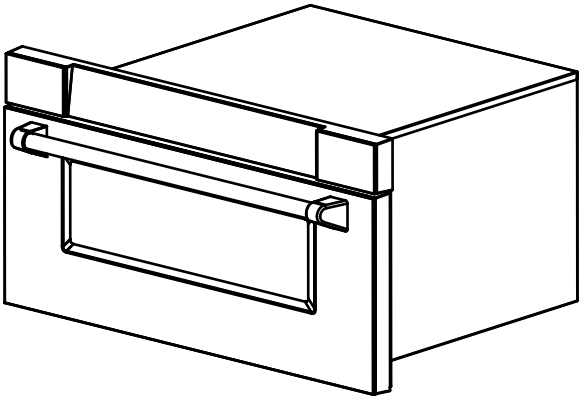
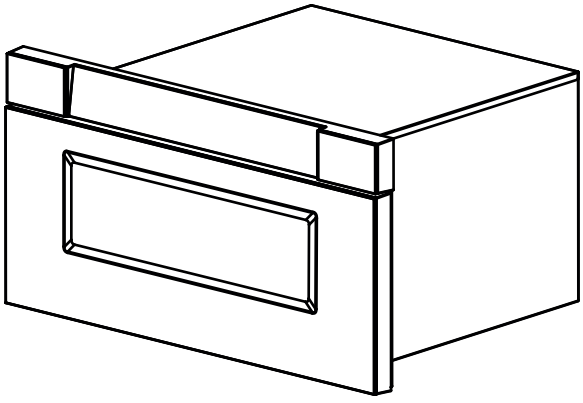
COSMO

MICROWAVE DRAWER

COS-MWD3012GBK
COS-MWD3012GSS
COS-MWD3012NHBK
COS-MWD3012NHSS





30 in. BUILT-IN MICROWAVE DRAWER

USER MANUAL

IMPORTANT: READ AND SAVE THESE INSTRUCTIONS.
FOR RESIDENTIAL USE ONLY.

INSTALLER: PLEASE LEAVE THESE INSTRUCTIONS WITH THIS UNIT FOR THE OWNER.

OWNER: PLEASE RETAIN THESE INSTRUCTIONS FOR FUTURE REFERENCE.

Rev. 25.07

THANK YOU FOR YOUR PURCHASE

Thank you for your purchase. We know that you have many brands and products to choose from and we are honored to know that you have decided to take one of our products into your home and hope that you enjoy it.

COSMO Appliances are designed according to the strictest safety and performance standard for the North American market. We follow the most advanced manufacturing philosophy. Each appliance leaves the factory after thorough quality inspection and testing. Our distributors and our service partners are ready to answer any questions you may have regarding how to install, use and care for your products. We hope that this manual will help you learn to use the product in the safest and most effective manner.

Before using this product, please read through this manual carefully. Keep this user manual in a safe place for future reference. Please ensure that other persons using this product are familiar with these instructions as well.

If you have any questions or concerns, please contact the dealer from whom you purchased the product, or contact our Customer Support at:

1-888-784-3108

Reach us online at:

www.cosmoappliances.com

TABLE OF CONTENTS

MICROWAVE DRAWER SAFETY 4

Important Safety Instructions 5

PRODUCT OVERVIEW 9

Microwave Drawer Layout 9

Control Panel 10

FEATURES 11

Clock 11

Timer 11

USING THE MICROWAVE DRAWER 12

Control Lock 12

Mute 12

Cookware and Dinnerware 13

Manual Cook (Time Cook) 14

Melt 15

Soften 15

Popcorn 16

Beverage 16

Sensor Reheat/Cook 17

Sensor Reheat 17

Sensor Cook 18

Weight Defrost 18

Time Defrost 20

MICROWAVE DRAWER CARE 21

General Cleaning 21

TROUBLESHOOTING 23

LIMITED WARRANTY 25

MICROWAVE DRAWER SAFETY

READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE

Your safety and the safety of others are very important.

We have provided many important safety messages in this manual and on your appliance. Always read and obey all safety messages.



This is the safety alert symbol.

This symbol alerts you to potential hazards that can kill or hurt you and others.

All safety messages will follow the safety alert symbol and either the word "WARNING" or "CAUTION." These words mean:

⚠ WARNING You can be killed or seriously injured if you don't follow instructions.

⚠ CAUTION A potentially hazardous situation which, if not avoided, could result in minor or moderate injury.

