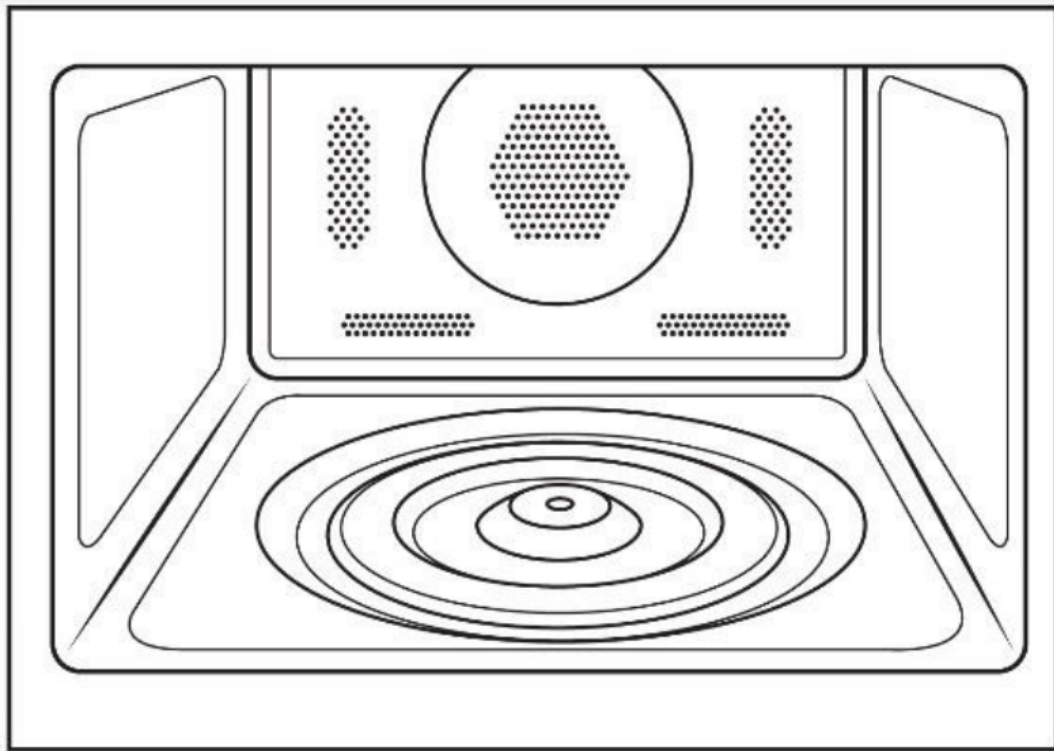
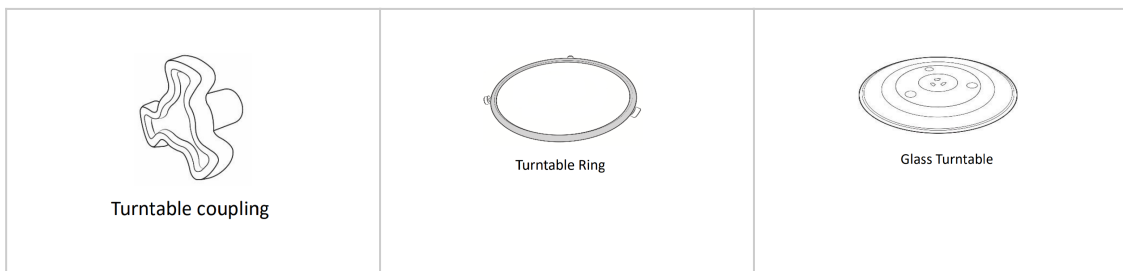
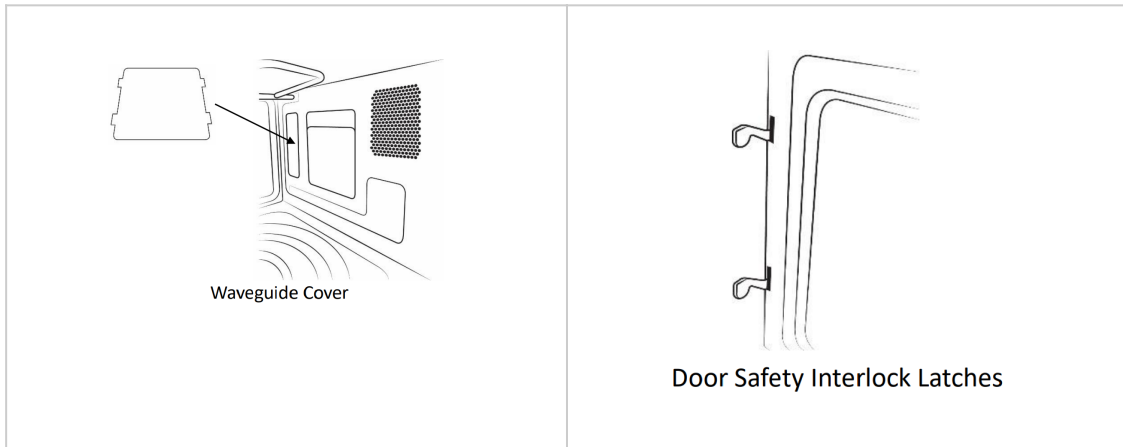


## PRODUCT OVERVIEW



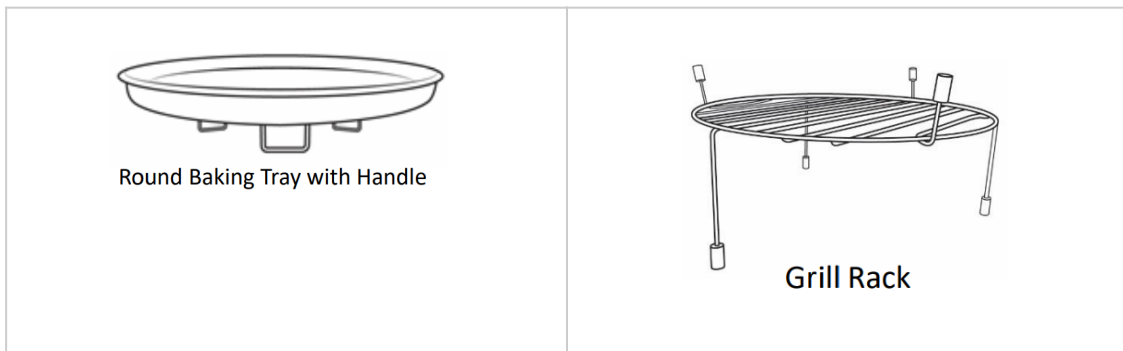
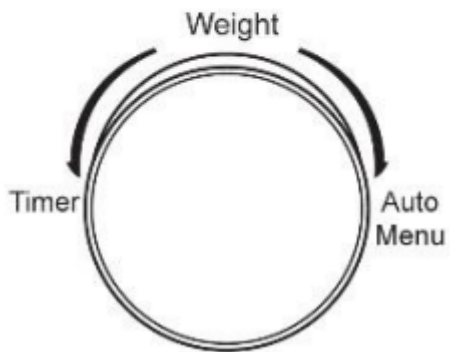
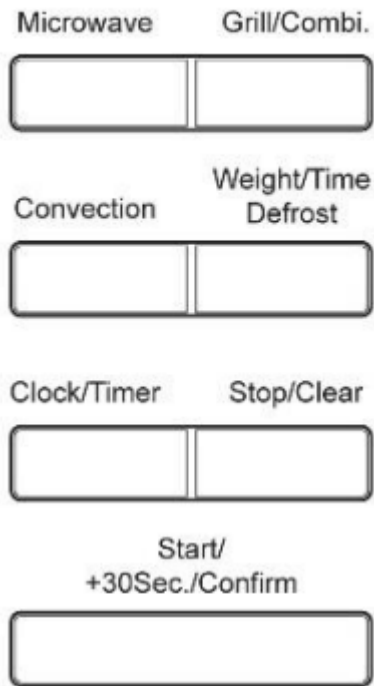
Inside the oven cavity



Control Panel including door release button



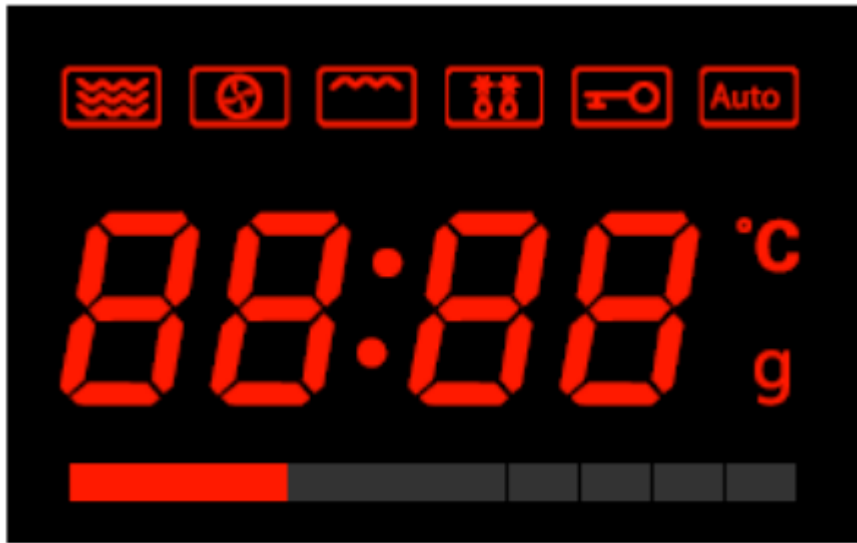
## Control Panel



Grill rack & Baking Tray to be used for grilling & convection cooking only.

