



FREQUENTLY ASKED QUESTIONS

How do I get parts for a stove after the 2-year warranty has expired?

You can call our service company for new parts any time at 1-877-288-8099 whether the warranty has expired or not. If you call after 2 year however, you will be charged for the parts.

Do the ovens have a light?

Yes. Each stove in our Thorkitchen Stainless Steel Ranges Collection has an oven light.

Do the ovens have a timer?

No, these models do not have timers.

Can these ovens be converted to use propane, instead of natural gas?

Yes! To find out about getting a Thorkitchen Range converted to propane gas, please call 1-877-631-2845.

Do any of the stoves have a warming tray?

No, these models do not come with warming trays.

How do I get my stove repaired?

You can call our service company for assistance any time at 1-877-288-8099 and they will coordinate a service appointment for you.

Where is the stove made?

The ranges are manufactured in China, and the cook top burners are manufactured in Italy.

The center of the burner is not visible, is there a grill located there?

No, there is no grill in the center.

Are the ovens gas convection?

The ovens have a convection fan that can be turned on manually with a switch.

How do I confirm the install date for the warranty?

The install date is the same day the range was delivered to you.

What accessories are included with purchase?

One broil pan, and one broil cover.

Does the oven have a self-cleaning function?

No, the oven does not have a self-cleaning function.

What are the oven walls made from?

The oven walls are made from blue enamel paint*.

*Enamel paint is paint that air dries to a hard, usually glossy, finish, used for coating surfaces that are outdoors or otherwise subject to hard wear or variations in temperature

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What does the grate near the backsplash do?

The grate vents hot air from the oven as a safety precaution.

What is a BTU?

It's a unit of energy that stands for British Thermal Unit. The higher the BTUs, the more heat your burner will produce.