



How to free your Xcel oven from a “Lock Out” during a cleaning cycle

Condition:

Oven beeps, door is locked and “WARNING”“HIGH-LIMIT-ERROR” appears in the display!



Un-Lock Procedure:

1. Turn the power “ON”.
2. Press and hold the “Clean” button for 5 seconds, then release!
3. Press and hold the “P” button (between the arrows) until display changes.
4. After releasing the “P” button, the display will show one of two messages:

Product Cnt-Programming or Service Code

5. **Product Cnt** means you are out of the “HIGH-LIMIT-ERROR”. Turn the oven’s power switch “OFF” then unplug the oven from the wall for 1 minute. Then plug the unit back to the power outlet, turn the power switch “ON” and it should say “Pre-Heat”. Turn the oven’s power switch “OFF” again and **SLOWLY!** open the oven’s door to check for a blocked drain/vent or drain hose. Clean the debris out and try a cleaning cycle again.
6. **Service Code** means the oven has trapped water and chemical inside which could cause harm if it comes in contact with your skin. Turn the oven’s power switch “OFF” and [Call your service provider to safely open the oven!](#)