**CAUTION:** GRILL RACK AND BAKING TRAY WILL BE HOT AFTER COOKING. PLEASE WEAR OVEN GLOVES











## UNDERSTANDING THE SCREEN DISPLAY



	Indicates microwave cooking is taking place.
	Indicates that convection cooking is taking place.
	Indicates that grilling is taking place.
	Indicates that defrosting is taking place.
	Indicates that the safety lock is engaged.
	Indicates that the auto menu function has been selected.
	Indicates that grams are shown on the LED display.
	Indicates that the temperature (in centigrade) is shown on the LED display.

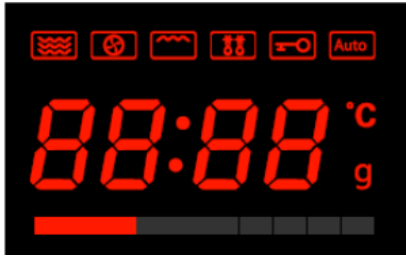


Scrolling bar that indicates the progress of pre-heating.

	Indicates pizza auto menus has been selected
	Indicates meat auto menus has been selected
	Indicates vegetable auto menus has been selected
	Indicates pasta auto menus has been selected
	Indicates cake auto menus has been selected
	Indicates potato auto menus has been selected
	Indicates fish auto menus has been selected
	Indicates beverage auto menus has been selected
	Indicates popcorn auto menus has been selected
	Indicates chicken auto menus has been selected

# CONTROL PANEL





MENU ACTION SCREEN Cooking time, power, action indicators, and clock time are displayed

### Microwave



### Grill/Combi.



MICROWAVE Press this button to use the microwave function. The power level can be changed by turning the dial or pressing the button repeatedly

GRILL/COMBI Press this button to use the grill and combination cooking. Please Note: The grill element is located on the top of the cavity

### Convection






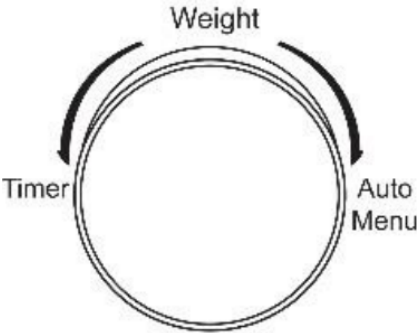
### Weight/Time Defrost



CONVECTION Press this button to use the convection function. Please Note: an element at the back of the unit is used for convection cooking

WEIGHT/TIME/DEFROST Press this button for the defrost function.

CLOCK/TIMER Press this button to set the clock.

<p><b>Clock/Timer</b></p>  <p><b>Stop/Clear</b></p> 	<p><b>STOP/CLEAR</b> Press the Stop/Clear button to stop the microwave and press a second time to return the time back to zero.</p>
<p><b>Start/ +30Sec./Confirm</b></p> 	<p><b>START/+30 SEC/CONFIRM</b> Press this button to start the cooking process.</p>
	<p><b>TIMER/WEIGHT</b> This rotational dial is used for a number of functions.</p> <p><b>AUTO MENU</b> Turn the dial to access the auto menu.</p>

## USING THE MICROWAVE OVEN

### CLOCK SETTING

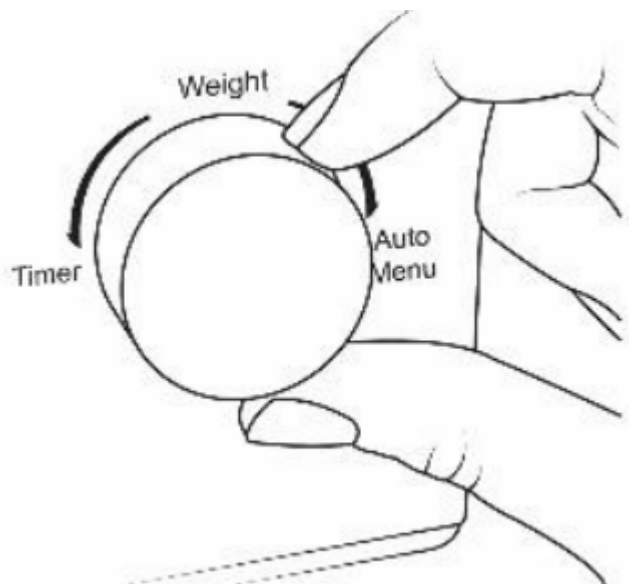
When the microwave oven is first turned on, the display will show and the buzzer will sound once.

- 1) Press the "CLOCK/TIMER" to choose hours or minutes. The hour figures will flash. The time can now be altered and set. When altering the hours the "0" on the left hand side will flash. This means you can now turn the dial to set the hours

## Clock/Timer



2) Turn the "TIMER/WEIGHT/AUTO" dial to adjust the hour figures, the input time should be within 0 - 23 (this is a 24-hour clock).

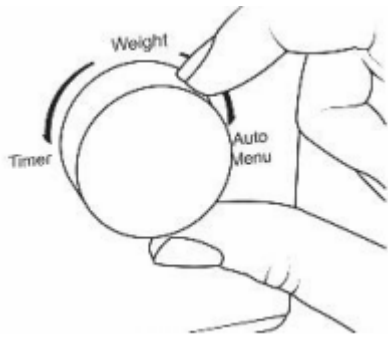


3) Press "CLOCK/TIMER" button again and the minute figures will flash.

## Clock/Timer



4) Turn the "TIMER/WEIGHT/AUTO" dial to adjust the minute figures, the input time should be within 0 - 59



5) Press "CLOCK/TIMER" to finish the clock setting procedure. The ":" will then flash.

## Clock/Timer



6) The clock is now set. If the clock needs altering again, please repeat the previous steps.

### Note:

If the clock is not set, it will not function when powered.

During the process of clock setting, if you press " STOP/CLEAR ", the oven will return to the previous setting.

### Important note:

To remove any residue from the oven that may have been left from the manufacturing process, you should place a cup that is half filled with water in the microwave.

Set the microwave on its highest power level for 2 minutes, the cup and water will be hot so care must be taken when removing it from the oven Afterwards.

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## KITCHEN TIMER (TIMER ONLY NO MICROWAVE FUNCTION)

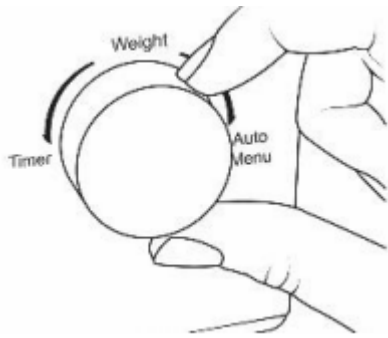
1) Press "CLOCK/ TIMER" twice, and the display will show "00:00".

## Clock/Timer

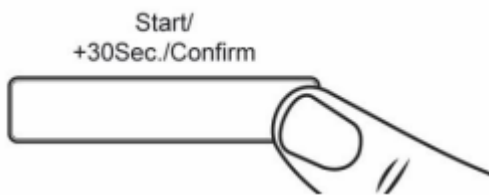


X 2

2) Turn the "TIMER/WEIGHT/AUTO" dial to enter the desired time. (The maximum time is 95 minutes.)



3) Press the “START/+30SEC./CONFIRM” button to confirm the setting.



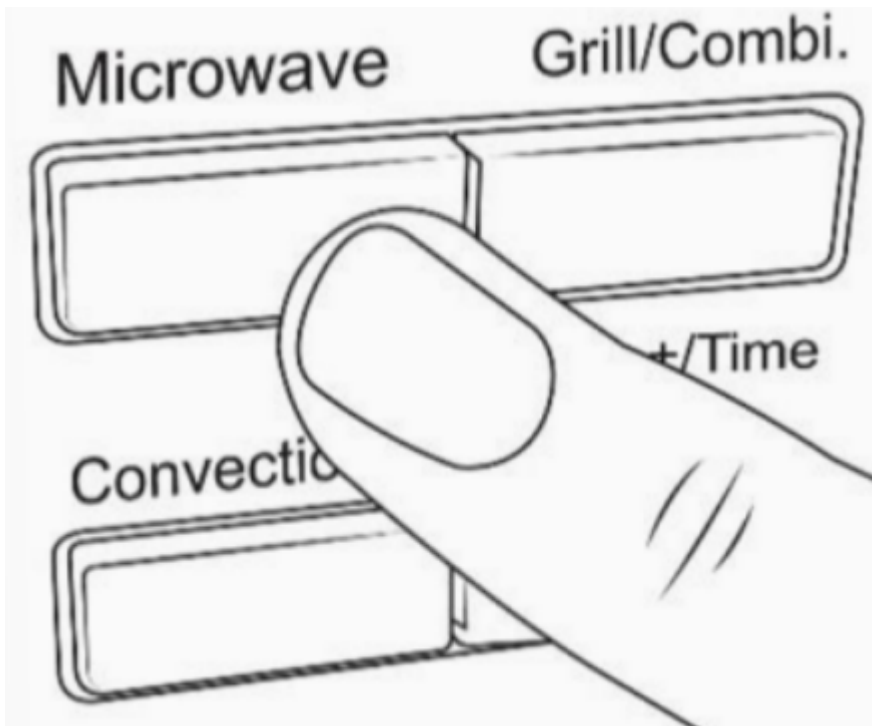
4) When the time is reached, the buzzer will sound 5 times to indicate the time is complete.

