

# 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.