



# MICROWAVE OVEN USER INSTRUCTIONS

THANK YOU for purchasing this high-quality product. If you should experience a problem not covered in TROUBLESHOOTING, please visit our website at [www.jennair.com](http://www.jennair.com) for additional information. If you still need assistance, call us at 1-800-688-1100.

You will need your model and serial number located on the front facing of the microwave oven opening, behind the door.

Para obtener acceso a "Instrucciones para el usuario del horno microondas" en español, o para obtener información adicional acerca de su producto, visite: [www.jennair.com](http://www.jennair.com)

Tenga listo su número de modelo completo. Puede encontrar su número de modelo y de serie en la etiqueta ubicada en la parte frontal de la abertura del horno de microondas, detrás de la puerta.

## Microwave Oven Safety

### 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 "DANGER" or "WARNING."

These words mean:

**⚠ DANGER**

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

**⚠ WARNING**

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

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.

## IMPORTANT SAFETY INSTRUCTIONS

When using electrical appliances basic safety precautions should be followed, including the following:

**WARNING:** To reduce the risk of burns, electric shock, fire, injury to persons, or exposure to excessive microwave energy:

- 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.

## SAVE THESE INSTRUCTIONS

# IMPORTANT SAFETY INSTRUCTIONS

- Use the microwave oven only for its intended use as described in this 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.
- As with any appliance, close supervision is necessary when used by children.
- 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.
- See door surface cleaning instructions in the "Microwave Oven Care" section.
- 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.
- 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.
- Oversized foods or oversized metal utensils should not be inserted in the microwave oven as they may create a fire or risk of electric shock.
- Do not clean with metal scouring pads. Pieces can burn off the pad and touch electrical parts involving a risk of electric shock.
- Do not operate any heating or cooking appliance beneath the microwave oven.
- Do not mount microwave oven over or near any portion of a heating or cooking appliance.
- Do not use paper products when appliance is operated in convection, combination, grill or "PAN BROWN" mode (on models with such features).
- Do not store any materials, other than manufacturer's recommended accessories, in this oven when not in use.
- Do not store anything directly on top of the microwave oven when the microwave oven is in operation.
- 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, or 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.
- Do not mount over a sink.
- Do not cover racks or any other part of the oven with metal foil. This will cause overheating of the oven.

## SAVE THESE INSTRUCTIONS

### PRECAUTIONS TO AVOID POSSIBLE EXPOSURE TO EXCESSIVE MICROWAVE ENERGY

- (a) 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.
- (b) Do not place any object between the oven front face and the door or allow soil or cleaner residue to accumulate on sealing surfaces.
- (c) 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:
  - (1) Door (bent),
  - (2) Hinges and latches (broken or loosened),
  - (3) Door seals and sealing surfaces.
- (d) The oven should not be adjusted or repaired by anyone except properly qualified service personnel.

This device complies with Part 18 of the FCC Rules.

## Installation Instructions

### Unpacking

1. Empty the microwave oven of any packing materials.
2. Clean the inside with a soft, damp cloth.
3. Check for damage, such as:
  - a door that is not lined up correctly
  - damage around the door, or
  - dents on the interior or exterior of the microwave oven.

If there is any damage, do not operate the microwave oven until a designated service technician has checked it and made any needed repairs.

### Location Requirements

#### **⚠ WARNING**

##### **Excessive Weight Hazard**

**Use two or more people to move and install microwave oven.**

**Failure to do so can result in back or other injury.**

**IMPORTANT:** The control side of the microwave oven is the heavy side. Handle the microwave oven gently. The weight of the microwave oven is over 35 lbs (15.9 kg).

- Place the microwave oven on a cart, counter, table or shelf that is strong enough to hold the microwave oven and the food and utensils you place inside it.
- The microwave oven should be at a temperature above 50°F (10°C) for proper operation.

**NOTE:** Some models can be built into a wall or cabinet by using one of the trim kits listed in the “Assistance or Service” section.

- Do not block the exhaust vents or air intake openings. Allow a few inches of space at the back and side of the microwave oven where the exhaust vents are located. Blocking the exhaust vents could cause damage to the microwave oven, as well as poor cooking results.
- Make sure the microwave oven legs are in place to ensure proper airflow. If vents are blocked, a sensitive thermal device may automatically turn the microwave oven off. The microwave oven should work properly once it has cooled.