All safety messages will tell you what the potential hazard is, tell you how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.

California Proposition 65 Warning

⚠ **WARNING:** Cancer and Reproductive Harm - www.P65Warnings.ca.gov.

This device complies with Part 18 of the FCC Rules.

IMPORTANT SAFETY INSTRUCTIONS

⚠ WARNING If the information in this manual is not followed exactly, a fire or electrical shock may result that could cause property damage, personal injury or death.

- Read all instructions before using the microwave oven.
- Read and follow the specific "PRECAUTIONS TO AVOID POSSIBLE EXPOSURE TO EXCESSIVE MICROWAVE ENERGY" found in this section.
- The microwave oven must be grounded. Connect only to properly grounded outlet. See "GROUNDING INSTRUCTIONS" found in this section and in the provided Installation Instructions.
- Install or locate the microwave oven only in accordance with the provided Installation Instructions.
- Some products such as whole eggs in the shell and sealed containers – for example, closed glass jars – are able to explode and should not be heated in the microwave oven.
- Use the microwave oven only for its intended use as described in the manual. Do not use corrosive chemicals or vapors in the microwave oven. This type of oven is specifically designed to heat, cook, or dry food. It is not designed for industrial or laboratory use.
- HOT CONTENTS CAN CAUSE SEVERE BURNS.DO NOT ALLOW CHILDREN TO USE THE MICROWAVE. Use caution when removing hot items.
- Do not operate the microwave oven if it has a damaged cord or plug, if it is not working properly, or if it has been damaged or dropped.
- The microwave oven should be serviced only by qualified service personnel. Call an authorized service company for examination, repair, or adjustment.
- Do not cover or block any openings on the microwave oven.
- Do not store this microwave oven outdoors. Do not use the microwave oven near water - for example, near a kitchen sink, in a wet basement, near a swimming pool, or similar locations.
- Do not immerse cord or plug in water.
- Keep cord away from heated surfaces.
- Do not let cord hang over edge of table or counter.
- See cleaning instructions in the "Microwave Drawer Care" section.

READ AND SAVE THESE INSTRUCTIONS

IMPORTANT SAFETY INSTRUCTIONS

- To reduce the risk of fire in the oven cavity:
  - Do not overcook food. Carefully attend the microwave oven when paper, plastic, or other combustible materials are placed inside the oven to facilitate cooking.
  - Remove wire twist-ties from paper or plastic bags before placing bags in oven.
  - If materials inside the oven ignite, keep oven door closed, turn oven off, and disconnect the power cord, or shut off power at the fuse or circuit breaker panel.
  - Do not use the cavity for storage purposes. Do not leave paper products, cooking utensils, or food in the cavity when not in use.
- Do not mount over a sink.
- Do not store anything directly on top of the microwave oven when the microwave oven is in operation.
- Liquids, such as water, coffee, or tea are able to be overheated beyond the boiling point without appearing to be boiling. Visible bubbling or boiling when the container is removed from the microwave oven is not always present. THIS COULD RESULT IN VERY HOT LIQUIDS SUDDENLY BOILING OVER WHEN THE CONTAINER IS DISTURBED OR A SPOON OR OTHER UTENSIL IS INSERTED INTO THE LIQUID.
- To reduce the risk of injury to persons:
  - Do not overheat the liquid.
  - Stir the liquid both before and halfway through heating it.
  - Do not use straight-sided containers with narrow necks.
  - After heating, allow the container to stand in the microwave oven for a short time before removing the container.
  - Use extreme care when inserting a spoon or other utensil into the container.

READ AND SAVE THESE INSTRUCTIONS

PRECAUTIONS TO AVOID POSSIBLE EXPOSURE TO EXCESSIVE MICROWAVE ENERGY

- Use care when cleaning the vent-hood filter. Corrosive cleaning agents, such as lye-based oven cleaners, may damage the filter.
- Do not attempt to operate this oven with the door open since open-door operation can result in harmful exposure to microwave energy. It is important not to defeat or tamper with the safety interlocks.
- Do not place any object between the oven front face and the door or allow soil or cleaner residue to accumulate on sealing surfaces.
- Do not operate the oven if it is damaged. It is particularly important that the oven door close properly and that there is no damage to the:
  - **a.** Door (bent),
  - **b.** Hinges and latches (broken or loosened),
  - **c.** Door seals and sealing surfaces.
- The oven should not be adjusted or repaired by anyone except properly qualified service personnel.

