

# ***TROUBLESHOOTING***

## **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 ETS at 505-888-3923.

Problem	Possible Causes
Oven does not start	Is the power cord plugged in?  Is the door closed?  Is the cooking time set?
Arcing or Sparking	Are you using approved cookware?  Is there an object that contains or is made of metal in the oven?
Incorrect time of day	Have you tried to reset the time of day?
Unevenly Cooked Foods	Are you using approved cookware?  Is the glass turntable in the oven?  Did you turn or stir the food while it was cooking?  Were the foods completely defrosted?  Was the time/cooking power level correct?
Overcooked Foods	Was the time/cooking power level correct?
Undercooked Foods	Are you using approved cookware?  Were the foods completely defrosted?  Was the time/cooking power level correct?  Are the ventilation ports clear?
Improper Defrosting	Are you using approved cookware?  Was the time/cooking power level correct?  Did you turn or stir the food during the defrosting cycle?