### Electrical Requirements

#### **⚠ WARNING**



##### **Electrical Shock Hazard**

**Plug into a grounded 3 prong outlet.**

**Do not remove ground prong.**

**Do not use an adapter.**

**Do not use an extension cord.**

**Failure to follow these instructions can result in death, fire, or electrical shock.**

Observe all governing codes and ordinances.

#### **Required:**

- A 120 Volt, 60 Hz, AC only, 15- or 20-amp 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.

#### **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.

#### **SAVE THESE INSTRUCTIONS**

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## Settings

### Clock

The Clock is a 12- or 24-hour clock. Use Control Setup to change mode, or to turn on or off Daylight Saving Time.

Touch CLOCK, enter time, then touch the Start control.

### Kitchen Timer

The kitchen timer can be used independently during any cooking program. Touch the Timer control, enter time in minutes and seconds, up to 99:99, then touch the Start control. Touch the Stop control to cancel.

### Control Lock

Activate to avoid unintended start. Touch and hold the Start control until the signal sounds and the lock indicator appears in the display. Repeat to unlock control.

### Recall

Use to repeat the previous cooking cycle. Touch the Stop control, then touch RECALL and the cycle will repeat automatically.

### Custom Program

Set for instant access to one frequently used manual cook cycle. Touch the Custom Program control, enter cook time and power, then start the cycle. To recall the program, touch the Custom Program control, then touch the Start control.

### Control Setup

Settings for the following may be changed: Weight (lbs or kg), Sound (on or off), Clock display (12 or 24 hours), Display scroll speed (slow, normal or fast), Remind end signal (on or off), Demo Mode (on or off), Daylight Saving Time (on or off) and Language (English or Spanish).

### Demo Mode

Activate to practice using the control without actually turning on the magnetron. Use the Control Setup to activate or deactivate.

### Number/Temperature Pads

The number pads share function with the temperature setting during convection cooking programming. Each number pad represents an available temperature. The temperature is indicated on each pad on the control panel.

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## Features and Accessories

### Turntable

Turntable may be turned off (on some models) for manual cooking only. This is helpful when cooking with plates that are bigger than the turntable, or when cooking with plates that are side by side. Turntable cannot be turned off during preset or sensor (on some models) functions.

### Convection Element and Fan (on some models)

The convection element and fan are embedded in the wall of the microwave oven cavity, behind the metal screen.

### Convection Rack

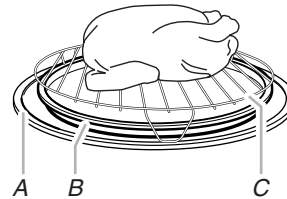
Use the short convection rack for convection cycles (baking or roasting). Place cookware directly on rack for bake and for some roast functions. Some roast functions require that the food be placed directly on the rack. Use a microwave-safe, ovenproof dish or pan under the rack to catch the drippings.

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### Accessory Configurations

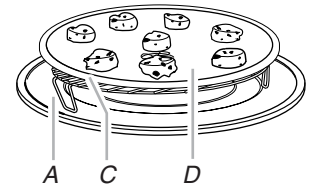
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#### Roasting



A. Turntable  
B. Pan (not provided)

#### Baking



C. Convection rack  
D. Cookie sheet (not provided)

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## Cookware and Dinnerware

### Microwave-Safe

- Browning dish (Follow manufacturer recommendations.)
- Ceramic glass, glass
- China, 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

**To Test Cookware/Dinnerware:** Place dish on turntable 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 oven.

### 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

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## Microwave Oven Use

For list of preset programs, see the Cooking Guide label on the front facing of the microwave oven opening, behind the door.

### Manual Cooking/Stage Cooking

Touch number pads to enter time, touch POWER LEVEL (if not 100%), touch number pads to enter power level (10-90), then touch the Start control.

If programming additional stages, enter the cook time and cook power of each before touching the Start control.

### Sensor Cooking

A sensor in the microwave oven detects moisture released from food as it heats, and adjusts the cooking time accordingly.

