cooking time is complete.
- Use the **END TIMER** to delay the cooking time to end at a later time. For example, it is 4:00 PM. The dish requires a cooking time of 40 minutes. You want it to be ready at 5:30. Enter the cooking time and delay the cooking time end until 5:30. The appliance starts automatically at 4:50 and switches off at 5:30.

### Setting the kitchen timer

1. Press **TIMERS**.
2. Press the left < or > and select **KITCHEN TIMER**.
3. Press the right < or > to set your desired time and press **ENTER**.
  - A beep sounds when the timer ends. Press **ENTER** to terminate the beep and timer.

### Changing a running timer

1. Press **TIMERS**.
2. Press the right < or > to set your desired time and press **ENTER**.

### Setting the oven timer

1. Turn the **MODE** knob to **BAKE**, for example.
2. Turn the **TEMPERATURE** knob to **350**, for example.

3. Press **TIMERS**.
4. Press the left < or > and select **OVEN TIMER**.
5. Press the right < or > to set your desired time and press **ENTER**.
  - After the set time has elapsed, the appliance switches off automatically when the desired cooking time is complete. A beep sounds when the timer ends.

### Setting the end timer

1. Set the desired cooking mode and oven temperature.
2. Press **TIMERS**.
3. Press the left < or > and select **OVEN TIMER**.
4. Press the right < or > to set the oven time.
5. Press the left < or > and select **END TIME**.
6. Press the right < or > to set the end time and press **ENTER**.
  - After confirming the end time the waiting time notification appears. After the waiting period the oven starts heating.

### Setting fast preheat

- With fast preheat, you can shorten the preheat time required for some heating modes. Fast preheat is generally recommended for frozen convenience foods, casseroles, or other foods that require longer baking times. This mode is not recommended for baked goods.
- The unit will continue to run the fast preheat indefinitely until the user manually changes it in the settings, or until the unit loses power, in which case fast preheat will need to be reset.
- Fast preheat will also be activated for the secondary oven on 48" models.
- Fast preheat is available for the bake, convection bake, roast, and convection roast modes.
- To achieve an even cooking result, do not place your food into the oven until fast preheating is complete.

### Setting fast preheat

1. Begin from the **STANDBY** mode and select **SETTINGS**.
2. Press the left < or > to scroll to **FAST PREHEAT**.
3. Press the right < or > and select **ON** and then press **ENTER**.

### Setting the panel lock

The panel lock is a safety mechanism to prevent the accidental turning on of the oven or changing an oven setting. Panel lock can only be activated in standby.

1. Press and hold **TIMERS** for four seconds.
  - The panel lock key symbol and **PANEL LOCKED** will appear in the display.

2. To deactivate, press and hold the **TIMERS** button for four seconds.

### Setting the oven for proof

It is best to start with a cool oven when using the proofing mode.

1. Allow dough to thaw if frozen.
2. Place dough in dish and loosely cover.
3. Use any rack level that accommodates the size of the bowl or pan. Close the door.
4. Turn the mode knob to **PROOF**.
5. Turn the oven temperature knob to 150°F.
  - The ideal temperature for proofing will be maintained until the mode knob is turned off. Dough has "proofed" when it has doubled in size.

### Setting the keep warm mode

1. Turn the mode knob to **WARM**.
2. Turn the oven temperature knob to 150°F.
3. Place warmed dish in the oven and close the door.

### Programming the meat probe

The meat probe allows you more control over how your foods are cooked by automatically disabling the specified cooking mode when a dish's desired temperature, defined by the cook, has been reached. The probe expresses the current temperature of the meat as it cooks.

The temperature probe will not work with the oven timer or with the end timer. The following are the heating modes that work with the temperature probe:

- Bake
- Convection bake
- Roast
- Convection roast

### Programming the meat probe

1. Insert the plug end into the probe outlet in the oven wall and insert the meat probe end into the meat.
2. Close the oven door.
3. Turn the **MODE** and **TEMPERATURE** knobs to your desired settings.
4. Press the right < or > to the desired internal temperature.



## Setting the Sabbath mode

### About Sabbath mode – using the rangetop

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#### **⚠ WARNING**

When using a blech, use only one STAR® burner at the lowest setting. Using multiple STAR burners might cause overheating, combustion issues, or damage to the appliance. **DO NOT** cover vent openings.

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- When Sabbath mode is initiated, the STAR burners with the XLO feature are deactivated.
- The standard STAR gas burners without the XLO feature remain fully functional.
- The induction module, griddle, and/or the grill are fully functional during Sabbath mode.
- The standard gas STAR burners remain on during a power failure.
- The STAR burners are equipped with a re-ignition feature. The igniter will automatically re-light the STAR burner if the flame is blown out.

### About Sabbath mode – using the oven(s)

- The oven maintains a constant temperature between 150°F and 475°F (66°C and 246°C) with the bake mode.
- Cooked dishes are kept warm for a minimum time of 30 minutes and up to a maximum time of 74 hours without needing to switch the appliance on or off.
- Easily perishable foodstuffs must not be left in the oven for too long.
- On the Sabbath, in lieu of a blech, the oven controls should be covered. Be careful not to cover vent openings.
- The oven lamp(s) is disabled in Sabbath mode.
- The temperature may be adjusted for cooking purposes during Holidays. (There is a delay between the request and implementation).

### Setting Sabbath mode on the main oven

1. Begin from the **STANDBY** mode and select **SETTINGS** on the main oven display.
2. Press the left < or > to scroll to **SABBATH**.
3. Press the right < or > and select **ON** and then press **ENTER**.
  - Steps 1 through 3 are only necessary for the first time use of Sabbath or if the appliance's settings are factory reset.
4. Turn the main oven mode knob to **BAKE** and turn the temperature knob to the desired temp.
5. Press **TIMERS** on the main oven display.
6. Press the left < or > to scroll to **SABBATH TIMER**.
7. Press the right < or > and enter the **DURATION TIME** in 30 minute increments.
8. Press **ENTER**.

