

TROUBLESHOOTING

Frequently Asked Questions

Operation

Why is the oven light not on during cooking?

Make sure the cooking time has been set and the START button has been pressed.

Why does steam come out of the air exhaust vent?

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

Will the microwave oven be damaged if it operates empty?

Yes. Never operate the oven empty or without the glass tray.

Does microwave energy pass through the viewing screen in the door?

No. The metal screen bounces the energy back to the oven cavity. The holes (or ports) allow only light to pass through. They do not let microwave energy pass through.

Why does a tone sound when a pad on the control panel is touched?

The tone tells you that the setting has been entered.

Can my microwave oven be damaged if food is cooked for too long?

Like any other cooking appliance, it is possible to overcook food to the point that the food creates smoke and even possibly fire, and damage to the inside of the oven. It is always best to be near the oven while you are cooking.

I've plugged the oven in and it does not work properly. What is wrong?

The microcomputer controlling your oven may temporarily become scrambled and fail to function as programmed when you plug the oven in for the first time or when power resumes after a power interruption. Unplug the oven from the 120 V household outlet and then plug it back in to reset the microcomputer.

Why do I see light reflection around the outer case?

This light is from the oven light which is located between the oven cavity and the outer wall of the oven.

What are the various sounds I hear when the microwave oven is operating?

The clicking sound is caused by a mechanical switch turning the microwave oven's magnetron ON and OFF.

The heavy hum and clunk is from the change in power the magnetron draws as it is turned ON and OFF by a mechanical switch. The change in blower speed is from the change in line voltage caused by the magnetron being turned ON and OFF.

Food

Is it possible to pop popcorn in a microwave oven?

Yes, if using one of the two methods described below:

(1) microwave-popping devices designed specifically for microwave cooking

(2) prepackaged commercial microwave popcorn that specifies the cook time and power output needed.

Follow exact directions given by each manufacturer for its popcorn popping product and do not leave the oven unattended while the corn is being popped. If corn fails to pop after the suggested time, discontinue cooking. Overcooking could result in an oven fire.



CAUTION

Never use a brown paper bag for popping corn or attempt to pop leftover kernels.

Why is a standing time recommended after microwave cooking time is over?

Standing time allows foods to continue cooking evenly for a few minutes after the actual microwave oven cooking cycle. The amount of standing time depends upon the density of the foods.

Why is additional time required for cooking food stored in the refrigerator?

As in conventional cooking, the initial temperature of food affects total cooking time. You need more time to cook food taken out of a refrigerator than for food at room temperature.

Before Calling for Service

You can often correct operating problems yourself. If your microwave oven fails to work properly, locate the operating problem in the list below and try the solutions listed for each problem.

If the microwave oven still does not work properly, contact the nearest LG Authorized Service Center. LG Authorized Service Centers are fully equipped to handle your service requirements.

Symptoms	Possible Causes / Solutions
Oven does not start	<ul style="list-style-type: none"> • Plug in power cord. • Close oven door. • Set cooking time.
Arcing or Sparking	<ul style="list-style-type: none"> • Cookware is not microwave safe. When in doubt, test cookware before use. • Do not operate oven while empty.
Incorrect time of day	<ul style="list-style-type: none"> • Possible power interruption. See Clock section to reset time of day.
Unevenly Cooked Foods	<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	<ul style="list-style-type: none"> • Change cook time or power level.
Undercooked Foods	<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 ventilation ports are not blocked.
Improper Defrosting	<ul style="list-style-type: none"> • Test that cookware is microwave safe. • Change defrost time or weight. • Turn or stir food during defrost cycle.