RADIO INTERFERENCE

1. Operation of the microwave oven may cause interference to your radio, TV or similar equipment.
2. When there is interference, it may be reduced or eliminated by taking the following measures:
   - **a.** Clean door and sealing surface of the oven.
   - **b.** Reorient the receiving antenna of radio or television.
   - **c.** Relocate the microwave oven with respect to the receiver.
   - **d.** Move the microwave oven away from the receiver.
   - **e.** Plug the microwave oven into a different outlet so that microwave oven and receiver are on different branch circuits.

READ AND SAVE THESE INSTRUCTIONS

GROUNDING INSTRUCTIONS

For all cord connected appliances:

The microwave oven must be grounded. In the event of an electrical short circuit, grounding reduces the risk of electric shock by providing an escape wire for the electric current. The microwave oven is equipped with a cord having a grounding wire with a grounding plug. The plug must be plugged into an outlet that is properly installed and grounded.

WARNING: Improper use of the grounding plug can result in a risk of electric shock. Consult a qualified electrician or serviceman if the grounding instructions are not completely understood, or if doubt exists as to whether the microwave oven is properly grounded.

Do not use an extension cord. If the power supply cord is too short, have a qualified electrician or serviceman install an outlet near the microwave oven.

ELECTRICAL REQUIREMENTS

⚠ WARNING  **ELECTRIC SHOCK HAZARD**

- Plug into a grounded 3 prong outlet.
- Do not remove ground prong.
- Do not use an adapter or an extension cord.
- Failure to following these instructions can result in death, fire, or electrical shock.

Observe all governing codes and ordinances.

Required:

- A 120 V, 60 Hz, AC only, 15 or 20 A electrical supply with a fuse or circuit breaker.

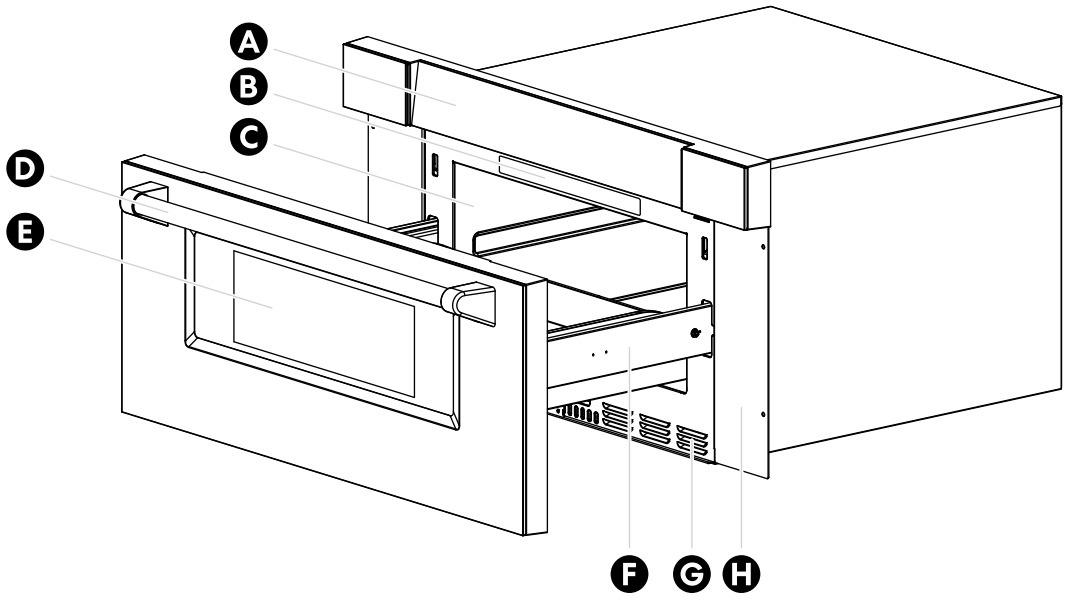
Recommended:

- A time-delay fuse or time-delay circuit breaker.
- A separate circuit serving only this microwave oven.

