

20 TROUBLESHOOTING

TROUBLESHOOTING**FAQs****Frequently Asked Questions**

Q	What's wrong when the oven light will not glow?
A	There may be several reasons why the oven light will not glow. Either the light bulb has blown or the electric circuit has failed.
Q	Does microwave energy pass through the viewing screen in the door?
A	No. The holes, or ports, are made to allow light to pass; they do not let microwave energy through.
Q	Why does the beep tone sound when a button on the control panel is touched?
A	The beep tone sounds to assure that the setting is being properly entered.
Q	Will the microwave function be damaged if it operates empty?
A	Yes. Never run it empty.
Q	Why do eggs sometimes pop?
A	When baking, frying, or poaching eggs, the yolk may pop due to steam build up inside the yolk membrane. To prevent this, simply pierce the yolk before cooking. Never microwave eggs in the shell.
Q	Why is standing time recommended after microwave cooking is over?
A	After microwave cooking is finished, food keeps on cooking during standing time. This standing time finishes cooking evenly throughout the food. the amount of standing time depends on the density of the food.
Q	Why doesn't my oven always cook as fast as the cooking guide says?
A	<ul style="list-style-type: none"> • Check your cooking guide again to make sure you have followed directions correctly, and to see what might cause variations in cooking time. • Cooking guide times and heat settings are suggestions, chosen to help prevent overcooking, the most common problem in getting used to this oven. • Variations in the size, shape, weight and dimensions of the food require longer cooking time. • Use your own judgment along with the cooking guide suggestions to test food conditions, just as you would do with a conventional cooker.
Q	Why does the word 'cool' or remaining cooking time appear in the display with fan noise after microwave cooking is over?
A	After cooking is complete, the fan may operate to cool the oven. The display will show Cool. If you open the door or press once STOP before the cooking time is complete, the remaining cooking time will show on the display. This is not a malfunction.

Before Calling for Service

Operation

Problem	Possible Cause & Solution
Microwave oven does not start	<p>Power cord is unplugged, door is open, or cooking time has not been set.</p> <ul style="list-style-type: none"> • Plug in power cord. • Close oven door. • Set cooking time. <hr/> <p>A fuse in your home may be blown or the circuit breaker tripped. Or the appliance is connected to a GFCI (Ground Fault Circuit Interrupter) outlet, and the outlet's circuit breaker has tripped.</p> <ul style="list-style-type: none"> • Check the main electrical box and replace the fuse or reset the circuit breaker. Do not increase fuse capacity. If the problem is a circuit overload, have it corrected by a qualified electrician. • Reset the circuit breaker on the GFCI. If the problem persists, contact an electrician.
Arcing or Sparking	<p>Cookware is not microwave safe, or the oven is being operated while it is empty.</p> <ul style="list-style-type: none"> • Use microwave-safe utensils. When in doubt, test utensils before use. • Do not operate oven while it is empty.
Incorrect Time of Day	<p>Power is interruption.</p> <ul style="list-style-type: none"> • Reset the time. See Setting the Clock section to reset time of day.
Unevenly Cooked Foods	<p>Cookware is not microwave safe, or cook settings were wrong.</p> <ul style="list-style-type: none"> • Test cookware to make sure it is microwave safe. • Do not cook without the glass tray. • Turn or stir food while cooking. • Defrost food completely before cooking. • Use correct cook time and power level.
Overcooked Foods	<p>Cooking settings and methods are wrong.</p> <ul style="list-style-type: none"> • Change cook time or power level.
Undercooked Foods	<p>Cookware is not microwave safe, or cook settings were wrong.</p> <ul style="list-style-type: none"> • Test that cookware is microwave safe. • Defrost food completely before cooking. • Change cook time or power level. • Make sure that ventilation ports are not blocked.
Improper Defrosting	<p>Cookware is not microwave safe, or cook settings were wrong.</p> <ul style="list-style-type: none"> • Test that cookware is microwave safe. • Change defrost time or weight. • Turn or stir food during defrost cycle.