



**TUTORIS**

Over-the-Range  
Microwave  
Troubleshooting Guide

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The Dufresne Group

## NORMAL SOUNDS YOU MAY HEAR

The following sounds may be heard while your microwave is operating. They are normal.

**Clicking sound:**

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

**Heavy hum and clunk:**

This is from the change in power that the magnetron draws as it is turned ON and OFF by a mechanical switch.

## BEFORE CALLING FOR SERVICE

Your Microwave is equipped with an automatic error-monitoring system to detect and diagnose problems at an early stage. If your microwave does not function properly or does not function at all, check the following before you call service.

Problem	Possible Causes	Possible Solutions
<b>Microwave oven will not operate</b>	<ul style="list-style-type: none"> <li>Household fuse or circuit breaker</li> <li>Magnetron</li> <li>Door is not closed</li> <li>Control lock is on</li> </ul>	<ul style="list-style-type: none"> <li>If a household fuse has blown or a circuit breaker has tripped, replace the fuse or reset the circuit breaker.</li> <li>Try to heat 1 cup (250 ML) of cold water for 2 minutes at 100% cooking power. If water does not heat, try the door or control troubleshooting.</li> <li>Firmly close door. On some models, if a packaging spacer is attached to inside of the door, remove it, then firmly close door. If a message about the door appears in the display, the door 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 door, then start the cycle.</li> <li>Turn control lock off.</li> </ul>
<b>Arcing or Sparking</b>	<ul style="list-style-type: none"> <li>Cookware</li> <li>Oven is empty</li> <li>Soil buildup</li> </ul>	<ul style="list-style-type: none"> <li>Use cookware recommended in manual.</li> <li>Do not operate while empty.</li> <li>See "General Cleaning" in "Microwave Oven Care" section of manual.</li> </ul>
<b>Unevenly/under</b>	<ul style="list-style-type: none"> <li>Cookware</li> </ul>	<ul style="list-style-type: none"> <li>Use cookware recommended in manual.</li> </ul>

## BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
<b>Cooked Foods</b>	<ul style="list-style-type: none"> <li>• Glass turntable is not in oven</li> <li>• Foods not completely defrosted</li> <li>• Time/cooking power level incorrect</li> <li>• Ventilation ports are not clear</li> </ul>	<ul style="list-style-type: none"> <li>• Operate unit with turntable.</li> <li>• Defrost food prior to cooking.</li> <li>• Adjust time/cooking power if needed.</li> <li>• Clean vents or remove items that block the vents.</li> </ul>
<b>Overcooked Foods</b>	<ul style="list-style-type: none"> <li>• Time/cooking power level incorrect</li> </ul>	<ul style="list-style-type: none"> <li>• Adjust time/cooking power if needed.</li> </ul>
<b>Display shows messages</b>	<ul style="list-style-type: none"> <li>• This is an error indicator</li> </ul>	<ul style="list-style-type: none"> <li>• Refer to manual for specific instructions.</li> </ul>
<b>Fan running during cooktop usage</b>	<ul style="list-style-type: none"> <li>• This is normal</li> </ul>	<ul style="list-style-type: none"> <li>• The microwave ovens cooling fan (on some models), which is separate from the vent fan, automatically comes on during microwave oven operation to cool the microwave oven. It may also automatically come on and cycle on and off to cool the microwave ovens controls while the cooktop below is being used.</li> </ul>
<b>Radio, TV or cordless phone interference</b>	<ul style="list-style-type: none"> <li>• Proximity</li> <li>• Soil</li> <li>• Frequency</li> </ul>	<ul style="list-style-type: none"> <li>• Move the receiver away from the microwave oven, or adjust the radio or TV antenna.</li> <li>• Make sure the microwave oven door and sealing surfaces are clean.</li> <li>• Some 2.4 GHz-based cordless phones and home wireless networks may experience static or noise while microwave oven is on. Use a corded phone, a different frequency cordless phone or avoid using these items during microwave oven operation.</li> </ul>