**Note:** The Kitchen Timer is for use alongside other kitchen appliances. It is an additional function to the cooking.

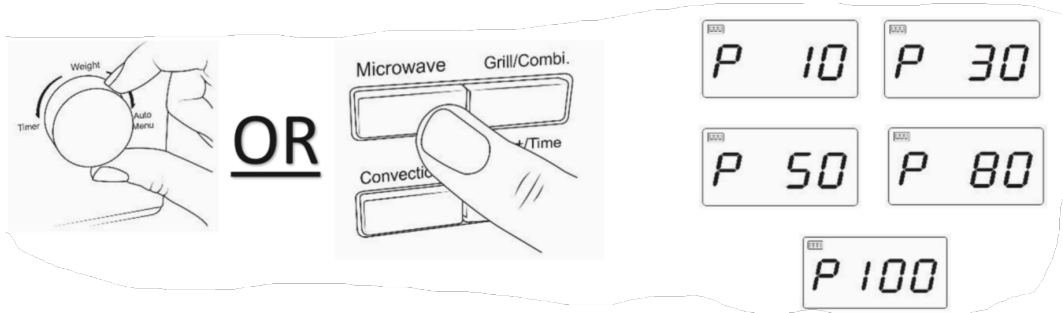
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## MICROWAVE COOKING

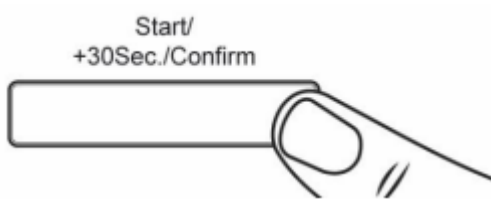
1) Press the “MICROWAVE” button once, and “P100” will display and flash.



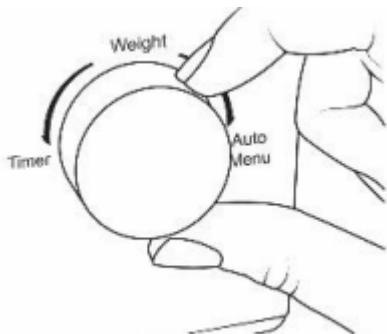
2) Turn the “TIMER/WEIGHT/AUTO” dial to select the desired microwave power. “P100”, “P80”, “P50”, “P30”, “P10” will be displayed OR Press the “MICROWAVE” button to scroll through the power levels.



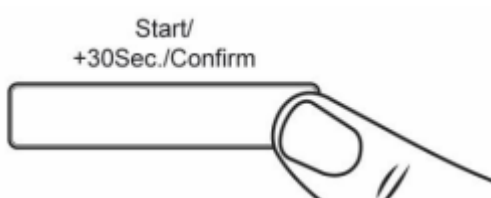
3) Press the “START/+30SEC./CONFIRM” button to confirm the setting.



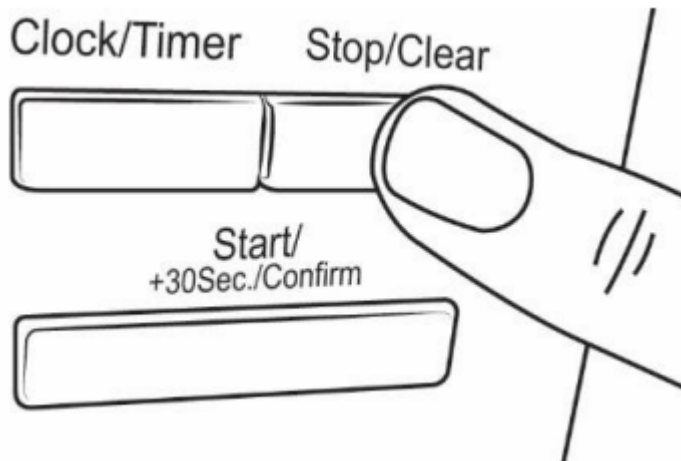
4) Turn the “TIMER/WEIGHT/AUTO” dial to enter the desired time. (The maximum time is 95 minutes.)



5) Press "START/+30SEC/CONFIRM" button to start the cooking process.



If you have set the incorrect power level or time, press the “STOP/CLEAR” button and the display will return to showing the time of day, or to stop the cooking process at anytime press the “STOP/CLEAR button.

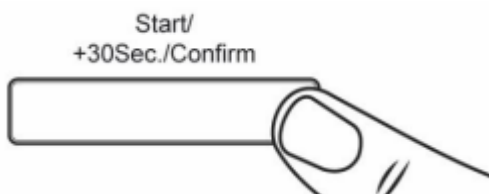


The table below shows which power function is equivalent to cooking power and the wattage.

Press power button	Cooking Power	Equivalent power rating
P100	100%	900W
P80	80%	720W
P50	50%	450W
P30	30%	270W
P10	10%	90W

## QUICK START COOKING

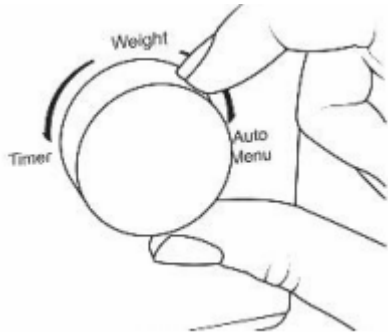
1) Press the "START/+30SEC./CONFIRM" button to cook with 100% power level for 30 seconds. Pressing this button repeatedly will increase the cooking time by 30 seconds to a maximum of 95 minutes.



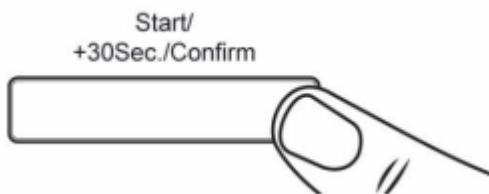
**Note:** During Microwave, Grill, Convection and Combination cooking, the cooking time can increase by 30 seconds by pressing the "START/+30SEC/CONFIRM" button. **This function cannot work under defrost, multi-stage and auto menu cooking.**

## TIMED QUICK START COOKING

1) Turn the "TIMER/WEIGHT/AUTO" dial anti clockwise to adjust the cooking time. (The maximum setting time is 95 minutes.). Reduce the cooking time by rotating further anti clockwise.



2) Press the "START/+30SEC./CONFIRM" button to start the cooking process on 100% power level.



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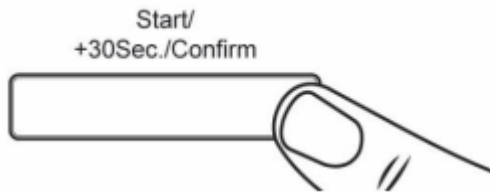
## GRILL COOKING

**Please note:** This function is only recommended for browning food as it is not as powerful as a household grill. The grill element should be preheated to ensure optimum operation and cooking. The recommended preheat time is 10-15 minutes For best grilling results, you must use the C-3 method (combination function) (See pages 30 – 33)

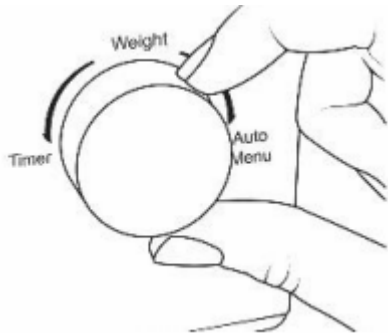
1) Press the "GRILL/COMBI" button once, and "G-1" will display.



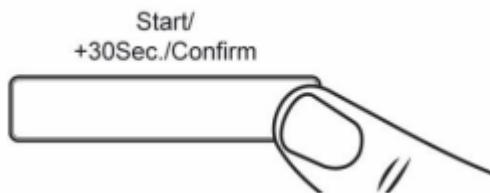
2) Press the "START/+30 SEC./CONFIRM" button to confirm.