- A delay notification appears. During this five minute pause, the user can adjust the parameters. After the countdown the oven starts heating and all buttons are disabled.
  - The secondary oven can be turned to any heating mode position to initiate Sabbath during the five minute pause.
9. After the Sabbath timer has completed, turn all knobs to **OFF**.

### Canceling Sabbath mode

1. Turn all knobs to **OFF** to cancel the operation.

### Setting Sabbath mode on the secondary oven

1. Begin from the **STANDBY** mode and select **SETTINGS** on the main oven display.
2. Press the left < or > to scroll to **SABBATH**.
3. Press the right < or > and select **ON** and then press **ENTER**.
  - Steps 1 through 3 are only necessary for the first time use of Sabbath or if the appliance's settings are factory reset.
4. Turn the secondary oven mode knob to **BAKE** and turn the temperature knob to the desired temp.
5. Press **TIMERS** on the secondary oven display.
6. Press the left < or > to scroll to **SABBATH TIMER**.
7. Press the right < or > and enter the **DURATION TIME** in 30 minute increments.
8. Press **ENTER**.
  - During the five minute pause, the user can adjust the parameters. After the countdown the oven starts heating and all buttons are disabled.

### To cancel Sabbath

1. Turn all knobs to **OFF** to cancel the operation.

### Setting extended bake (Sabbath mode) on models without a digital display

1. Turn the mode knob to **EXTEND BAKE**.
2. Turn the temperature knob to desired temp.

## Initiating remote start

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#### **⚠ WARNING**

#### REMOTE OPERATION

Some models allow remote operation at any time. Do not store any flammable materials or temperature sensitive items inside, on top or near surface units of the appliance.

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We are constantly working to improve the Home Connect app, which may lead to differences in the setup steps. Please rely on the instructions in the latest version on the Home Connect app to guide you through the setup process.

For some models a permanent remote start can be activated via the Home Connect app. This function allows a remote start of the available operating modes without automatically deactivating remote start.

- Remote start allows you to start, pause, and abort oven programs remotely via the Home Connect™ app on a mobile device.
- Ensure that you follow the safety instructions in this instruction manual and that you comply with these even when you are away from home and are operating the appliance via the Home Connect app. You must also follow the instructions in the Home Connect app.
- The remote start can only be employed if the Home Connect app has been successfully installed on a mobile device. See the section “Home Connect” for instructions on how to install the Home Connect app.
- Some operating modes can only be started on the oven itself.
- Operating the appliance directly from the appliance always has priority. During this time, it is not possible to operate the appliance using the Home Connect app.
- If the appliance is not connected to the home network, the appliance functions in the same way as an oven with no network connection and can still be operated via the appliance.
- The availability of the Home Connect function depends on the availability of Home Connect services in your country. Home Connect services are not available in every country. You can find more information on this at [www.home-connect.com](http://www.home-connect.com).

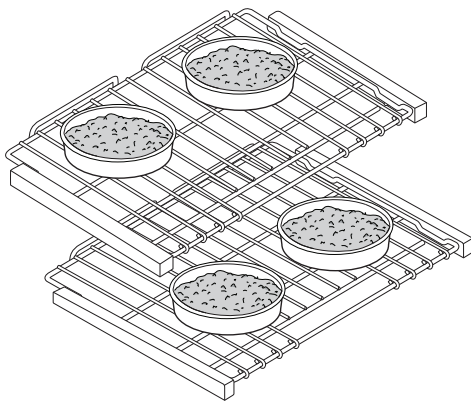
### Setting remote start

1. Place the food in the oven and then close the door.
2. Turn the mode knob to **REMOTE START**.
  - **DO NOT** rotate the temperature knob to any setting (leave in the off position).
  - The displays turns to the standby screen and a remote symbol appears in the display.
3. Continue with the Home Connect app installed on your mobile device.

# Oven recommendations

## Oven rack positions

- Rack level positions in the oven are numbered on the front frame like an elevator. Number one level is the lowest and number five level is at the top.
- Rack positions are general recommendations for baking; however, if a recipe calls for a different rack position than those given, then the recipe or package directions should be followed.
- Allow at least 1" (25.4 mm) of space between the pans and the oven walls so heat can circulate around each pan.
- Stagger bakeware so that one is not directly above another. Allow 1½" (38 mm) above and below each pan.



## Bake

### Main oven one rack baking

Level	Bake mode
4	-- Best for individual baked goods such as cookies, biscuits, pastries, etc.
3	-- Best used for most baked items.
2	-- If the item is tall, such as an angel food cake. -- Pies are best baked on rack level 2 to make certain the bottom of the crust is done without over-browning the top. -- When large pieces of meat or poultry are roasted, such as a prime rib of beef or a turkey.

### Main oven two rack baking

Levels	Bake mode
2 and 5 dual fuel 2 and 4 gas	-- Casserole dishes

### Secondary oven (48" models)

Level	Bake mode
3	-- Best used for most baked items.

### Main oven three rack baking

If three-rack baking is desired, the convection bake or true convection modes are best.

## Broil

Close the oven door while broiling and monitor the food closely. Food placed close to the broil element may cause smoking, splattering, and the possibility of fats igniting. Use caution when broiling on upper rack positions. Broiling above rack position 4 is not recommended in the Pro series gas ranges.

### Dual fuel main oven broil rack recommendations

Level	Dual fuel broil mode
5	-- Beef steaks, ground meat patties, ham steak and lamb chops 1" or less in thickness. Also use when top browning foods.
4	-- Meat 1-1/8" or more in thickness or fish, poultry, pork chops and ham steaks 1" or more in thickness.
3	-- Chicken quarters or halves.

