

# FAQS

## FREQUENTLY ASKED QUESTIONS

**Q. Can I use a rack in my microwave oven so that I may reheat or cook on two levels at a time?**

A. Only use the rack that is supplied with your microwave oven. Use of any other rack can result in poor cooking performance and/or arcing and may damage your oven.

**Q. Can I use either metal or aluminum pans in my microwave oven?**

A. Usable metal includes aluminum foil for shielding (use small, flat pieces), and shallow foil trays (if tray is 3/4 inch deep and filled with food to absorb microwave energy). Never allow metal to touch walls or door.

**Q. Sometimes the door of my microwave oven appears wavy. Is this normal?**

A. This appearance is normal and does not affect the operation of your oven.

**Q. What are the humming noises that I hear when my microwave oven is operating?**

A. You hear the sound of the transformer when the magnetron tube cycles on and off.

**Q. Why does the dish become hot when I microwave food in it? I thought that this should not happen.**

A. As the food becomes hot it will conduct the heat to the dish. Use hot pads to remove food after cooking.

**Q. What does “standing time” mean?**

A. “Standing time” means that food should be taken out of the oven and covered for additional time after cooking. This process allows the cooking to finish, saves energy and frees the oven for other purposes.

**Q. Can I pop popcorn in my microwave oven? How do I get the best results?**

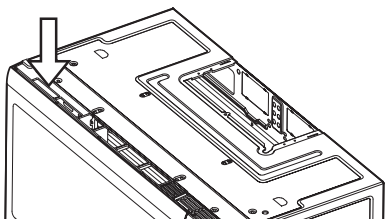
A. Yes. Pop packaged microwave popcorn following manufacturer’s guidelines or use the preprogrammed Popcorn button.

Do not use regular paper bags. Use the “listening test” by stopping the oven as soon as the popping slows to a “pop” every one or two seconds. Do not try to repop unpopped kernels. You can also use special microwave poppers. When using a popper, be sure to follow manufacturer’s directions. Do not pop popcorn in glass utensils.

**Q. Why does steam come out of the air exhaust vent?**

A. Steam is normally produced during cooking. The microwave oven has been designed to vent this steam out the top vent.

Steam exhaust here



# TROUBLESHOOTING

## BEFORE CALLING FOR SERVICE

Check the following list to be sure a service call is really necessary. A quick review of this manual as well as the additional information in this checklist may prevent an unneeded service call.

### **If nothing on the oven operates:**

- check for a blown circuit fuse or a tripped main circuit breaker.
- check if oven is properly connected to electric circuit in house.
- check that controls are set properly.

### **If the oven interior light does not work:**

- the light bulb is loose or defective.

### **If the oven will not cook:**

- check that cooking program was entered correctly.
- check that door is firmly closed.
- check that Start button was touched.
- check that probe was inserted correctly into receptacle.
- check that timer wasn't started instead of a cook function.

### **If oven takes longer than normal to cook or cooks too rapidly:**

- be sure the Power Level is programmed properly.

### **If the time of day clock does not always keep correct time:**

- check that the power cord is fully inserted into the outlet receptacle.
- be sure the oven is the only appliance on the electrical circuit.

### **If food cooks unevenly:**

- be sure food is evenly shaped.
- be sure food is completely defrosted before cooking.
- check placement of aluminum foil strips used to prevent overcooking.

### **If food is undercooked:**

- check recipe to be sure all directions (amount, time, power levels) were correctly followed.
- be sure microwave oven is on a separate circuit.
- be sure food is completely defrosted before cooking.

### **If food is overcooked:**

- check recipe to be sure all directions (amount, power level, time, size of dish) were followed.

### **If arcing (sparks) occur:**

- be sure microwavable dishes were used.
- be sure wire twist ties weren't used.
- be sure oven wasn't operated when empty.
- make sure metal rack (if used) is properly installed on supports.

### **If the Display shows a time counting down but the oven is not cooking:**

- check that door is firmly closed.
- check that timer wasn't started instead of a cooking function.