Make sure microwave oven has been plugged in for at least 3 minutes. Use microwave-safe dish with loose-fitting lid, or cover microwave-safe dish with plastic wrap, and vent. For optimal performance, wait at least 30 minutes after convection cooking before sensor cooking.

### Preset Cooking (sensor)

Touch SENSOR COOK, select food item (Frozen Dinner, Frozen Breakfast, Beverage or Chicken Breast – see Cooking Guide label), then touch the Start control.

### Preset Reheating (sensor)

Touch REHEAT, select food item (Dinner Plate, Casserole or Pasta – see Cooking Guide label), then touch the Start control.

### Sensor Popcorn

Touch POPCORN. Senses 3.0-3.5 oz (85-99 g) bags.

### Sensor Baked Potato

Touch BAKED POTATO. Senses 1, 2, 3, 4, 5 or 6 potatoes.

### Sensor Pizza Slice

Touch PIZZA SLICE. Senses 1, 2 or 3 slices.

### Sensor Vegetables

Touch VEGETABLES. Touch 1 for Fresh or 2 for Frozen. Senses 1, 2, 3 or 4 servings.

### Preset Defrosting

Unwrap food. Touch AUTO DEFROST, enter weight in pounds (0.1-6.0), and touch the Start control. Turn over food at signals.

### Convection Cooking (baking)

Convection cooking uses convection heat and airflow to cook and brown foods. Use ovenproof dish and the convection rack.

**With Preheat:** Place convection rack on turntable, close door and touch the Stop control. Touch PREHEAT. Touch desired temperature pad, then touch the Start control twice. When the temperature is reached, place food on the rack and close the door. Enter cook time in minutes and seconds, then touch the Start control.

**Without Preheat:** Place convection rack and food on the turntable, close the door, and touch the Stop control. Touch CONVECTION, touch temperature pad, enter cook time in minutes and seconds, then touch the Start control.

### Combination Cooking (roasting)

Combination cooking uses both convection heat at 350°F (177°C) and microwaves at 30% power to cook foods. Use microwave-safe, ovenproof dish and the convection rack.

Place the food directly on the rack, and place the dish under the rack to catch the drippings. Close the door and touch the Stop control. Touch COMBINATION COOKING, enter cook time in minutes and seconds, then touch the Start control.

### Convection Bake (convection only)

Use convection rack and ovenproof dish. Place food in dish. Pizza may be placed directly on the rack. Some food items (Cake, Cookies and Cupcakes) will require preheating of the microwave oven.

Touch CONVECT BAKE, select food item (Cake, Frozen Pizza, Cookies/Cupcakes or Frozen French Fries), then touch the Start control. Follow the prompts in the display.

### Convection Roast (combination)

Use convection rack and ovenproof dish. Place dish under rack. Place food directly on rack. Some food items (Roast Meat and Roast Chicken) require input of weight: 2-4 lbs (0.9-1.8 kg). Enter weight in tenths of a pound (ex., 30 for 3.0 lbs).

Touch CONVECT ROAST, select food item (Roast Meat, Roast Chicken, Casserole or Meatloaf), enter weight if necessary, then touch the Start control.

### Add 30 Seconds

Touch ADD 30 SEC. to start the microwave oven at 100% power for 30 seconds, or to add time in 30-second increments to any manual cooking cycle.

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## Microwave Oven Care

### General Cleaning

**IMPORTANT:** Before cleaning, make sure all controls are off and the microwave oven is cool. Always follow label instructions on cleaning products.

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

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

- Door and exterior: mild soap and water, or glass cleaner applied to paper towel.
- Control panel: sponge or soft cloth and water.
- Stainless steel (on some models): mild soap and water, then rinse with clean water and dry with soft cloth, or use stainless steel cleaner.
- Turntable: mild soap and water or dishwasher.
- Convection rack: mild soap, water and washcloth. Dishwasher cleaning is not recommended.

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## Troubleshooting

First try the solutions suggested here or visit our website and reference FAQs (Frequently Asked Questions) to possibly avoid the cost of a service call.

[www.jennair.com](http://www.jennair.com)

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### Microwave oven will not 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, try the steps in the bullets below. If microwave oven still does not operate, call for service.