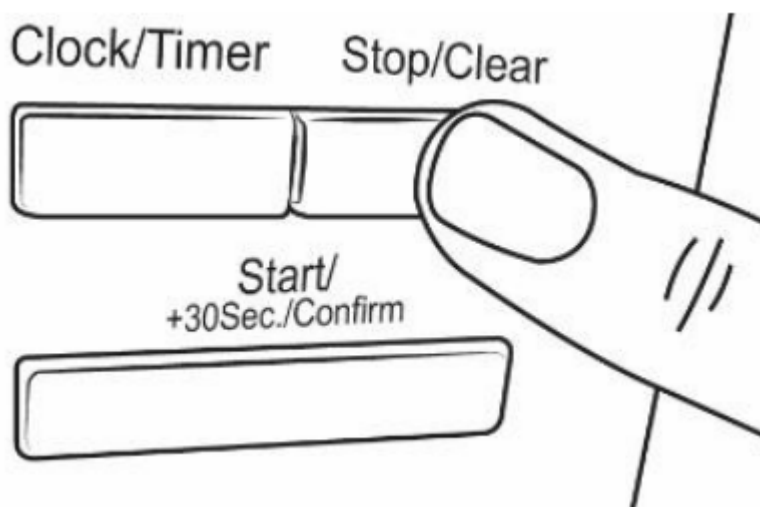
3) Turn "TIMER/WEIGHT/AUTO" dial to adjust the cooking time. (The time setting should be from 0:05- 95:00). To preheat the grill you must run the product in the grill function for 10 – 15 minutes prior to food being put into the appliance



4) Press "START/+30 SEC./CONFIRM" button to start the cooking process.



If you have set the incorrect time, press the "STOP/CLEAR" button and the display will return to showing the time of day, or to stop the cooking process at anytime press the "STOP/CLEAR" button.



Half way through the grill time, the unit will beep twice to tell you to turn the food over. In order to achieve more even grilling , you should open the door turn the food over, close the door, and then press “START/+30 SEC./CONFIRM“ to continue cooking. If the door is not opened and the food is not turned, the oven continue grilling until the time has finished.

At the end of the cooking time, your microwave will beep and the display will return to showing the time of day

**Important note:**

The inside of the microwave and the food that you have been cooking may be extremely hot, so care should be taken when removing items from the microwave. We would recommend that you use an oven glove.

After the food has been removed from microwave, you should ensure that the door is closed.

---

## **COMBINATION COOKING (MICROWAVE + GRILL + OVEN)**

Combination cooking enables you to combine microwave energy, a grill and convection heating (fanned hot air) so you can heat, roast, crisp and brown.

### **Which function shall I use?**

#### **The C-1 Method: Microwave & Convection.**

This is for when you would heat food quickly in the microwave, but give an oven/baked finish. For example, heating lasagne: the lasagne is cooked fast in the microwave, but partially cooked in convection mode.

#### **The C-2 Method: Microwave & Grill.**

This is for when you would cook food quickly using the microwave function, but want a crisp grilled result. For example, a jacket potato: the potato is cooked using the microwave but grilled for a crisp skin, giving an oven result.

#### **The C-3 Method: Grill & Convection.**

You would use this method as you would use your household oven to cook food, but also give a grilled finish. For example, Pizza: the convection mode creates a crisp pizza, and grills cheese for a better result.

#### **The C-4 Method: Microwave, Grill & Convection.**

This is for when you would heat food quickly in the microwave, but give an oven/baked finish. For example, cottage pie: the cottage pie is cooked fast in the microwave, but partially cooked in convection mode and grilled.

## Combination function/program table

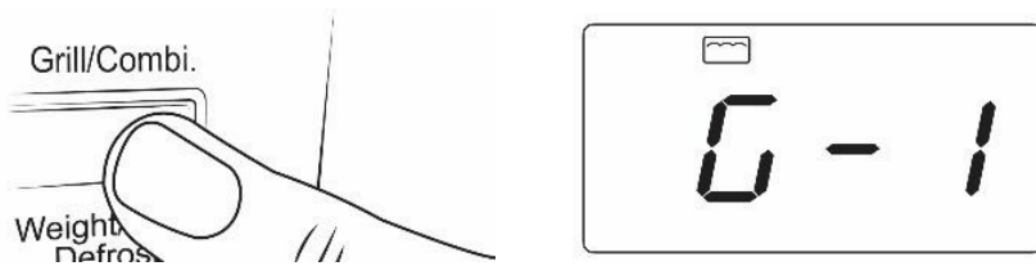
For the various settings the cooking time is divided as below:

	Microwave	Grill	Convection
<b>C-1</b>	900W		165°C
	48%		52%
<b>C-2</b>	900W	165°C	
	48%	52%	
<b>C-3</b>		200°C	200°C
		50%	50%
<b>C-4</b>	900W	200°C	200°C
	16%	42%	42%

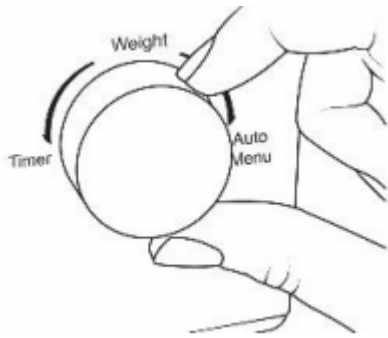
Please note the wattage, temperatures and duration of the functions cannot be adjusted, as these are pre-set into the appliance. If you wish to set the wattage, temperature and duration of the microwave, grill and convection functions in combination, then please use the multistage cooking function that is detailed on page 40.

### COMBINATION COOKING (MICROWAVE + GRILL + OVEN)

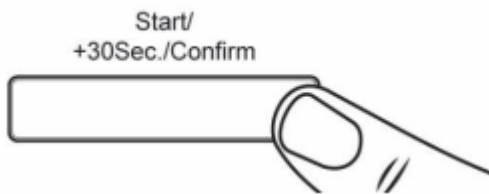
- 1) Press the "GRILL/COMBI" button once, and "G-1" will display.



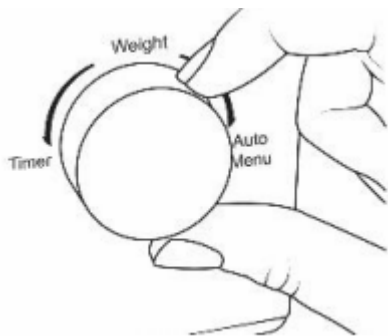
- 2) Turn the "TIMER/WEIGHT/AUTO" dial or press the "GRILL/COMBI" button repeatedly to select the preferred combination cooking method. Stop pressing or turning when "C-1", "C-2", "C-3" and "C-4" appear on the display.



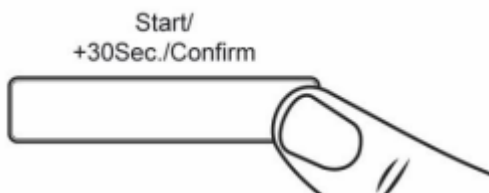
3) Once the preferred cooking setting is on display, Press the “START/+30 SEC./CONFIRM“ button to confirm.



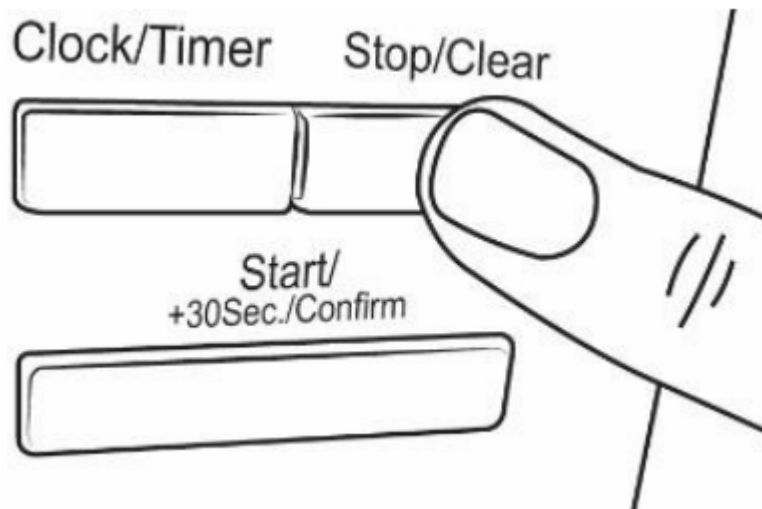
4) Turn “TIMER/WEIGHT/AUTO” dial to adjust the cooking time. (The time setting should be 0:05- 95:00).



5) Press “START/+30 SEC./CONFIRM“ to start the cooking process.



If you have set the incorrect time, press the “STOP/CLEAR” button and the display will return to showing the time of day, or to stop the cooking process at anytime press the “STOP/CLEAR” button.



**Important note:**

The inside of the microwave and the food that you have been cooking may be extremely hot. So care should be taken when removing items from the microwave. We would recommend that you use an oven glove.