READ AND SAVE THESE INSTRUCTIONS

PRODUCT OVERVIEW

MICROWAVE DRAWER LAYOUT



A. Control Panel

B. Rating Plate

C. Microwave Oven Cavity

D. Drawer Handle (COS-MWD3012GBK and COS-MWD3012GSS only)

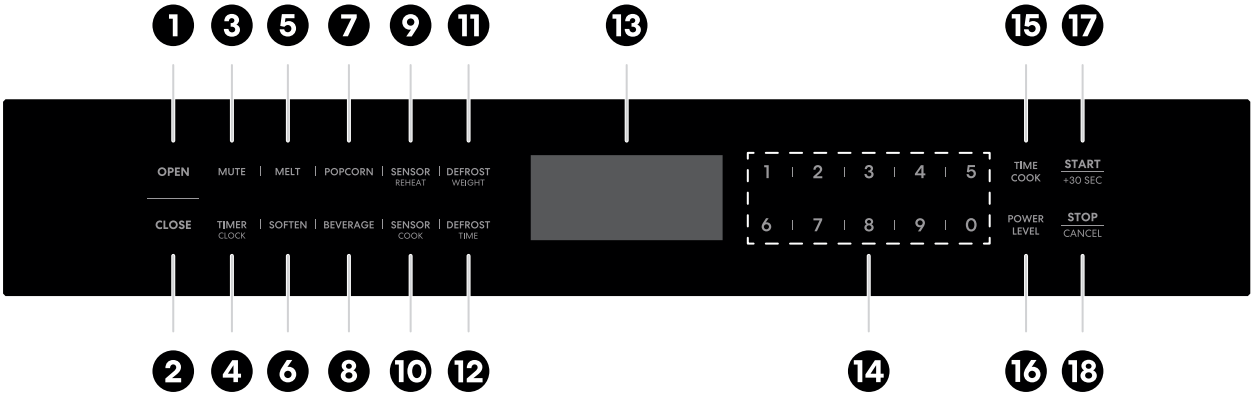
E. Drawer Window

F. Drawer Guide

G. Vent

H. Mounting Flange

CONTROL PANEL



1. OPEN
2. CLOSE
3. MUTE
4. TIMER/CLOCK
5. MELT
6. SOFTEN
7. POPCORN
8. BEVERAGE
9. SENSOR REHEAT
10. SENSOR COOK
11. DEFROST WEIGHT
12. DEFROST TIME
13. DISPLAY
14. NUMBER PADS
15. TIME COOK
16. POWER LEVEL
17. START/+30 SEC
18. STOP/CANCEL

FEATURES

CLOCK

The clock is a 12-hour clock (01:00 – 12:59). In the process of clock setting, if the **STOP/CANCEL** keypad is pressed or if there is no operation within 1 minute, the microwave drawer will go back to former setting automatically.

Setting the Clock

1. Press **TIMER/CLOCK** twice. The default time "12:00" flashes in the display.
2. Press the numbers to enter the correct time of day. For example, to set 12:34, press the numbers 1, 2, 3, and 4.
3. Press **START** or **TIMER/CLOCK** to accept the time entered and start the clock.

NOTE:

- When the microwave drawer is running, pressing **TIMER/CLOCK** will recall the current clock in the display for 3 seconds.

TIMER

The timer serves as an extra timer in the kitchen that beeps when the set time has run out. When the timer is running, cooking functions cannot be operated.

Setting the Timer (Up to 99 minutes and 99 seconds)

1. Press **TIMER/CLOCK** once. The default time "00:00" flashes in the display.
2. Press the numbers to enter the length of time. For example, to set a 30-minute timer, press the numbers 3, 0, 0, and 0.
3. Press **START** to start the timer.
4. When the set time has run out, the alarm rings 4 times.

Cancelling the Timer

1. Press **STOP/CANCEL**. When the microwave drawer is in standby state, the display returns to the time of day.

USING THE MICROWAVE DRAWER

CONTROL LOCK

The control panel can be locked to avoid unintended use of the microwave drawer.

NOTE:

- The control lock can only be activated while the microwave drawer or the timer is idle or inactive.

To Lock Control Panel:

- Press and hold **STOP/CANCEL** for 3 seconds or until "Loc" appears in the display.

NOTE:

- When locked, touching any keypad on the control panel (except **STOP/CANCEL**) will not work.

To Unlock Control Panel:

- Press and hold **STOP/CANCEL** for 3 seconds or until "UnLo" disappears in the display.

MUTE

Pressing **MUTE** keypad turns the control panel keypad tone on or off. When the keypad tone is turned off, Mute icon shows in the display.

Open/Close the oven door

To open the oven door:

- In the oven door closed state, press **OPEN** once to open the oven door.

