




MICROWAVE

TROUBLESHOOTING GUIDE

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GENERAL PERFORMANCE PROBLEM

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NO ELECTRONIC DISPLAY

Is the power cord supply cord unplugged? → Plug the cord into an outlet.

Is the household fuse blown or circuit breaker tripped? → Replace the fuse or reset the circuit breaker.

When you open the door, does the oven light go on? → After a power outage, the light works but the display does not. Reset the clock following instructions in your owner's manual. [You can download your owner's manual here.](#)

Does this solve your problem?

 **Yes! Problem solved.**

 **No. I need Service.**
[Click here](#) to book an appointment for service.

NOT WORKING/HEATING

Did you set the cook time and power correctly? → See your owner's manual for instructions for operating your microwave. [You can download your owner's manual here.](#)

Did you start the microwave? → Push the START button.

Is oven lamp on and the door closed? → Open the door and then close it securely.

Is the display flashing? → Reset the clock. For instructions, see your owner's manual. [You can download your owner's manual here.](#)

Are you using the microwave's timer? → Press the STOP/CLEAR button to cancel the timer and try again.

Is an operation you set earlier still running? → Press the STOP/CLEAR button to cancel the operation and try again.

Does this solve your problem?

 **Yes! Problem solved.**

 **No. I need Service.**
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GENERAL PERFORMANCE PROBLEM



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POOR COOKING RESULTS

Are you using microwave cookware? → Use approved cookware.

Are you covering the food? → Use a plastic wrap or lid.

Is the glass turntable in the oven? → Use dishes that fit completely on the glass tray.

Did you turn or stir the food during cooking? → Turn or stir liquids and foods in sauces once or twice while cooking.

Did you set the correct cook time and power level? → See the instructions for entering the correct cooking time. You can [download your owner's manual here](#).

Does this solve your problem? →  **Yes! Problem solved.**

 **No. I need Service.**
Click [here](#) to book an appointment for service.

THE TURNTABLE DOESN'T ROTATE

Is the glass tray positioned correctly? → Place the top side of the glass tray facing up and seat the tray firmly on the center hub.

Does this model have an option for turning off the turntable? → If the turntable is off, turn it on.

Are the tray, roller and the bottom of the cooking area clean and free of debris? → Use a soft cloth to clean the inside of the microwave.

Is the power supply cord completely plugged in? → Unplug the cord and plug it back in.

Does this solve your problem? →  **Yes! Problem solved.**

 **No. I need Service.**
Click [here](#) to book an appointment for service.

DISPLAY PROBLEM



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NOT WORKING

Did you reset the clock? → Press the CLOCK button and follow the prompts for setting the time, and then press the START button to activate the clock. For more detail, see the instructions in your owner's manual. [You can download your owner's manual here.](#)

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

[Click here](#) to book an appointment for service.

DISPLAY DIMS

Are some segments in the display dim or missing? → Unplug the microwave, wait 30 seconds and plug it back in. Repeat as necessary.

If you have a model on which you can adjust the screen brightness, see your owner's manual for instructions.

[You can download your owner's manual here.](#)

Does this solve your problem?




Yes! Problem solved.



No. I need Service.

[Click here](#) to book an appointment for service.

FAN PROBLEM

 [Click here for related products and accessories.](#)

FAN MAKES NOISE

Did you run the microwave at a high speed? → At high speed, vent noise is louder than low speed. Either change the fan speed or turn off the fan.

Is the sound metallic? → Call for service.

Does this solve your problem?

 **Yes! Problem solved.**

 **No. I need Service.**
[Click here](#) to book an appointment for service.

FAN KEEPS RUNNING

Is the fan running when you've used the range below it? → No action is required.

Is the fan running when the door is open? → No action is required. The fan runs to cool the components even when the door is open.

Was the microwave oven on for more than 15 minutes? → No action is required. The fan runs longer after a long cooking time, to cool the components.

Does the fan run for about one minute after toasting? → No action is required. It's normal for the fan to blow to cool the toaster heater.

Does the fan run for much longer than about one minute after toasting? → Call for service.

Does this solve your problem?

 **Yes! Problem solved.**

 **No. I need Service.**
[Click here](#) to book an appointment for service.

NOISE PROBLEM



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MAKES NOISE

Is the glass tray positioned correctly? → Place the top side of the glass tray facing up and seat the tray firmly on the center hub.

Is the microwave vented to the exterior? → No action is required. Strong wind can open and close the vent damper.

Are the tray, roller and the bottom of the cooking area clean and free of debris? → Use a soft cloth to clean the inside of the microwave.

Are items on top of a countertop microwave vibrating? → Secure or remove all items from the top of the microwave.

Is the microwave on a metal table? → Put a cushioning material such as wood, plastic or rubber under the microwave to deaden the sound.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

Click here to book an appointment for service.

ARCING OR POPPING

Is the microwave oven empty? → Never operate a microwave that is empty.

Is popping happening about every ten seconds? → No action is required. Food pops as it gets hot.

Did you heat food on a plate trimmed in gold or silver? → Don't heat dishes with metal in them. Use approved microwave cookware.

Did you use metal cookware? → Don't heat metal dishes. Use approved microwave cookware.

Is the rack not securely sitting in the rack holder? → Make sure the rack is in the rack holder. If you are not using the rack, remove it from the microwave.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

Click here to book an appointment for service.