### Gas main oven broil rack recommendations

Level	Gas broil mode
4	-- Beef steaks, ground meat patties, ham steak and lamb chops 1" or less in thickness.
3	-- Meat 1-1/8" or more in thickness or fish, poultry, pork chops and ham steaks 1" or more in thickness. Use this rack when broiling chicken quarters or halves. Also use when top browning foods.

### Secondary oven broil rack recommendations (48" models only)

Levels	Secondary broil mode
3, 4, or 5 – Dual fuel 1, 3, or 4 – Gas	-- Depending upon the type and thickness of the food.
5 – Dual fuel 3 – Gas	-- Top browning of foods.

## Convection bake

- To convert most recipes for baked items (cookies, cakes, pies, etc.); reduce the oven temperature by 25°F (14 °C).
- For meats and poultry, the temperature should not be reduced. The same temperature recommended in recipes and cooking charts for meats and poultry should be used.
- Low, shallow bakeware should be used with convection cooking. This allows the heated air to circulate around the food.
- When baking on more than one rack, cookie sheets should not be staggered; round cake pans should be staggered.
- For small items such as cookies, check to see if they are done one to two minutes before the recipe time. For larger baked items such as cakes, check five to six minutes before the time indicated on the recipe.
- Large meat or poultry items may cook up to 30 minutes less than the suggested time so check them so they will not be over baked.

### Pro Harmony — One rack convection baking

Level	Conv bake mode
3 or 4	-- When baking on one rack, best results are obtained in the bake mode.
2	-- Roasting a turkey or a large piece of meat.

### Pro Harmony — Two rack convection baking

Levels	Conv bake mode
2 and 4 Dual fuel	-- Use for cakes. Cake pans should be staggered.
Gas see note	-- Gas range rack levels for: Cookies: 3 and 5 Cakes: 2 and 5

### Pro Harmony — Three rack convection baking

Levels	Conv bake mode
1, 3, and 5 Dual fuel	-- When several sheets of cookies are to be baked. Place the baking sheets directly above each other on the respective racks to allow air to flow around the baking sheets.
Gas see note	-- Gas range rack levels for: Cookies: 3, 4, and 5 Pastries and other baked goods: 1, 3, and 5

### Pro Grand — One rack convection baking

Level	Conv bake mode
3	-- When baking on one rack, best results are obtained in the bake mode.
2	-- Roasting a turkey or a large piece of meat.

### Pro Grand — Two rack convection baking

Levels	Conv bake mode
2 and 4	-- Use for cakes, cookies, biscuits, and other baked goods. Cake pans should be staggered. Cookie sheets should be placed on rack 2 directly under the one on rack 4.
	-- To bake several casseroles, frozen pies, or cakes.
	-- These two racks can also be used for a large oven meal.

### Pro Grand — Three rack convection baking

Levels	Conv bake mode
1, 3, and 5 Dual fuel	-- When several sheets of cookies are to be baked. Place the baking sheets directly above each other on the respective racks to allow air to flow around the baking sheets.
Gas see note	-- Gas range rack levels for: Cookies: 2, 3, and 4 Other foods: 1, 3, and 5

### Convection bake dehydration recommendations

Food	Preparation	Approx. time (hrs)	Doneness test
Apple, ¼" slices	Dipped in ¼ cup lemon juice and 2 cups water	8 – 15	Slightly pliable
Bananas, ¼" slices	Dipped in ¼ cup lemon juice and 2 cups water	8 – 15	Slightly pliable
Cherries	Wash and towel dry. For fresh cherries, remove pits	7 – 18	Pliable leathery, chewy
Orange peels	Orange part of skin thinly peeled from oranges.	1 – 4	Dry and brittle
Orange slices	¼" slices of orange	9 – 16	Skins are dry and brittle, fruit is slightly moist
Pineapple rings	Towel dried	7 – 12	Soft and pliable



Strawberries	Wash and towel dry. Sliced ½" thick, skin down on rack	9 – 17	Dry and brittle
Peppers	Wash and towel dry. Remove membrane of peppers, 1" coarsely chopped pieces	13 – 17	Leathery with no moisture inside
Mushrooms	Wash and towel dry. Cut thin slices, 1/8" thick	5 – 12	Tough and leathery, dry
Tomatoes	Wash and towel dry. Cut thin slices, 1/8" thick, drain well	5 – 12	Dry, brick red color

## True convection

### True convection recommendations

Dual fuel levels	True conv mode
4 and 5	-- Cookies
2, 3, and 4	-- Cookies
1, 3, and 5	-- Pastries and other baked goods

## Proof

### Proof recommendations

Size	Time
Loaf, 1 lb (0.45 kg)	60 – 75 minutes
Rolls, 0.1 lb (0.05 kg)	30 – 45 minutes

## Roast

### Roasting recommendations

Meat and poultry	Temperature	Level
<b>Beef</b>		
Pot roast, 3 – 4 lbs.	350°F (180°C)	1
Beef brisket	350°F (180°C)	2
Beef chuck	350°F (180°C)	1
Meatloaf	350°F (180°C)	3
<b>Poultry</b>		
Chicken, whole	375°F (190°C)	2
Chicken, pieces	375°F (190°C)	2
Turkey, whole	325°F (165°C)	2
<b>Pork</b>		
Shoulder	325°F (165°C)	1
Smoked ham, half	325°F (165°C)	1

# Home Connect™

We are constantly working to improve the Home Connect app, which may lead to differences in the setup steps. Please rely on the instructions in the latest version of the Home Connect app to guide you through the setup process.