To close the oven door:

- In the oven door opened state, press **CLOSE** once to close the oven door.

NOTE:

- During the oven door automatically opens by pressing **OPEN**, pressing **OPEN** or **CLOSE** will automatically stop opening the door, and then pressing the **OPEN** or **CLOSE** button again will open or close the oven door.

COOKWARE AND DINNERWARE

Microwave-Safe

- Browning dish (Follow manufacturer recommendations)
- Ceramic glass, glass
- Earthenware (Follow manufacturer recommendations)
- Melamine (Follow manufacturer recommendations)
- Paper towels, paper plates, napkins (Use non-recycled paper)
- Plastic wraps, bags, covers, dinnerware, containers (Follow manufacturer recommendations)
- Pottery and clay (Follow manufacturer recommendations)
- Silicone bakeware (Follow manufacturer recommendations)
- Wax paper

Do Not Use

- Metal cookware and bakeware
- Straw or wicker
- Gold, silver, or pewter
- Non-approved meat thermometers, skewers
- Twist ties
- Foil liners, such as sandwich wrappers
- Staples
- Objects with gold or silver trim or with metallic glaze

To Test Cookware/Dinnerware:

Place dish in microwave drawer with 1 cup (250 mL) of water beside it. Program 1 minute of cook time at 100%. If dish becomes hot and the water stays cool, do not use the dish in the microwave drawer.

CAUTION:

- Tightly-closed utensils could explode. Closed containers should be opened and plastic pouches should be pierced before cooking.

MANUAL COOK (TIME COOK)

The microwave drawer can accept cooking time up to 99 minutes and 99 seconds (99:99). Always enter the seconds even if they are both zeros.

1. Press **TIME COOK** after placing food and closing the drawer.
2. Press the numbers to enter the length of cooking time.

   For example, to set a 3-minute cooking, press the numbers 3, 0, and 0.
3. (Optional) Press **POWER LEVEL** once. Then press the corresponding power level number key or **POWER LEVEL** repeatedly to select the power level desired. The default power level is 100% (L10) if **POWER LEVEL** is not pressed. Refer to the Power Level table below.

   For example, to select 90% power, Press 9 or **POWER LEVEL** twice.
4. Press **START**.

Power Level	Touch POWER LEVEL	Shortcut Number Key	Display
100%	1 time	1 0	L10
90%	2 times	9	L09
80%	3 times	8	L08
70%	4 times	7	L07
60%	5 times	6	L06
50%	6 times	5	L05
40%	7 times	4	L04
30%	8 times	3	L03
20%	9 times	2	L02
10%	10 times	1	L01

NOTE:

- If "Food" is shown in the display after **START** is pressed, open and close the drawer once and press **START** again. The microwave drawer uses a 5-minute timer from last closing of the drawer to help avoid running without any food inside.

MELT

Touch MELT	Melt Options	Preset Portion Size	Display
1 time	Butter/Margarine	Select: 1 = 1 stick 2 = 2 sticks 3 = 3 sticks	1 buTT 2 buTT 3 buTT
2 times	Chocolate	Select: 1 = 4 oz 2 = 8 oz	4 oz Choc 8 oz Choc
3 times	Cheese	Select: 1 = 8 oz 2 = 16 oz	8 oz CHEE 16 oz CHEE

To Use Melt Program:

1. Place food and close the drawer.
2. Press **MELT** repeatedly to toggle and select different Melt options.
3. Press the number within the preset range to select the best matching portion size. (e.g. Enter 2 for 2 sticks of butter or 8 oz of chocolate.)
4. Press **START**.

SOFTEN

Touch SOFTEN	Soften Options	Preset Portion Size	Display
1 time	Butter	Select: 1 = 1 stick 2 = 2 sticks 3 = 3 sticks	1 buTT 2 buTT 3 buTT
2 times	Ice Cream / Frozen Juice	Select: 1 = 8 oz 2 = 16 oz 3 = 32 oz	8 oz ICE 16 oz ICE 32 oz ICE
3 times	Cream Cheese	Select: 1 = 3 oz 2 = 8 oz	3 oz CHEE 8 oz CHEE

To Use Soften Program:

1. Place food and close the drawer.
2. Press **SOFTEN** repeatedly to toggle and select different Soften options.
3. Press the number within the preset range to select the best matching portion size. (e.g. Enter 2 for 2 sticks of butter or 16 oz of ice cream.)
4. Press **START**.

