

Range:

[Overall]

Q: What parts of range is 304, and what part is 430 for gas and dual? Bull nose?

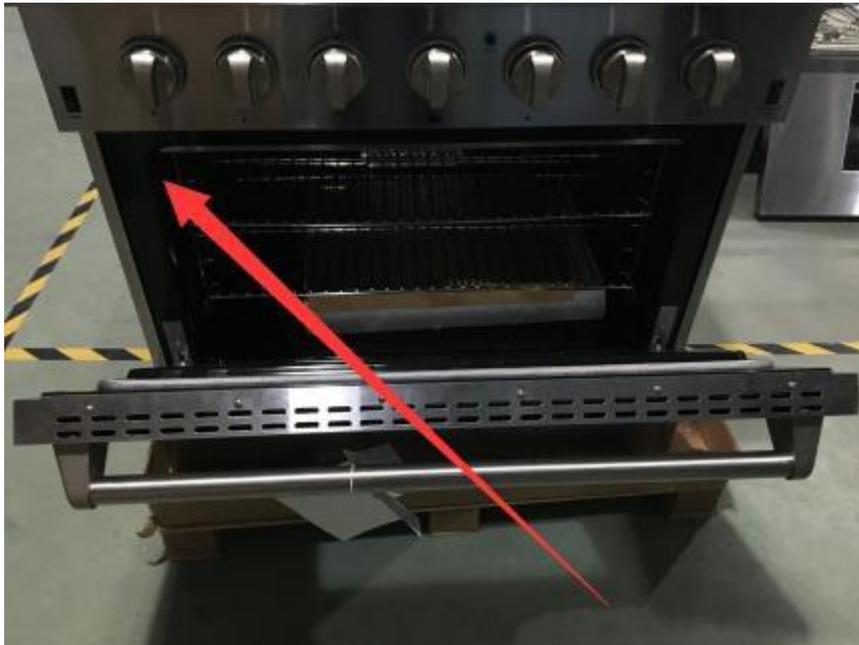
A: Backsplash, Oven Frame Trim, Oven Ceiling are SS 304.

Q: What's the SS gauge on your range and range hood?

SS Gauge is between 0.6 mm to 1.0mm, The SS Gauge for Griddle is 1.5mm.

Q: How do you pull out the range from cabinet to do the service?

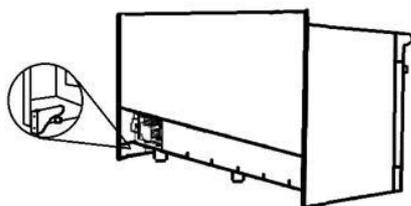
One can not directly pull the oven door, oven handle, or kick plate part. Please open the oven door and pull out the range by holding the oven frame.

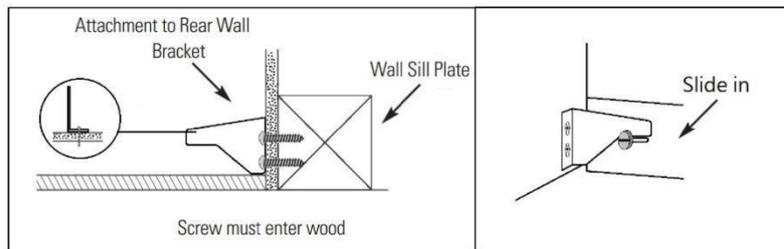


Q: How do you install the anti-tip bracket?

Please see pictures shown below:

We are 1 pc anti-tip bracket for gas range models, and 2 pcs anti-tip bracket for dual fuel range models.