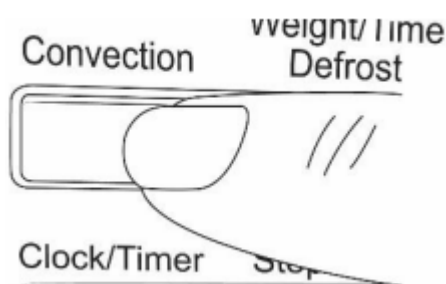
After the food has been removed from microwave, you should ensure that the door is closed

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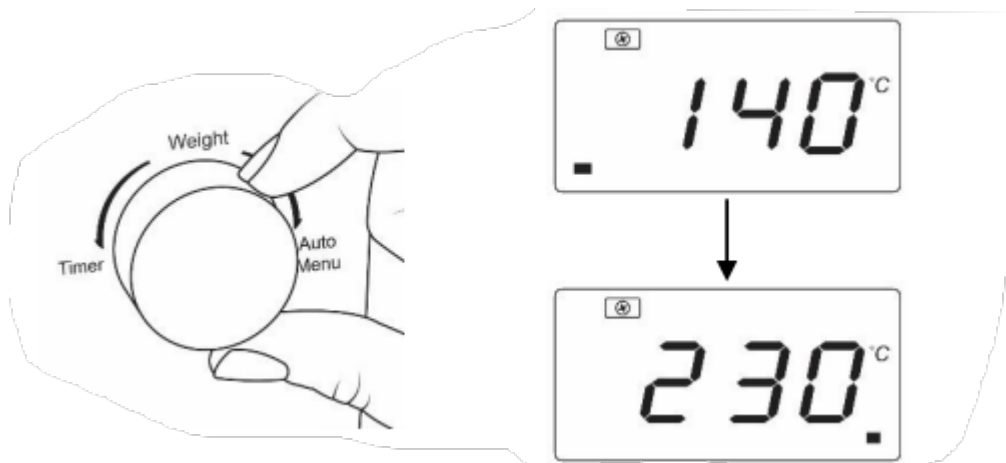
## CONVECTION COOKING (WITH PREHEATING FUNCTION)

It is recommended that you use this feature to preheat the oven to the appropriate temperature before placing the food in the oven. Convection cooking (fanned hot air) is used just as you would use your household oven and provides oven results.

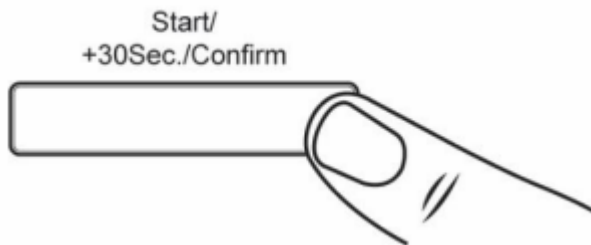
- 1) Press the “CONVECTION” button once, and the cooking temperature will flash up on the display.



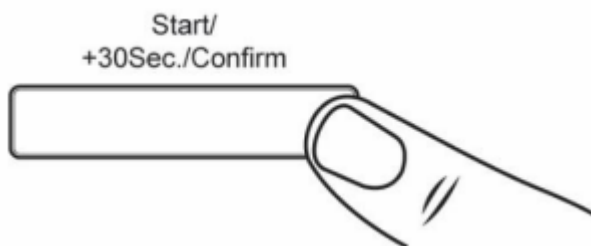
- 2) Turn the “TIMER/WEIGHT/AUTO” dial to select the desired temperature. Note: the temperature can be chosen from 140 degrees to 230 degrees, in 10 degree intervals.



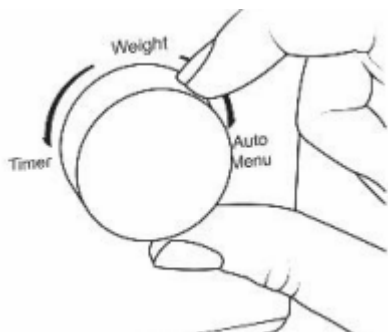
3) Press the “START/+30 SEC./CONFIRM” button to confirm once the required temperature is displayed.



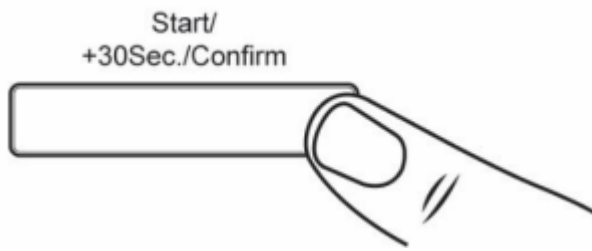
4) Press the “START/+30SEC./CONFIRM” button again to start the preheating. When the preheating temperature is reached, the buzzer will sound twice to remind you to place the food in the oven. The preheated temperature will display and flash. Open the door and place the food in the microwave oven, then close the door.



5) Turn the “TIMER/WEIGHT/AUTO” dial to adjust the cooking time. (The time setting should be 0:05- 95:00).



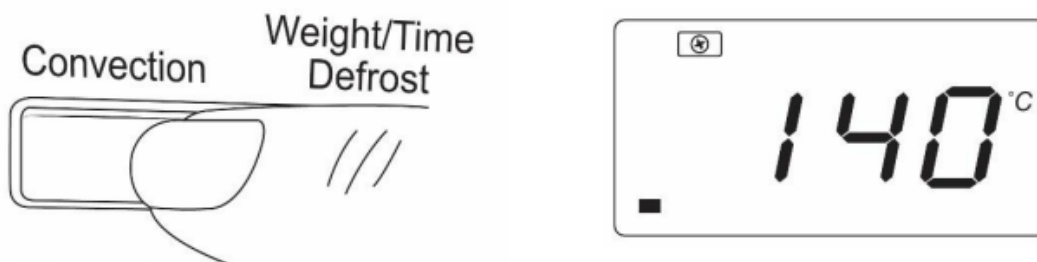
6) Press the “START/+30 SEC./CONFIRM” button to start cooking with the required time.



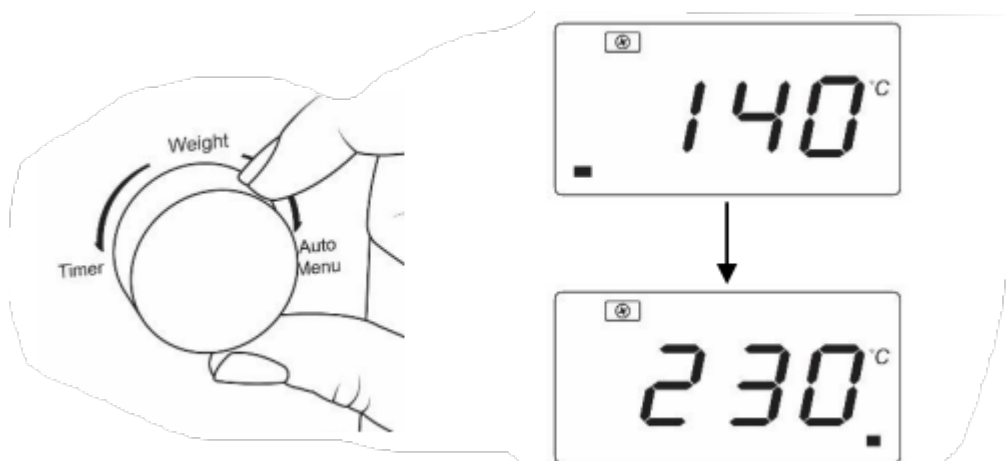
Note: The cooking time cannot be put in until the preheating temperature is achieved. Once the temperature is reached the door must be opened to input the cooking time. If the time is not put in within 5 minutes of reaching the temperature, the oven will stop preheating. The buzzer will sound five times and turn back to standby.

## CONVECTION COOKING (WITHOUT PREHEATING FUNCTION)

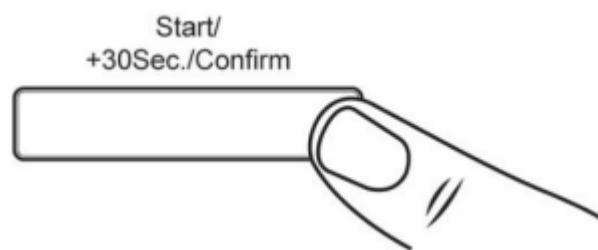
1) Press the “CONVECTION” button once, and the cooking temperature “140” will flash up on display.



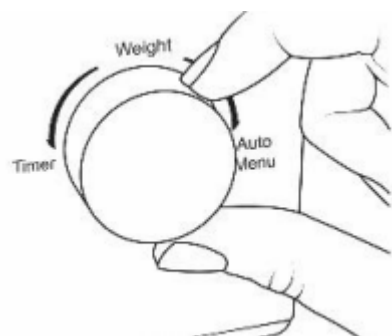
2) Turn the “TIMER/WEIGHT/AUTO” dial to select the desired temperature. Note: the temperature can be chosen from 140 degrees to 230 degrees, in 10 degree intervals.



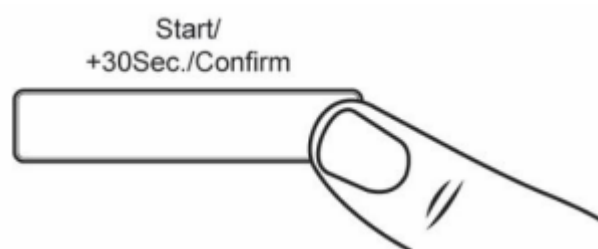
3) Press the “START/+30 SEC./CONFIRM” button to confirm the chosen temperature.



4) Turn the "TIMER/WEIGHT/AUTO" dial to adjust the cooking time. (The time setting should be 0:05- 95:00).