POPCORN

Pop only 1 package of popcorn at a time. Cooking results may vary by brand and fat content.

Touch POPCORN	Popcorn Options	Preset Portion Size	Display
1 time	Popcorn	1 package	POP

To Use Popcorn Program:

1. Place food and close the drawer.
2. Press **POPCORN** to start. Listen for popping to slow to 1 pop every 1 or 2 seconds, then press **STOP/CANCEL** to stop the cycle.

BEVERAGE

Touch BEVERAGE	Beverage Options	Preset Portion Size	Display
1 time	Beverage	Select: 1 = 1 cup	1 01:30
2 times	Beverage	Select: 2 = 2 cups	2 02:10

To Use Beverage Program:

1. Place food and close the drawer.
2. Press **BEVERAGE** repeatedly to toggle and select the best matching portion size. (Or press the number within the preset range after pressing **BEVERAGE** once.)
3. Press **START**.

SENSOR REHEAT/COOK

The built-in sensor detects the vapor (moisture and humidity) emitted from the food as it heats, and adjusts the cooking times and power levels for various foods and quantities. You can reheat many foods weighted from 4 oz. to 36 oz. and don't need to calculate cooking time or power level.

NOTE:

- Check food temperature after cooking. If additional time is needed, continue to cook manually.
- Do not open the microwave drawer or press **STOP/CANCEL** during the first part of sensor use when the remainder of cooking/reheating time is not shown. The measurement of vapor will be interrupted. To continue cooking, cook manually.
- When the sensor detects the vapor emitted from the food, the remainder of cooking/reheating time will appear. The microwave drawer may be opened when the remaining time appears on the display. At this time, you may stir or season food, as desired.
- Be sure the exterior of the cooking container and the interior of the microwave drawer are dry. Wipe off any moisture with a dry cloth or paper towel.
- To cook/reheat foods above 36 oz. or below 4 oz., use Cook Time to cook manually.

SENSOR REHEAT

Touch SENSOR REHEAT	Sensor Reheat Options	Display
1 time	Select: 1 = Pasta	Sr-1
2 times	Select: 2 = Pizza	Sr-2
3 times	Select: 3 = Meal Plate	Sr-3
4 times	Select: 4 = Soup	Sr-4

To Use Sensor Reheat Program:

1. Place food and close the drawer.
2. Press **SENSOR REHEAT** repeatedly to toggle and select different Sensor Reheat options. (Or press the number within the options range after pressing **SENSOR REHEAT** once.)
3. Press **START**.

SENSOR COOK

Touch SENSOR COOK	Sensor Cook Options	Display
1 time	Select: 1 = Potato	Sc-1
2 times	Select: 2 = Chicken	Sc-2
3 times	Select: 3 = Fish	Sc-3
4 times	Select: 4 = Ground Meat	Sc-4
5 times	Select: 5 = Fresh Vegetables	Sc-5
6 times	Select: 6 = Frozen Vegetables	Sc-6
7 times	Select: 7 = Canned Vegetables	Sc-7

To Use Sensor Cook Program:

1. Place food and close the drawer.
2. Press **SENSOR COOK** repeatedly to toggle and select different Sensor Cook options. (Or press the number within the options range after pressing **SENSOR COOK** once.)
3. Press **START**.

WEIGHT DEFROST

Automatically sets the defrosting times and power levels to give even defrosting results for meats, poultry and fish up to 6 pounds in weight.

To Use Weight Defrost Program: (Between 0.1 and 6.0 pounds)

1. Press **DEFROST WEIGHT** after placing food and closing the drawer.
2. Press the numbers to enter the food weight in tenths of a pound.

   For examples:
   - To enter 0.5 pounds, press the numbers 0 and 5.
   - To enter 3.0 pounds, press the numbers 3 and 0.
3. Press **START**.
4. Midway through the defrost cycle, the microwave drawer will signal as a reminder to turn over or stir the food. After turning over or stirring the food, close the microwave drawer and press **START** again.

Manual Cook (Cook Time) may be added in sequence after Weight Defrost.

To Set a Weight Defrost Followed by a Manual Cook (Cook Time):

1. Press **DEFROST WEIGHT** after placing food and closing the drawer.
2. Press the numbers to enter the food weight in tenths of a pound.