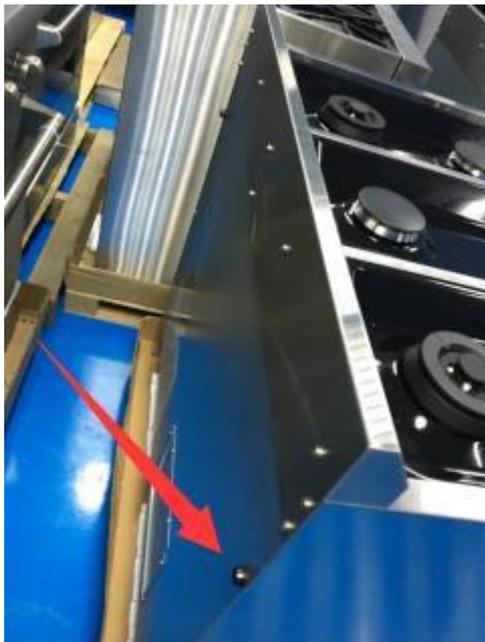


Q: What is the side clearance of range?

A: Half-inch.

Q: What is the back clearance of range with the wall?

A: About 10mm.



Q: Where are the ranges manufactured?

A: Ranges are assembled in China. The gas valve is sourced from Spain, the thermostat and hot surface igniter are sourced from America, the single burner is sourced from Italy.

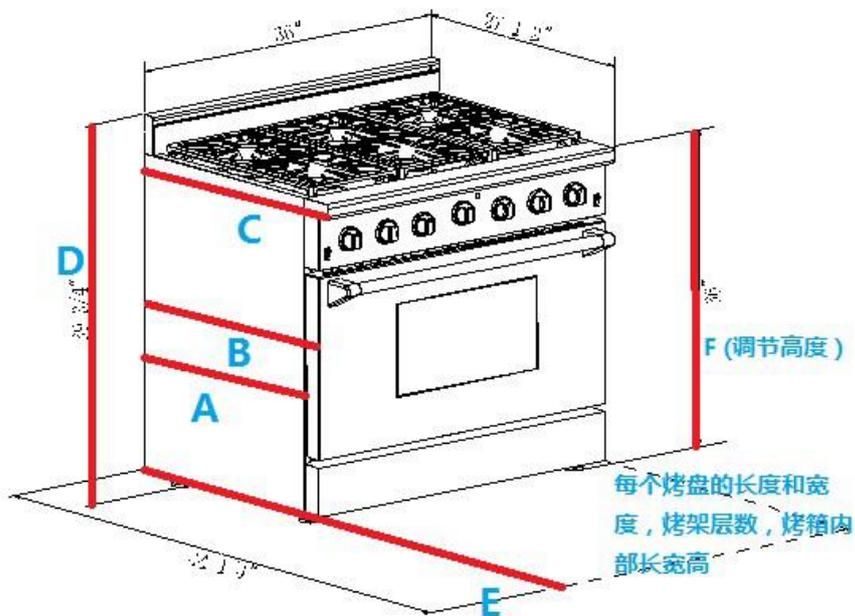
Q: What are the exact dimension of range?

For HRG Gas Range Model

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KITCHEN® Range Q & A

A: 23.75 inches, B: 26 inches, C: 27.5 inches, D: 39 inches, E: 44.25 inches, F: 35.5 inches – 36.5 inches



[Cook top:]

Q: What's the BTU on high, medium, and low for 18K, 15K, and 12K BTU?

18K BTU Single Burner: High 18K BTU, low 2K BTU;

15K BTU Single Burner: High 15K BTU, Medium 5K BTU, Low 1300 BTU, simmer 650 BTU;

12K BTU Single Burner: High 12K BTU, Low 2K BTU.

Q: Why is the central area drip cover Stainless Steel?

A: We provide stainless steel drip cover on our HRD/HRG models to provide the professional Stainless Steel outlook and stainless steel is easy to clean.

Q: Why are there only 4 burners on 30" while other manufactures have 5 burners?

A: We are providing great BTU performance so that 4 burners on 30" can already provide the great cooking experiences for your professional home cooking.

Q: What material do you recommend for cabinetry base?

Non-combustible material is suggested. Usually we suggest customer with ceramic base.

Q: Where is the gas line located?