To help your pairing experience, follow the link for a quick 'how-to' video guide: [www.thermador.com/us/home-connect/wifi-pairing-instructions](http://www.thermador.com/us/home-connect/wifi-pairing-instructions).

## Notes

- Follow the safety information in this instruction manual and ensure that it is also observed when operating the appliance using the Home Connect app.
- Operating the appliance on the appliance itself always takes priority. It is not possible to operate the appliance using the Home Connect app during this time.

## Home Connect setup

### Downloading the Home Connect app and creating a user account

1. Open the App Store (Apple® devices) or Google Play™ store (Android™ devices) on your smartphone or tablet.
2. Search for the Home Connect (America) app published by Robert Bosch Hausgeräte GmbH in the store's search.
3. Open the app and register to create a Home Connect account.
4. Write down your Home Connect account credentials (user account and password). You will need them later.  
Save your Home Connect login details here:  
Network name(SSID):.....  
Password(Key):.....
5. The app will guide you through the steps of adding your appliance to Home Connect.

### Connecting your appliance to your home network manually

1. Press **SETTINGS** and select **HOME CONNECT**.
2. Press **ENTER**.  
If no network has been established, the Home Connect assistant will guide you.
3. Press **ENTER** to select the Home Connect assistant.
4. Follow the instructions in the app.
5. Wait until "NETWORK CONNECTED" is shown on the display.

The connection may fail. The display will alert you to try again or connect automatically.

The appliance is ready to connect to the app.

6. Follow the instructions of the app on your mobile device for automatic network registration.

The process for registering is completed once "PAIRING SUCCESSFUL" is shown in the display.

### Connect your appliance to your home network with WPS

1. Press **SETTINGS** and select **HOME CONNECT**.
2. Press **ENTER**.  
-- A request to press the WPS button on the router within 2 minutes appears in the display.
3. Press the **WPS button** on your router.  
-- Please consult your router's manual to locate the WPS button.  
-- The app will get notified once your appliance has been successfully connected to your Wi-Fi network.
4. Press **ENTER**.  
-- A message will appear in the display informing the user if the network was connected successfully.
5. Press **START PAIRING** in the Home Connect app.
6. Follow the directions in the app.

### Activating or deactivating Wi-Fi

1. Press **SETTINGS** to cycle through available options until "HOME CONNECT SETTINGS" is displayed.
2. Press **ENTER**.
3. Press **SETTINGS** to cycle through available options until "WI-FI ON" or "WI-FI OFF" is displayed.
4. Press **ENTER**.
5. Press **0** for turning Wi-Fi off, or **1** for turning Wi-Fi on. "DEACTIVATING WI-FI" or "ACTIVATING WI-FI" is displayed.

### Disconnecting from the network

**Note:** If your appliance is disconnected from the network, it is not possible to operate the oven using Home Connect.

1. Press **SETTINGS** to cycle through available options until "HOME CONNECT SETTINGS" is displayed.
2. Press **ENTER**.
3. Press **SETTINGS** to cycle through the available options until "NETWORK CONNECTED" is displayed.
4. Press **ENTER**.  
"PRESS 0 TO DISCONNECT" is displayed.
5. Press **0**.  
"DELETING NETWORK" is displayed.

## Connecting to the network

1. Press **SETTINGS** to cycle through available options until "HOME CONNECT SETTINGS" is displayed.
2. Press **ENTER**.  
"PRESS ENTER FOR HC" is displayed.
3. Press **ENTER** to start the Home Connect assistant.
4. Follow the instructions in the sections
  - "Manually registering your appliance in the home network", or
  - "Connect your appliance to your home network with WPS".

## Connecting to the app

If the Home Connect app is installed on your mobile device, you can connect it to your oven.

**Requirement:** The appliance is connected to the network.

1. Press **SETTINGS** to cycle through available options until "HOME CONNECT SETTINGS" is displayed.
2. Press **ENTER**.  
"PRESS ENTER FOR HC" is displayed.
3. Press **SETTINGS** to cycle through available options until "CONNECT TO HC APP" is displayed.
4. Press **ENTER**.  
"CONFIRM ON HC APP" is displayed.
5. Confirm the connection on your Home Connect app.

## Setting the remote start

See "Initiating remote start" on page 27.

## Setting the remote control

1. Press **SETTINGS** to cycle through available options until "HOME CONNECT SETTINGS" is displayed.
2. Press **ENTER**.  
"PRESS ENTER FOR HC" is displayed.
3. Press **SETTINGS** to cycle through available options until "REMOTE CTRL DISABLED" or "REMOTE CTRL ENABLED" is displayed.
4. Press **ENTER**.  
"PRESS 1 REMOTE CTRL ON" or "PRESS 0 REMOTE CTRL OFF" is displayed.
5. Press **1** or **0** to switch remote control on or off.

## Remote diagnostics

Customer Support can access your appliance via Remote Diagnostics if you ask them to do so, if your appliance is connected to the Home Connect server, and if Remote Diagnostics is available in the country where you are using the appliance.

**Tip:** Further information and details about the availability of remote diagnostics in your country can be found in the Service/Support section of your local website: [www.home-connect.com](http://www.home-connect.com)

<sup>1</sup>Wi-Fi is a registered trade mark of the Wi-Fi Alliance.

# Care and maintenance

This guide covers several models. Your model may not have all of the modes listed.