   For examples:
   - To enter 0.5 pounds, press the numbers 0 and 5.
   - To enter 3.0 pounds, press the numbers 3 and 0.
3. Press **TIME COOK**.
4. Press the numbers to enter the length of cooking time.

   For example, to set a 3-minute cooking, press the numbers 3, 0, and 0.
5. (Optional) Press **POWER LEVEL** once. Then press the corresponding power level number key or **POWER LEVEL** repeatedly to select the power level desired. The default power level is 100% (L10) if **POWER LEVEL** is not pressed.

   For example, to select 90% power, Press 9 or **POWER LEVEL** twice.
6. Press **START**.
7. Midway through the defrost cycle, the microwave drawer will signal as a reminder to turn over or stir the food. After turning over or stirring the food, close the microwave drawer and press **START** again.
8. When the defrost cycle is completed, the microwave drawer will start the set manual cook automatically.

TIME DEFROST

Uses reduced power (30% power level) to defrost food without cooking it, and allows thawing frozen food quicker than in the fridge.

To Use Time Defrost Program: (Up to 99 minutes and 99 seconds)

1. Press **DEFROST TIME** after placing food and closing the drawer.
2. Press the numbers to enter the length of defrosting time.
3. Press **START**.
4. Midway through the defrost cycle, the microwave drawer will signal as a reminder to turn over or stir the food. After turning over or stirring the food, close the microwave drawer and press **START** again.

Manual Cook (Cook Time) may be added in sequence after Time Defrost.

To Set a Time Defrost Followed by a Manual Cook (Cook Time):

1. Press **DEFROST TIME** after placing food and closing the drawer.
2. Press the numbers to enter the length of defrosting time.
3. Press **TIME COOK**.
4. Press the numbers to enter the length of cooking time.

   For example, to set a 3-minute cooking, press the numbers 3, 0, and 0.
5. (Optional) Press **POWER LEVEL** once. Then press the corresponding power level number key or **POWER LEVEL** repeatedly to select the power level desired. The default power level is 100% (L10) if **POWER LEVEL** is not pressed.

   For example, to select 90% power, Press 9 or **POWER LEVEL** twice.
6. Press **START**.
7. Midway through the defrost cycle, the microwave drawer will signal as a reminder to turn over or stir the food. After turning over or stirring the food, close the microwave drawer and press **START** again.
8. When the defrost cycle is completed, the microwave drawer will start the set manual cook automatically.

ECO MODE

To enter eco mode

When the oven door is closed and no operation is performed for over a 1 minute the eco mode will be activated.

To cancel eco mode

When in eco mode, open the door or press **any key** to cancel it.

MICROWAVE DRAWER CARE

GENERAL CLEANING

To avoid damage to the microwave drawer caused by arcing due to soil buildup, keep cavity, drawer, microwave inlet cover, and area where the drawer touches the frame clean.

Always follow label instructions on cleaning products.

Clean with mild soap, water, and a soft cloth or sponge or as indicated below.

Exterior

- Clean the outside with mild soap and water; rinse and dry with a soft cloth. Do not use any type of household or abrasive cleaner.

Matte Black Surface

- Wipe with a soft damp cloth and polish with a soft dry cloth to maintain its beauty. There are also a variety of products designed especially for cleaning exterior of the microwave drawer. Follow cleaning product directions carefully.

Stainless Steel Surface

- Wipe with a soft damp cloth and polish with a soft dry cloth to maintain its beauty. There are also a variety of products designed especially for cleaning and shining the stainless exterior of the microwave drawer. Follow cleaning product directions carefully.

Front Side of the Drawer

- Wipe the window on both sides with a soft damp cloth to remove any spills or spatters. Metal parts will be easier to maintain if wiped frequently with a soft damp cloth. Avoid the use of spray and other harsh cleaners as they may stain, streak or dull the drawer surface.

Control Panel

- Activate the control lock to lock the control panel before cleaning. (See "Control Lock" section.) Wipe the panel with a cloth dampened slightly with water only. Dry with a soft cloth. Do not scrub or use any sort of chemical cleaners.

Interior

- Wipe with a soft damp cloth. DO NOT USE ABRASIVE OR HARSH CLEANERS OR SCOURING PADS. For heavier soil, use mild soap; wipe clean with a soft damp cloth. Do not use any chemical oven cleaners.

Microwave Drawer Guides

- Remove the food crumbs from the microwave drawer guides. Wipe with a soft dry cloth in order to keep the microwave drawer opening and closing smoothly.