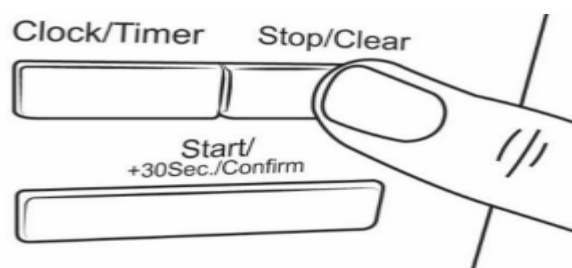


5) Press the " START/+30SEC./CONFIRM" button to start cooking.



### CONVECTION COOKING (WITH & WITHOUT PREHEATING FUNCTION)

If you have set the incorrect time, press the "STOP/CLEAR" button and the display will return to showing the time of day, or to stop the cooking process at any time press the "STOP/CLEAR" button.



**Note:**

The difference between this function and the preheating function is that in this function, items can start to cook straight away, whereas in the preheating function, you have to allow the oven to reach the required temperature before setting the time.

Please be aware, it will take some time for the microwave to reach the chosen temperature as with all cooking appliances, so please add a few extra minutes onto the cooking time.

**Important note:**

If you wish to change the temperature during the cooking process, the STOP/CLEAR" button must be pressed twice to exit the current convection cooking process. Then the convection process can be started again and the new required temperature and time entered.

The inside of the microwave and the food that you have been cooking may be extremely hot, so care should be taken when removing items from the microwave. We would recommend that you use an oven glove.

After the food has been removed from microwave, you should ensure that the door is closed.

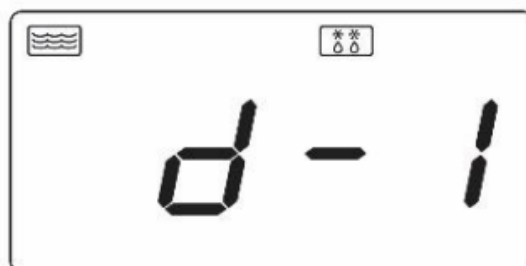
**Interrupting a cooking cycle**

1. If you wish to temporarily interrupt a cooking cycle when it is in progress (for example to stir what you are heating), you should open the microwave door.
2. When the door opens, the microwave will stop heating immediately.
3. To restart the cooking cycle, close the microwave door and then press the " START/ +30SEC./CONFIRM" button .

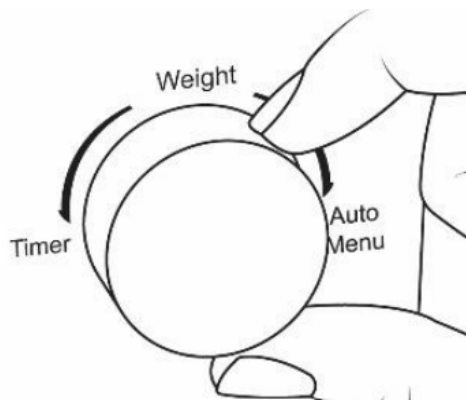
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**DEFROSTING BY WEIGHT**

- 1) Press the "WEIGHT/TIME DEFROST" button once. The oven will display "d-1".

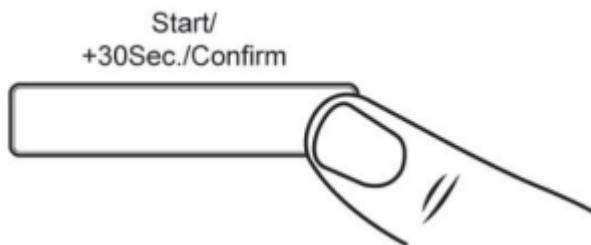


- 2) Turn the "TIMER/WEIGHT/AUTO" dial to select the weight of the food. At the same time "g" will illuminate in red. The weight should be set between 100-2000g.



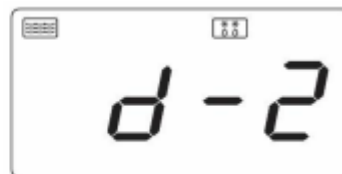
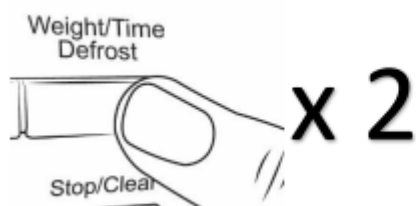
It is advised that you read food labelling for the weight of the food, and convert the weight of the food to grams ONLY. (1000g = 1kg) E.g. A fish weighs 1.5kg, that would mean it weighs 1500g.

3) Press the "START/+30SEC/CONFIRM" button to start defrosting.

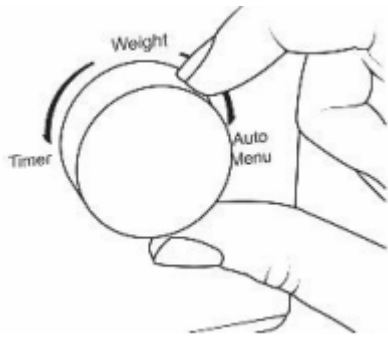


## DEFROSTING BY TIME

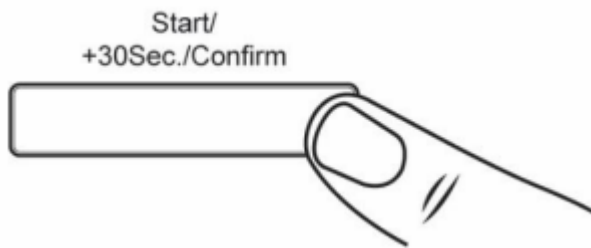
1) Press "WEIGHT/TIME DEFROST" button twice and the oven will display "d-2".



2) Turn the "TIMER/WEIGHT/AUTO" dial to select the cooking time. The maximum setting time is 95 minutes.



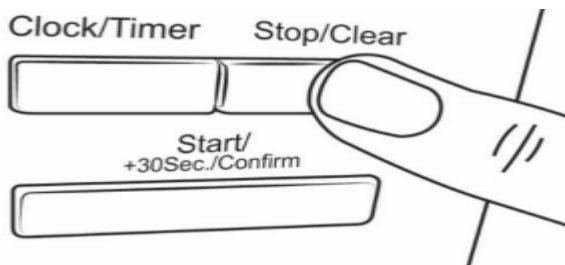
3) Press " START/+30SEC./CONFIRM" button to start the defrosting process.



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## DEFROSTING BY WEIGHT & TIME

If you have set the incorrect time, press the "STOP/CLEAR" button and the display will return to showing the time of day, or to stop the cooking process at any time press the "STOP/CLEAR" button.



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## MULTI-STAGE COOKING

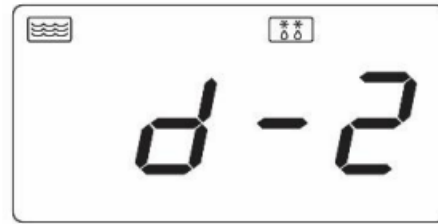
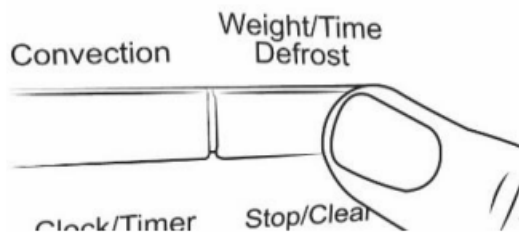


This function allows two stages to be set. If one of the stages is for defrosting then it is recommended to set this to come on first. The buzzer will sound once after each stage and then the next stage will automatically start.

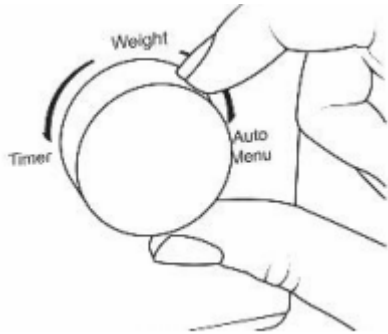
**Note:** The Auto Menu or the pre heating functions cannot be set as one of the multi-stage cooking.