For more cleaning recommendations and tips to get the most out of your appliance, refer to the website at

- US: [www.thermador.com/us/support/customer-care/faqs/gas-ranges](http://www.thermador.com/us/support/customer-care/faqs/gas-ranges)
- Canada: [www.thermador.ca/en/support/customer-care/faqs/ranges](http://www.thermador.ca/en/support/customer-care/faqs/ranges)

## Setting the oven to self-clean

### WARNING

- During the self-clean cycle, exterior surfaces may become hotter than usual. Parts of the appliance may become potentially harmful to children, and to persons who lack adult knowledge of appliances and lack adult reactions to potentially harmful conditions. Keep these individuals away during self-clean and while the appliance is in use. Care is needed when using other functions.
- The elimination of soil during self-cleaning may facilitate the emission of small amounts of chemicals or other substances that may be harmful upon sufficient exposure. To minimize exposure to these substances, provide good ventilation with an open window, or use a ventilation fan or hood.
- For the self-cleaning cycle of your range, remove small animals and birds from the kitchen and surrounding areas. Open a nearby window for additional ventilation. During self-clean, fumes are released that may be harmful.

### About self-clean

- The self-cleaning mode of your new range features pyrolytic self-cleaning. When set to the self clean mode, the oven reaches a high temperature, approximately 850°F (454°C), that burns off the food soil.
- When the oven is set for self clean, the standard cooktop burners and the electric griddle may be used. The burners having the ExtraLow<sup>®</sup> feature cannot be used.
- It is common to see smoke and/or flames during the clean cycle, depending on the content and amount of soil remaining in the oven. If a flame persists, turn off the oven and allow it to cool before opening the door to wipe up the excessive food soil.

- At the end of the clean cycle, some gray ash or burned residue may remain inside the oven. This is a mineral deposit that does not burn or melt. The amount of ash depends on how heavily soiled the oven was before it was cleaned. When the oven is cold, it is easily removed using a damp paper towel, sponge, or cloth.
- To reduce flare ups and excess smoke wipe out puddles of grease and any loose soil that can be easily removed. Remove any soil that is outside the door seal area. This appliance is designed to clean the oven interior and the portion of the door that is inside the oven. The outer edges of the door and the frame surrounding the front of the oven are not in the cleaning zone. Wipe this area clean.

### Before setting the oven to self-clean

- Remove all utensils.
- Remove racks and rack guides.
- Clean the oven front frame and outer door edges.
- Wipe up large spillovers and grease.
- Be sure the light bulbs and glass covers are in place.
- Turn on the ventilator hood above the range and leave it on until the oven has completed the self-clean cycle.

### Setting self-clean on 30" dual fuel Harmony series models

1. Remove all utensils, racks, and rack guides. Ensure the oven door is shut.
2. Turn the mode knob to **SELF CLEAN**.
3. Turn the temperature knob to **CLEAN**.
  - Self-clean duration is 2 hours.

### Setting self-clean on dual fuel models with a display

1. Remove all utensils, racks, and rack guides. Ensure the oven door is shut.
2. Turn the mode knob to **SELF CLEAN** and the temperature knob to **CLEAN**.
3. Press the right > to set the desired clean level and press **ENTER**.

Soil level	Duration (excluding cool off)
Low	1 ½ hours
High	3 hours

4. After the information text, press **ENTER**.



**NOTE:** The door closing process takes approximately 20 seconds to complete, at which time the door becomes locked. Check to make certain the door is locked. Do not use self-clean if the oven doesn't lock.

## At the end of the clean cycle

---

### **⚠ CAUTION**

The interior of the oven will still be at baking temperatures when the automatic lock cycles to its open position and the oven door can be opened.

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The door latch will open automatically when the oven is below 500°F (260°C).

1. Turn the mode knob to **OFF**.
2. Turn the temperature knob to **OFF**.

### **To set end time of self-clean**

1. Remove all utensils, racks, and rack guides. Ensure the oven door is shut.
2. Turn the mode knob to **SELF CLEAN**.
3. Press the right < or > to set the desired clean level and press **ENTER**.
4. Press **TIMERS**, press the left < or >, and select **END TIMER**.
5. Press the right < or > to set the **END TIMER**, and press **ENTER**.
6. After the information text, press **ENTER**.

### **NOTES:**

- After self-clean completes its cycle, the self-clean function will be prevented from running again for a period of 24 hours.
- If the user tries to enable a self-clean function in an oven where the self-clean function has been restricted, the oven lights will blink on and off in 2-second intervals to indicate to the user that the function is not available. User must turn the knobs to **OFF** to cease the blinking lights.

## Cleaning the appliance

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### **⚠ CAUTION**

Avoid cleaning any part of the range while it is hot.

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- The porcelain enamel finish is acid resistant, but not acid proof. Acidic foods, such as citrus juices, tomatoes, rhubarb, vinegar, alcohol or milk, should be wiped up and not allowed to bake onto the porcelain during the next use.
- Use the mildest cleaning procedure that will do the job efficiently and effectively. Some cleaners of the same type are harsher than others. Try on a small inconspicuous area first.
- Always rub metal finishes in the direction of the polish lines for maximum effectiveness and to avoid marring the surface.
- Use only clean soft cloths, sponges, paper towels, fibrous brushes, plastic, non-metal or steel wool soap pads for cleaning and scouring, as recommended on the chart.
- Most exterior parts of this appliance can be cleaned with hot sudsy water (except the various items specifically identified otherwise). When rinsing is required, rinse thoroughly.
- Always wipe dry immediately to avoid water marks.
- **DO NOT USE CHLORINE BASED CLEANERS.**