Waveguide Cover

- Keep the waveguide cover located on the inside top of the microwave drawer area clean to assure good microwave performance. Carefully wipe with a soft damp cloth any food spatters from the surface of the cover immediately after they occur. Built-up splashes may overheat and cause smoke or possibly catch fire. Do not remove the waveguide cover.

TROUBLESHOOTING

First try the solutions suggested here that may help you avoid a service call. If you need further assistance or more recommendations, refer to the limited warranty page or the contact information at the end of this manual.

If you experience	Recommended Solutions
Microwave drawer will not start or operate	**Check the following:** • **Household fuse or circuit breaker:** If a household fuse has blown or a circuit breaker has tripped, replace the fuse or reset the circuit breaker. If the problem continues, call an electrician. • **Magnetron:** Try to heat 1 cup (250 mL) of cold water for 2 minutes at 100% cooking power. If water does not heat, check if the drawer is firmly closed and try again. If microwave drawer still does not operate, call for service. • **Drawer:** Check and remove any packaging material attached to inside of the drawer or below the drawer, then firmly close drawer. If a message "Food" appears in the display, the drawer has been closed for 5 minutes or more without the microwave oven being started. This occurs to avoid unintended starting of the microwave oven. Open and close the drawer, then start the cycle again. • **Timer:** When the timer is running, cooking functions cannot be operated. • **Control:** Make sure control is set properly. Make sure Control Lock is not activated. Make sure Demo mode (on some models) is OFF.
Arcing in the microwave drawer	• **Soil buildup:** Soil buildup on cavity walls, microwave inlet cover, cooking rack supports, and area where the drawer door touches the frame can cause arcing. See "Microwave Drawer Care" section. • **Cookware:** Use microwave-safe cookware only.

If you experience	Recommended Solutions
Unevenly cooked food	• Turn over or stir food midway through the cooking. • Completely defrost food before cooking. • Use appropriate cooking time and power level. • Use microwave-safe cookware only.
Overcooked food	• Use appropriate cooking time and power level.
Undercooked food	• Completely defrost food before cooking. • Use appropriate cooking time and power level. • Use microwave-safe cookware only.
Improper defrosting	• Turn over or stir food midway through the cooking. • Use appropriate cooking time and power level. • Use microwave-safe cookware only.

LIMITED WARRANTY

WARRANTY AND SERVICE

TO RECEIVE WARRANTY SERVICE, YOUR PRODUCT MUST BE REGISTERED.
TO REGISTER AND REVIEW FULL WARRANTY DETAILS, VISIT:

WWW.COSMOAPPLIANCES.COM/WARRANTY

SCAN TO REGISTER

CUSTOMER SUPPORT

TO CHAT WITH US LIVE FOR ASSISTANCE, VISIT:

WWW.COSMOAPPLIANCES.COM/CHAT

SCAN TO CHAT

IMPORTANT

Do Not Return This Product To The Store

If you have a problem with this product, please contact COSMO Customer Support at

+1 (888) 784-3108

DATED PROOF OF PURCHASE, MODEL #, AND SERIAL # REQUIRED FOR WARRANTY SERVICE.

IMPORTANT

Ne pas Réexpédier ce Produit au Magasin

Pour tout problème concernant ce produit, veuillez contacter le service des consommateurs Cosmo Customer Support au

+1 (888) 784-3108

UNE PREUVE D'ACHAT DATEE EST REQUISE POUR BENEFICIER DE LA GARANTIE.

IMPORTANTE

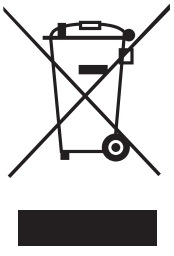
No regrese este producto a la tienda

Si tiene algún problema con este producto, por favor contacte el ayuda al cliente COSMO al

+1 (888) 784-3108

(Válido solo en E.U.A.)

NECESITA UNA PRUEBA DE DE COMPRA FECHADA, NÚMERO DE MODELO Y DE SERIE PARA EL SERVICIO DE LA GARANTÍA.



Correct disposal of this product:

This marking indicates that this appliance should not be disposed with other household wastes. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources.

MEMO

COSMO

APPLIANCES

Cosmo is constantly making efforts to improve the quality and performance of our products, so we may make changes to our appliances without updating this manual.

Electronic version of this manual is available at: www.cosmoappliances.com