A: Back Bottom left side for gas range, Front bottom right side for dual fuel range

For Gas Range, the regulator is located on the left bottom of the back panel;

For Dual Fuel Range, the regulator is located on the right side inside the kick panel.



For 30-inch gas range and 36-inch gas range, connect the gas line (adaptor) to the gas inlet but not the cap for NG/LP Conversion;



For 48-inch gas range, connect the gas line (adaptor) to the gas inlet but not the cap for NG/LP Conversion



[Control Panel:]

Q: What's the material of your knobs?

A: Gas is chrome plated ABS knob, and dual fuel is Zinc alloy metal knob.

Q: What's the temperature on control panel and bull nose?

A: There's temperature requirement for the control panel and knob, but not for control panel support (bullnose);

B: Control Panel Part: When Room Temperature is at 77 F (25 C), 150 F (65.56 C) will be the maximum temperature. This standard varies when room Temperature is changing. For example, if room temperature is 79 F, then the maximum temperature should be 150 F + (79-77) F.

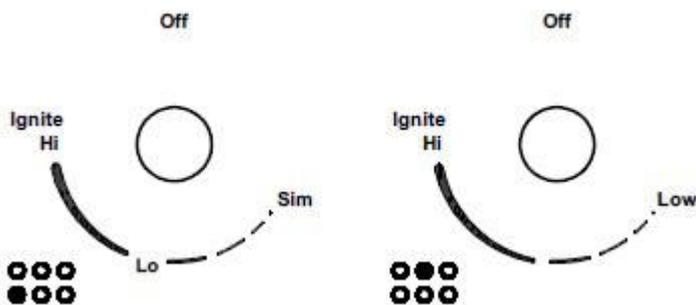
C. Knob Part: When Room Temperature is at 77 F (25 C), 158 F (73.89 C) will be the maximum temperature. This standard varies when room Temperature is changing.

There's a temperature requirement for the front of the range under the height of 914 mm.

Q: Why does it show simmer on the knob when it doesn't have simmer function?

A: We will update it into Low function instead of Simmer function.

Left printing is for dual burner with simmer function, Right printing is for single burner without simmer function (so only low will be shown). This is for the further design.



Q: What's the oven temperature variation when you set a specific temperature. For example 400F?

A: Standard temperature range is between 385 F to 415 F.

Oven:

Q: What's the temperature for broil function?

A: Around 566 F.

Q: Why is oven frame SS for gas and porcelain for dual fuel?

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K I T C H E N[®] Range Q & A

A: Just for the differentiation for different model type.

Q: How many layers of glasses on oven door?

A: 3 layers to keep the heat inside and make sure the temperature does not get too hot on the oven door.

Q: How long does it take for oven to reach 300F, 350F, 400F, and 450F?

A: It depends on your model. Usually 20 mins to reach 350 F.

Q: Will convection fan and bake function shut off automatically when you turn on broil function for dual fuel?

A: For both Gas Range and Dual Fuel Range. Yes it is.

Q: How do you clean the window on the oven door?

Q: Are the ovens self-cleaning?

A: No, but you can place a baking pan, add 2-3 cups of water, turn on oven to 250F from 30-40 min (slow-steam). Let cool down and then wipe interior. Recommend product *magic eraser (target) .

Q: What are the exact dimensions of the interior oven? What's the dimension of the oven rack? What type of material do we use for the oven racks?

A: 1) Oven interior Dimension

30" oven: 24 inches * 16 inches * 18.7 inches

36" oven: 30 inches * 16 inches * 18.7 inches

48" oven: 30"oven: 24 inches * 16 inches * 18.7 inches

18"oven 13.7 inches *16 inches * 18.7 inches

2) 5 levels for the oven rack 3) Oven rack dimension:

30" oven rack 23 inches * 15.8 inches

36" oven rack 28.8 inches * 15.8 inches

48"oven: 30" oven rack: 23 inches * 15.8 inches

18" oven rack: 12.6 inches*15.8 inches

4) Rack Material: Nickle Plated Rack