## Replacing the oven light bulb

### ⚠ CAUTION

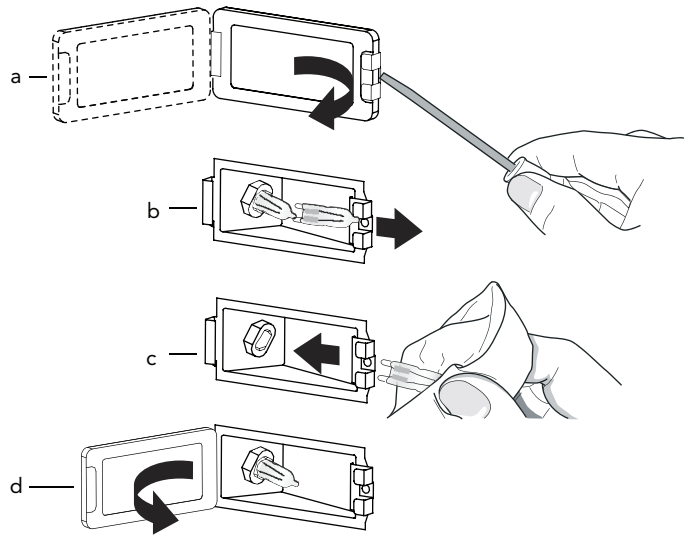
The light socket is live when the door is open. Make sure the appliance and lights are cool and power to the appliance has been turned off before replacing the light bulb(s). Failure to do so could result in electrical shock or burns. The covers must be in place when using the appliance.

Use only 10W, 12V G4 light bulbs. Use a clean, dry cloth to handle the light bulbs. This will increase the life of the bulb.

### Replacing the light bulb

1. Turn off circuit breaker.
2. Remove the oven racks.
3. Slide the tip of a flat blade screw driver between the holder clip and the lamp housing (figure, a).
4. Support the glass lens cover with fingers along the bottom edge to prevent the cover from falling to the bottom of the oven. Gently twist the flat blade screw driver to loosen the glass lens cover.
5. Remove the glass lens cover.
6. Remove the bulb by grasping and sliding the bulb straight back until the two prongs have cleared the ceramic holder (figure, b).

7. **DO NOT** touch the glass of the new replacement bulb with your fingers. It may cause the bulb to fail when it first lights. Grasp the replacement bulb with a clean dry cloth. Locate the two prongs in the ceramic holder, gently poking until the two prongs locate in the ceramic socket.
8. Press down to seat the bulb (figure, c).
9. Slide the protective lens into the holder clip and push the other end until the fixing clip snaps back into the housing (figure, d).



10. Turn on circuit breaker.



## Troubleshooting

You can eliminate minor faults on your appliance yourself. Please read the information on eliminating faults before contacting Customer Service. This may avoid unnecessary service visits.

Symptom	Possible cause	Remedy
Intermittent igniter sparking	<ul style="list-style-type: none"> <li>Ceramic igniter is wet or dirty.</li> <li>Burner ports are clogged.</li> </ul>	<ul style="list-style-type: none"> <li>Carefully dry or clean igniter.</li> <li>Clean ports on burner cap with a wire, a needle or straightened paper clip.</li> </ul>
More than four clicks of igniter before lighting	<ul style="list-style-type: none"> <li>Improper fit of burner cap onto burner base.</li> </ul>	<ul style="list-style-type: none"> <li>Align burner cap properly on burner base.</li> </ul>
Constant igniter sparking	<ul style="list-style-type: none"> <li>Range is not properly grounded.</li> <li>Electrical power supply is incorrectly polarized.</li> </ul>	<ul style="list-style-type: none"> <li>Refer to the Installation Instructions. Have a qualified electrician ground the range properly.</li> </ul>
Igniters sparking but no flame ignition.	<ul style="list-style-type: none"> <li>Gas supply valve is in "OFF" position.</li> </ul>	<ul style="list-style-type: none"> <li>Restore gas supply to the unit.</li> </ul>
Range will not operate (lights, oven, and surface burners will not come on)	<ul style="list-style-type: none"> <li>No power to the unit.</li> <li>Oven is in Sabbath mode.</li> </ul>	<ul style="list-style-type: none"> <li>Check for open circuit breaker.</li> <li>Check that power supply line connection is connected to the proper voltage.</li> <li>Verify that the oven is not in Sabbath mode. See the "Using the oven" section of the Use and Care Guide.</li> </ul>
Oven operates on bake but fails to operate on timed bake	<ul style="list-style-type: none"> <li>Timer improperly set.</li> </ul>	<ul style="list-style-type: none"> <li>Set timer as outlined in the Use and Care Guide.</li> </ul>
Oven light fails to come on.	<ul style="list-style-type: none"> <li>Oven light burned out.</li> </ul>	<ul style="list-style-type: none"> <li>Replace the oven light as outlined in the Use and Care Guide.</li> </ul>
Door will not open.	<ul style="list-style-type: none"> <li>Oven is still in self-clean mode.</li> </ul>	<ul style="list-style-type: none"> <li>If oven is hot, door latch will release when safe temperature is reached.</li> </ul>
Foods in oven are not cooking evenly.	<ul style="list-style-type: none"> <li>Appliance not level.</li> </ul>	<ul style="list-style-type: none"> <li>Refer to the Installation Instructions for instructions on how to level the appliance.</li> </ul>
Hot air is coming from the appliance.	<ul style="list-style-type: none"> <li>It is normal for the cooling process to push heated air out into the room when the oven is on.</li> <li>During different modes the fan speed will increase and decrease.</li> </ul>	<ul style="list-style-type: none"> <li>This is normal.</li> </ul>

## Service information

We're happy to assist you with cleaning and care instructions, accessories, troubleshooting, scheduling service visits and more.

Browse our online resources, such as FAQs and How-to Videos, or call us.