Example: if you want to defrost the food for 5 minutes, then to cook with 80% microwave power for 7 minutes. The steps are as follows:

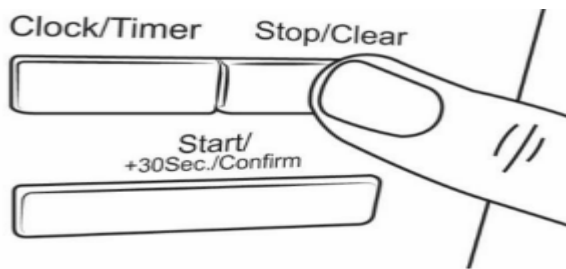
1) Press "WEIGHT/TIME DEFROST " twice, the screen will display "d-2";



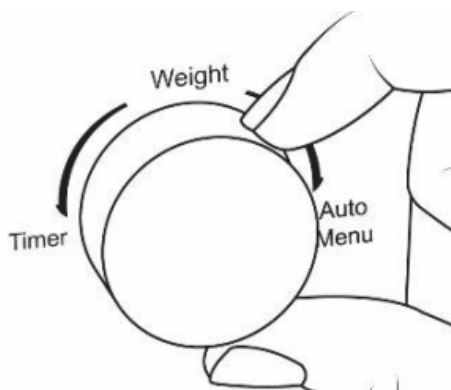
2) Turn the "TIMER/WEIGHT/AUTO" dial to adjust the defrost time to 5 minutes;



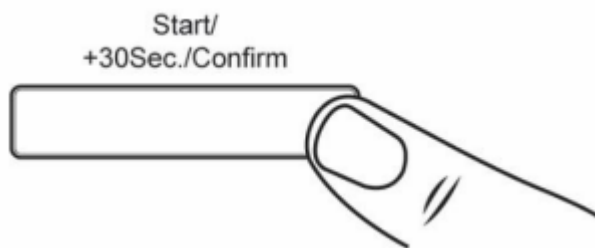
3) Press the "MICROWAVE" button once;



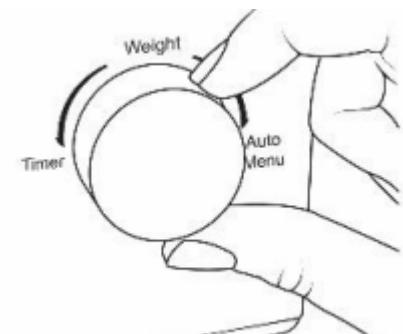
4) Turn the "TIMER/WEIGHT/AUTO" dial to choose 80% microwave power until "P80" displays(see earlier instructions for power levels);



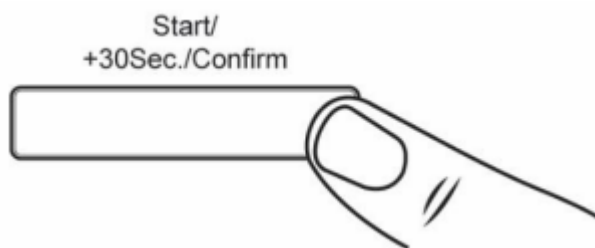
5) Press "START/+30SEC./CONFIRM" to confirm;



6) Turn the "TIMER/WEIGHT/AUTO" dial to adjust the cooking time of 7 minutes;

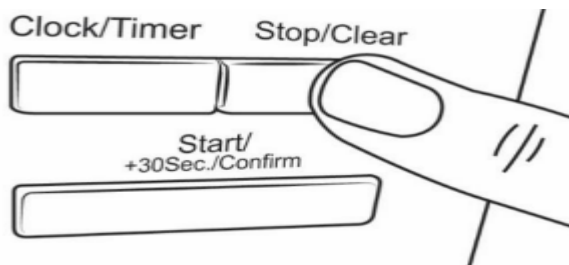


7) Press "START/+30SEC./CONFIRM" to start cooking.



### MULTI-STAGE COOKING

If you have set the incorrect time, press the "STOP/CLEAR" button and the display will return to showing the time of day, or to stop the cooking process at any time press the "STOP/CLEAR" button



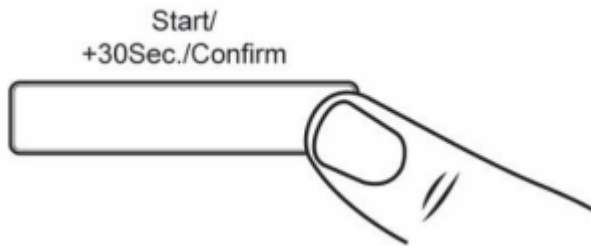
### AUTO MENU

1) Turn the "TIMER/WEIGHT/AUTO" dial clockwise to choose the required auto cook menu, and "A1", "A2", "A3"...."A10" will be displayed. PLEASE SEE THE AUTO COOK MENU TABLE ON THE NEXT PAGE TO FIND YOUR REQUIRED FUNCTION.

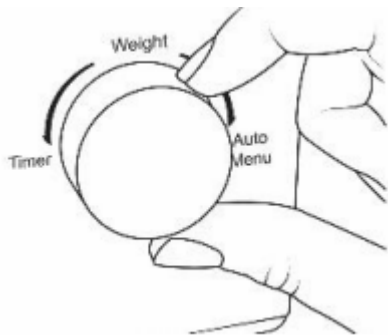




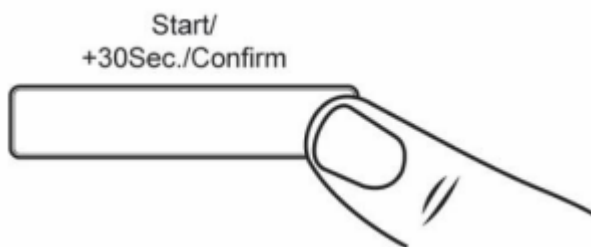
2) Press the "START/ +30 SEC./CONFIRM" button to confirm the menu you need.



3) Turn the "TIMER/WEIGHT/AUTO" dial to choose the weight of the food or the number potatoes or beverages

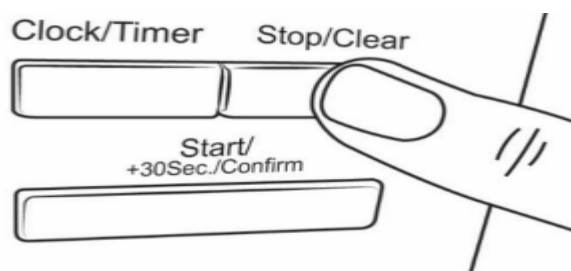


4) Press "START/ +30 SEC./CONFIRM" to start the cooking process.



## AUTO MENU

If you have set the auto menu, press the "STOP/CLEAR" button and the display will return to showing the time of day, or to stop the cooking process at any time press the "STOP/CLEAR" button



**Note:** When you choose A9 cake, please do not put the cake mix in to the oven immediately. The oven needs to be preheated to 160 degree first. After several minutes, the buzzer sounds twice to remind you to put the cake into the oven. After putting the cake in the oven, please press start again. The timer will count down, and the cake should be cooked (it is recommended to check the cake is fully cooked before eating).

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## CHILD LOCK

**LOCK ON:** In standby state, press "STOP/CLEAR" button for 3 seconds, there will be a long "beep" as the lock activates a red button will illuminate in the display.



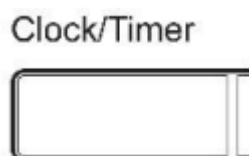
**LOCK OFF:** In locked state, press "STOP/CLEAR" button for 3 seconds, there will be a long "beep" denoting that the lock is released, the lock symbol will disappear from the display.

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## CHECKING FUNCTIONS

### CHECKING THE TIME DURING COOKING

Press "CLOCK/TIMER" to check the current time. It will be displayed for 2-3 seconds.



### CHECKING THE POWER LEVEL DURING COOKING

Press "MICROWAVE", the "GRILL/COMBI." or the " CONVECTION" button, the current power level will be displayed for 2-3 seconds.

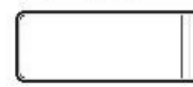
Microwave



Grill/Combi.

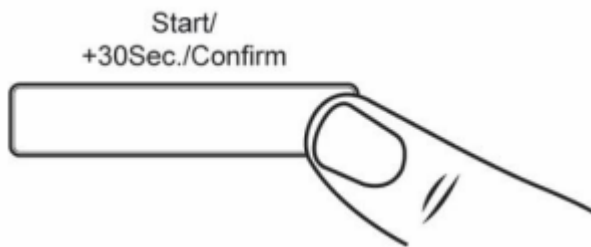


Convection



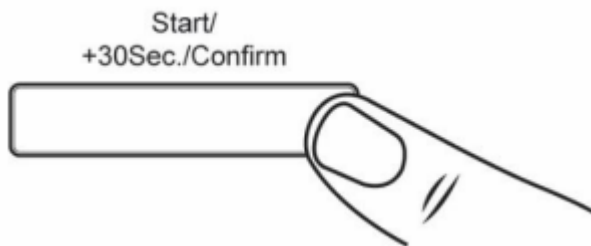
## RESTART COOKING

The "START/+30SEC/CONFIRM" button must be pressed again to continue cooking if the door is opened during a cooking cycle or the "STOP/CLEAR" button has been pressed.



## COOKING CONFIRMATION

Once the cooking program has been set, if the "START/+30SEC/CONFIRM" button is not pressed in 5 minutes. The current time will display and the setting will be cancelled.



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## GENERAL INFORMATION

- The buzzer will sound once when turning the knob at the beginning;
- The "START/+30SEC/CONFIRM" button must be pressed again to continue cooking if the door is opened during a cooking cycle.
- Once the cooking program has been set, if the "START/+30SEC/CONFIRM" button is not pressed within 5 minute the current time will display and the setting will be cancelled.
- The buttons will beep if they are pressed correctly, if not pressed correctly they will not beep.
- The buzzer will sound five times to remind you when cooking is finished.

## WARNING- THIS APPLIANCE MUST BE EARTHED

This appliance is designed to operate from a mains supply of 230-240V~ 50Hz.

Check that the voltage marked on the product corresponds with your supply voltage.