### Contacting customer support

USA	Canada
1-800-735-4328	
<a href="http://www.thermador.com/us/support/customer-care">www.thermador.com/us/support/customer-care</a>	<a href="http://www.thermador.ca/en/support/customer-care">www.thermador.ca/en/support/customer-care</a>

### Model number (E-Nr.), production number (FD) and Z-Nr.

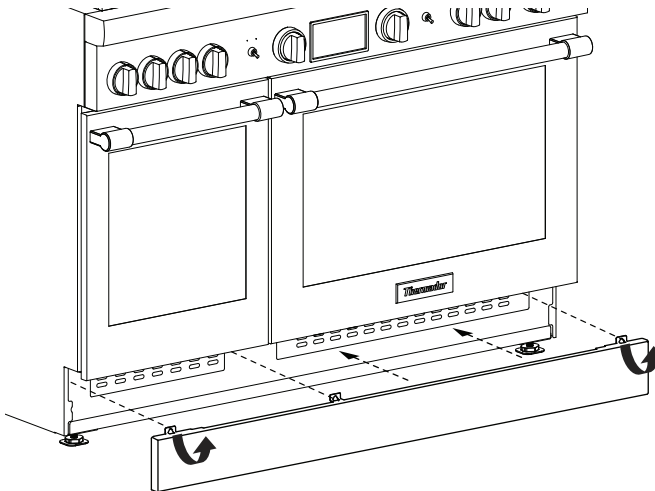
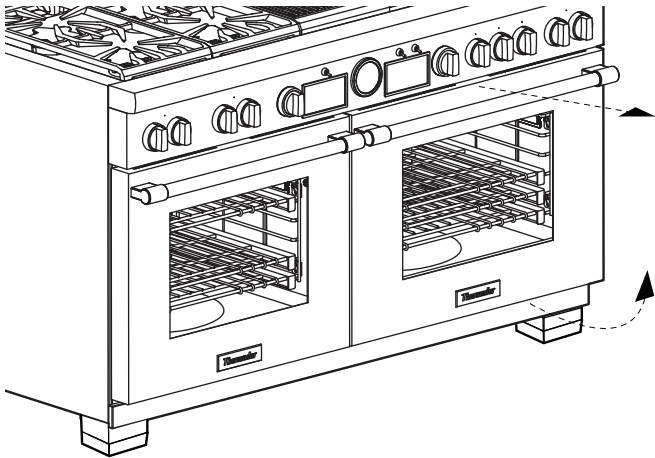
Please have the model number (E-Nr.), the production number (FD) and the consecutive numbering (Z-Nr.) of your appliance noted.



This information can be found on the appliance rating plate.

## Rating plate location

The rating plate shows the model and serial number of your appliance. Depending on your model, the rating plates are located above the main oven or behind the kick plate.



## Remote customer service connection

It is possible for customer service to access the appliance via the Home Connect™ connection in the event of an error.

### Granting customer service access to the appliance

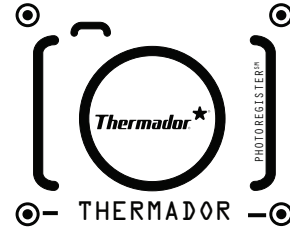
1. Contact customer service. Follow the instructions given to you by the representative.
2. Press **ENTER** to allow customer service access.


## Product registration

Register your BSH product to access to your product related information.

You may register your product through one of the following ways:

- Register with your phone (USA only).
  1. Take a photo of the camera icon on the registration card, including the points (⊙)



2.  : Text the photo to 21432. (USA only, text and data rates may apply.)
- Mail in the completed product registration card to the address printed on the card.
- Register your product online at  
US: [www.thermador.com](http://www.thermador.com)  
CA: [www.thermador.ca](http://www.thermador.ca)
- Call Thermador customer service at 1-800-735-4328.

# *Statement of limited product warranty*

## **What this warranty covers and who it applies to**

The limited warranty provided by BSH Home Appliances ("Thermador") in this Statement of Limited Product Warranty applies only to the Thermador appliance sold to you ("Product"), provided that the Product was purchased:

- For your normal, household (non-commercial) use, and has in fact at all times only been used for normal household purposes.
- New at retail (not a display, "as is", or previously returned model), and not for resale, or commercial use.
- Within the United States or Canada, and has at all times remained within the country of original purchase.

The warranties stated herein apply to the original purchaser of the product warranted herein and to each succeeding owner of the product purchased for ordinary home use during the term of the warranty.

Please make sure to return your registration card; while not necessary to effectuate warranty coverage, it is the best way for Thermador to notify you in the unlikely event of a safety notice or product recall.

## **How long the warranty lasts**

Thermador warrants that the Product is free from defects in materials and workmanship for a period of seven hundred and thirty (730) days from the date of the original purchase. The foregoing timeline begins to run upon the date of the original purchase, and shall not be stalled, tolled, extended, or suspended, for any reason whatsoever.

This Product is also warranted to be free from cosmetic defects in material and workmanship (such as scratches of stainless steel, paint/porcelain blemishes, chip, dents, or other damage to the finish) of the Product, for a period of sixty (60) days from the date of purchase or closing date for new construction. This cosmetic warranty excludes slight color variations due to inherent differences in painted and porcelain parts, as well as differences caused by kitchen lighting, product location, or other similar factors. This cosmetic warranty specifically excludes any display, floor, "As Is", or "B" stock appliances.

## **Repair/replace as your exclusive remedy**

During this warranty period, Thermador or one of its authorized service providers will repair your Product without charge to you (subject to certain limitations stated herein) if your Product proves to have been manufactured with a defect in materials or workmanship. If reasonable attempts to repair the Product have been made without success, then Thermador will replace your Product (upgraded models may be available to you, in Thermador's sole discretion, for an additional charge). Nothing in this warranty requires damaged or defective parts to be replaced with parts of a different type or design than the original part. All removed parts and components shall become the property of Thermador at its sole option. All replaced and/or repaired parts shall assume the identity of the original part for purposes of this warranty and this warranty shall not be extended with respect to such parts. Thermador's sole liability and responsibility hereunder is to repair manufacturer-defective Product only, using a Thermador-authorized service provider during normal business hours. For safety and property damage concerns, Thermador highly recommends that you do not attempt to repair the Product yourself, or use a non-authorized service provider; Thermador will have no responsibility or liability for repairs or work performed by a non-authorized service provider. Authorized service providers are those persons or companies that have been specially trained on Thermador products, and who possess, in Thermador's opinion, a superior reputation for customer service and technical ability (note that they are independent entities and are not agents, partners, affiliates or representatives of Thermador).

Notwithstanding the foregoing, Thermador will not incur any liability, or have responsibility, for the Product if it is located in a remote area (more than 100 miles from an authorized service provider) or is reasonably inaccessible, hazardous, threatening, or treacherous locale, surroundings, or environment; in any such event, if you request, Thermador would still pay for labor and parts and ship the parts to the nearest authorized service provider, but you would still be fully liable and responsible for any travel time or other special charges by the service company, assuming they agree to make the service call.

## **Out of warranty product**

Thermador is under no obligation, at law or otherwise, to provide you with any concessions, including repairs, prorates, or Product replacement, once this warranty has expired.

## Warranty exclusions

The warranty coverage described herein excludes all defects or damage that are not the direct fault of Thermador, including without limitation, one or more of the following:

- Use of the Product in anything other than its normal, customary and intended manner (including without limitation, any form of commercial use, use or storage of an indoor product outdoors, use of the Product in conjunction with air or water-going vessels).
- Any party's willful misconduct, negligence, misuse, abuse, accidents, neglect, improper operation, failure to maintain, improper or negligent installation, tampering, failure to follow operating instructions, mishandling, unauthorized service (including self performed "fixing" or exploration of the appliance's internal workings).
- Adjustment, alteration or modification of any kind.
- A failure to comply with any applicable state, local, city, or county electrical, plumbing and/or building codes, regulations, or laws, including failure to install the product in strict conformity with local fire and building codes and regulations.
- Ordinary wear and tear, spills of food, liquid, grease accumulations, or other substances that accumulate on, in, or around the Product.
- Any external, elemental and/or environmental forces and factors, including without limitation, rain, wind, sand, floods, fires, mud slides, freezing temperatures, excessive moisture or extended exposure to humidity, lightning, power surges, structural failures surrounding the appliance, and acts of God.

In no event shall Thermador have any liability or responsibility whatsoever for damage to surrounding property, including cabinetry, floors, ceilings, and other structures or objects around the Product. Also excluded from this warranty are Products, on which the serial numbers have been altered, defaced, or removed; service visits to teach you how to use the Product, or visits where there is nothing wrong with the Product; correction of installation problems (you are solely responsible for any structure and setting for the Product, including all electrical, plumbing or other connecting facilities, for proper foundation/flooring, and for any alterations including without limitation cabinetry, walls, floors, shelving, etc.); and resetting of breakers or fuses.

TO THE EXTENT ALLOWED BY LAW, THIS WARRANTY SETS OUT YOUR EXCLUSIVE REMEDIES WITH RESPECT TO PRODUCT, WHETHER THE CLAIM ARISES IN CONTRACTOR OR TORT (INCLUDING STRICT LIABILITY, OR NEGLIGENCE) OR OTHERWISE. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED. ANY WARRANTY IMPLIED BY LAW, WHETHER FOR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OR OTHERWISE, SHALL BE EFFECTIVE ONLY FOR THE PERIOD THAT THIS EXPRESS LIMITED WARRANTY IS EFFECTIVE. IN NO EVENT WILL THE MANUFACTURER BE LIABLE FOR

CONSEQUENTIAL, SPECIAL, INCIDENTAL, INDIRECT, "BUSINESS LOSS", AND/OR PUNITIVE DAMAGES, LOSSES, OR EXPENSES, INCLUDING WITHOUT LIMITATION TIME AWAY FROM WORK, HOTELS AND/OR RESTAURANT MEALS, REMODELLING EXPENSES IN EXCESS OF DIRECT DAMAGES WHICH ARE DEFINITELY CAUSED EXCLUSIVELY BY THERMADOR, OR OTHERWISE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, AND SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE EXCLUSIONS OR LIMITATIONS 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.

No attempt to alter, modify or amend this warranty shall be effective unless authorized in writing by an officer of BSH.

## Obtaining warranty service

To obtain warranty service for your Product, you should contact Thermador Customer Service at 1-800-735-4328 to schedule a repair.



## Customer support

Thank you for being a Thermador customer!

Thermador is dedicated to supporting you and your appliance so you have many years of creative cooking. Please don't hesitate to contact us if you have any questions. We're happy to help you with cleaning and care instructions, cooking tips, accessories, troubleshooting, scheduling service visits, and more.

### USA:

1-800-735-4328

[www.thermador.com/us/support/customer-care](http://www.thermador.com/us/support/customer-care)

### Canada:

1-800-735-4328

[www.thermador.ca/en/support/filters-cleaners-accessories](http://www.thermador.ca/en/support/filters-cleaners-accessories)

## Accessories and parts

### USA:

Filters, Thermador cleaners, teppanyaki pans, griddles, replacement parts, and more can be purchased in our online accessories store.

[www.thermador.com/us/accessories](http://www.thermador.com/us/accessories)

### Canada:

Visit the web page below to learn how to purchase filters, cleaners, accessories and parts.

[www.thermador.ca/en/support/filters-cleaners-accessories](http://www.thermador.ca/en/support/filters-cleaners-accessories)

## Home Connect®

Connect your appliance via the Home Connect app for a world of possibilities that enhance your appliance experience.

For assistance with connecting, contact us at the phone number above, or view instructions here:

[www.home-connect.com/us/en/help-support/set-up](http://www.home-connect.com/us/en/help-support/set-up).



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