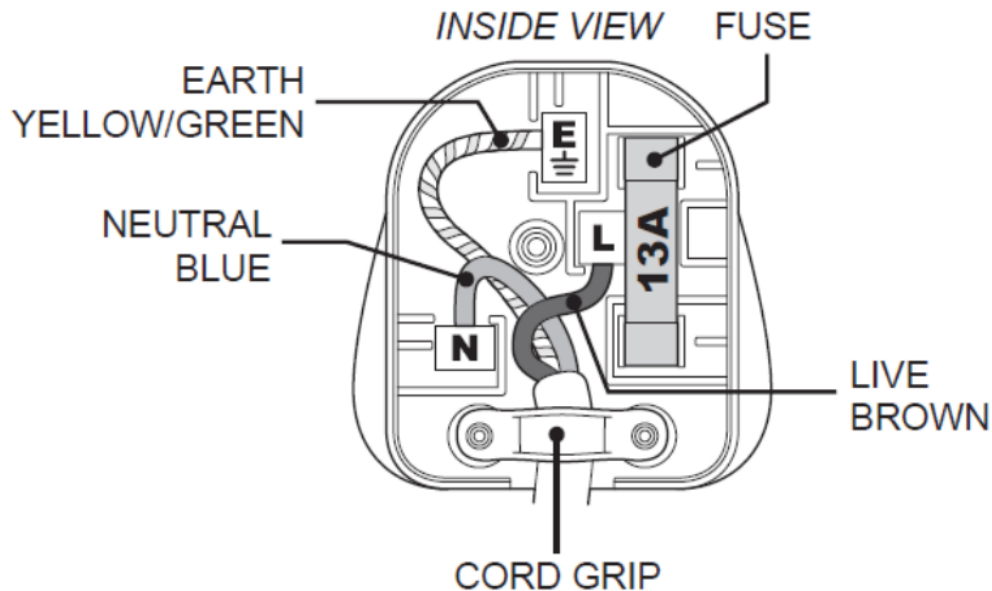
This product is fitted with a 13A plug complying with BS1363.

Important: The wires in the mains lead are coloured in accordance with the following code:

**GREEN/YELLOW – EARTH**

**BLUE - NEUTRAL**

**BROWN – LIVE**



### For UK use only – PLUG

- As the colours of the wires in the mains lead of this appliance may not correspond with the coloured markings identifying the terminals in your plug, proceed as follows:
- The GREEN/YELLOW wire is the EARTH and must be connected to the terminal which is marked with the letter E or by the earth symbol or coloured GREEN or GREEN/YELLOW.
- The BLUE wire is the NEUTRAL and must be connected to the terminal marked with the letter N or coloured BLACK.
- The BROWN wire is the LIVE wire and must be connected to the terminal marked with the letter L or coloured RED.
- Always ensure that the plug cord grip is fastened correctly.
- If a 13A (BS1363) fused plug is used it must be fitted with a 13amp fuse conforming to BS1362 and be BSI or ASTA approved.

If the fuse cover is lost the plug must not be used until a replacement is obtained from an electrical supplier.

If you need to remove the plug, cut it from the mains lead and dispose of it. NEVER attempt to re-use this plug or insert it into a socket outlet, as there is a very great risk of electrical shock.

# PROBLEM SOLVING



Problem	Potential Reason	Potential solution
If the microwave doesn't work	1. Clock is not set	Check that the clock has been set
	2. Microwave is not plugged in	Make sure the plug is plugged in securely in to the socket and the plug is switched on. If it is not, remove the plug from the socket, wait 10 seconds and plug it in again securely.
	3. Plug is not working	The plug socket that the microwave is plugged in to may have become faulty. Plug the microwave into another known good plug socket, ensure that the socket is switched on and check if the microwave now works.
	4. The plug has a blown fuse or the mains circuit has a blown fuse/tripped fuse	Check the plug for a blown circuit fuse or a tripped circuit breaker. If these seem to be working properly, check the socket with another appliance.
	5. Microwave has developed a fault	Contact customer services to talk through the problem and see if any solution for the fault can be found. If no solution is found and the product is in its warranty period then the microwave should be returned to the retailer it was purchased from for a replacement or refund.
If the microwave power will not work	1. Clock is not set	Check to see whether the timer is set.
	2. Door is not closed	Make sure the door is securely closed. Otherwise the microwave will not engage or operate.
Cooking time is prolonged	Grill and/or the Convection Oven are not being pre-heated	<p>Like with conventional ovens, the grills and oven of microwaves have to be pre-heated for the optimum results to be achieved.</p> <p>Please refer to the grilling and convection oven sections of the instruction manual for the direction to achieve optimum cooking results.</p>



Problem	Potential Reason	Potential solution
Sparking	1. Burnt on food debris	<p>Spillages or splashes can burn and catch fire, all food that is put into the microwave should be appropriately covered. All spillages or splashes must be cleaned, and the microwave cleaned after each use.</p> <p>Burnt on food debris in the microwave, on the waveguide and the behind the waveguide can cause the microwave to 'spark'. This is because burnt on debris can be heated on by the microwaves and spark.</p> <p>Microwaves must be thoroughly cleaned after every use to ensure no food is burnt on to any part of the microwave.</p> <p>If the microwave does 'spark' the waveguide must be replaced. If disposed, the microwave must be cleaned thoroughly then contact customer services for a replacement waveguide.</p> <p>The replacement waveguide should be fitted and the microwave should operate normally. However, if the microwave 'sparks' again on first use (after the waveguide has been replaced and the microwave cleaned, please contact the customer services for further advice.</p>
	2. Metal or foil	<p>No metal or foil should be put inside a microwave as it can cause 'sparking' which can damage the microwave.</p> <p>The only metal accessories that should be used in a microwave are the ones supplied by the manufacturer.</p>
	3. Pressure build up in food	<p>Food with none porous skins (potatoes for example) should be pierced to allow steam to escape. As the build up of pressure can cause food to burst and create a 'fire hazard'.</p>



Problem	Potential Reason	Potential solution
Heat spots	Operated empty or with no moisture	<p>Microwaves cannot be run empty, microwaves need moisture to operate correctly.</p> <p>If microwaves are operated empty or are used to heat plates (this is not permitted), the microwaves can create a single point inside the microwave. This can cause a heat spot, which can cause the area to become distorted, warped or start to melt.</p> <p>If microwaves are operated empty or to heat up flammable objects this will void the warranty.</p>
Condensation or excess water	1. Food that is being cooked	<p>By the very nature of how a microwave works, it causes the water molecules in the food it is heating, causing them to move about and generate heat from within the food. Often when the food heats up it reaches the point where steam is released. Dependant on the food type being heated (and its water content level), the length of time being heated for - and so the amount of steam generated - it is inevitable that some of the steam will condense and form back into water droplets within the microwave cavity. This can usually be found on the inner walls or most commonly on the back of the glass door. If not cleaned up, these droplets can start to form small 'pools' of water.</p>
	2. Cooling vents covered	<p>Cooling vents allow the heat and steam to escape from the microwave. These cannot be covered as it can cause excessive water to settle inside the microwave or cause the microwave to overheat.</p> <p>The installation instructions in the instruction manual must be followed or the warranty will be void.</p>
Paint damage/peeling	Maintenance	<p>If the microwave is within its warranty period, please contact customer services for further advice or to return the microwave back to the retailer it was purchased from for a refund or replacement.</p>

Problem	Potential Reason	Potential solution
Light not working	Bulb not working	<p>Due to the construction of microwaves and certain 'dangerous' components inside. The light bulb can be changed by a qualified service engineer.</p> <p>If the microwave is within its warranty period, please contact customer services for further advice or take the microwave back to the retailer it was purchased from for a refund or replacement</p>
Not heating	Magnetron not working	<p>The component that produces the microwaves is the magnetron, if food is not being heated or is 'luke-warm' then it is likely this component has developed a fault.</p> <p>If the microwave is within its warranty period, please contact customer services for further advice or take the microwave back to the retailer it was purchased from for a refund or replacement</p>
Over heating	Cooling vents covered	<p>Cooling vents allow the heat and steam to escape from the microwave. These cannot be covered as it can cause excessive water to settle inside the microwave or cause the microwave to overheat.</p> <p>The instructions in the instruction manual must be followed or the warranty will be void.</p>
Too noisy	1. Glass turntable fitted incorrectly	Check that the glass turntable has been placed correctly on the turntable correctly and is not hitting the walls of the microwave during operation
	2. Dishes/plate are too large for the microwave	Check that the dishes/plates are the correct size for the microwave and that they are not hitting the walls of the microwave during operation
Door not shutting/locking	1. Glass turntable fitted incorrectly	Check that the glass turntable has been placed correctly on the turntable and is stopping the door from shutting correctly

Problem	Potential Reason	Potential solution
	2. Latches have become deformed	If the microwave is within its warranty period, please contact customer services for further advice or take the microwave back to the retailer it was purchased from for a refund or replacement
Turntable not rotating	1. Turntable coupling not fitted or tape not removed	Check that the turntable coupling is fitted correctly and that the transportation tape has been removed
	2. Turntable roller ring not fitted or fitted incorrectly	Check that the roller ring has been placed under the turntable and that it is positioned correctly
	3. Glass turntable fitted incorrectly	Check that the glass turntable has been placed correctly on the turntable
	4. Turntable has developed a fault	If the microwave is within its warranty period, please contact customer services for further advice or take the microwave back to the retailer it was purchased from for a refund or replacement

### Warning

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.