- **Door**

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.

- **Control**

Make sure control is set properly. Make sure Control Lock is off. Make sure Demo Mode (on some models) is off.

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### Arcing in the microwave oven

Check the following:

- **Soil buildup**

Soil buildup on cavity walls, microwave inlet cover, cooking rack supports, and area where the door touches the frame can cause arcing. See "General Cleaning" in "Microwave Oven Care" section.

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### Turntable alternates rotation directions

- This is normal and depends on motor rotation at the beginning of the cycle.

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### Odor and smoke coming from microwave oven during convection cooking

- This is normal for the first few convection cycles. The odor will dissipate with repeated use.

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### Radio, TV or cordless phone interference

Check the following:

- **Proximity**

Move the receiver away from the microwave oven, or adjust the radio or TV antenna.

- **Soil**

Make sure the microwave oven door and sealing surfaces are clean.

- **Frequency**

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.

# JENN-AIR® COOKING APPLIANCE WARRANTY

## LIMITED WARRANTY

For one year from the date of purchase, when this major appliance is operated and maintained according to instructions attached to or furnished with the product, Jenn-Air brand of Whirlpool Corporation or Whirlpool Canada LP (hereafter "Jenn-Air") will pay for factory specified parts and repair labor to correct defects in materials or workmanship. Service must be provided by a Jenn-Air designated service company. This limited warranty is valid only in the United States or Canada and applies only when the major appliance is used in the country in which it was purchased. Outside the 50 United States and Canada, this limited warranty does not apply. Proof of original purchase date is required to obtain service under this limited warranty.

## SECOND THROUGH FIFTH YEAR LIMITED WARRANTY ON CERTAIN COMPONENT PARTS

In the second through fifth years from the date of purchase, when this appliance is operated and maintained according to instructions attached to or furnished with the product, Jenn-Air will pay for factory specified parts for the following components (if applicable to the product) if defective in materials or workmanship:

- Electric element
- Touch Pad and microprocessor
- Glass ceramic cooktop: if due to thermal breakage
- Electronic controls
- Magnetron tube
- Sealed gas burners

## ITEMS EXCLUDED FROM WARRANTY

**This limited warranty does not cover:**

1. Service calls to correct the installation of your major appliance, to instruct you on how to use your major appliance, to replace or repair house fuses, or to correct house wiring or plumbing.
2. Service calls to repair or replace appliance light bulbs, air filters or water filters. Consumable parts are excluded from warranty coverage.
3. Repairs when your major appliance is used for other than normal, single-family household use or when it is used in a manner that is contrary to published user or operator instructions and/or installation instructions.
4. Damage resulting from accident, alteration, misuse, abuse, fire, flood, acts of God, improper installation, installation not in accordance with electrical or plumbing codes, or use of consumables or cleaning products not approved by Jenn-Air.
5. Cosmetic damage, including scratches, dents, chips or other damage to the finish of your major appliance, unless such damage results from defects in materials or workmanship and is reported to Jenn-Air within 30 days from the date of purchase.
6. Any food loss due to refrigerator or freezer product failures.
7. Costs associated with the removal from your home of your major appliance for repairs. This major appliance is designed to be repaired in the home and only in-home service is covered by this warranty.
8. Repairs to parts or systems resulting from unauthorized modifications made to the appliance.
9. Expenses for travel and transportation for product service if your major appliance is located in a remote area where service by an authorized Jenn-Air servicer is not available.
10. The removal and reinstallation of your major appliance if it is installed in an inaccessible location or is not installed in accordance with published installation instructions.
11. Major appliances with original model/serial numbers that have been removed, altered or cannot be easily determined. This warranty is void if the factory applied serial number has been altered or removed from your major appliance.

The cost of repair or replacement under these excluded circumstances shall be borne by the customer.

## DISCLAIMER OF IMPLIED WARRANTIES; LIMITATION OF REMEDIES

CUSTOMER'S SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR AS PROVIDED HEREIN. IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO ONE YEAR OR THE SHORTEST PERIOD ALLOWED BY LAW. JENN-AIR SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. SOME STATES AND PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR LIMITATIONS ON THE DURATION OF IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS, SO THESE EXCLUSIONS OR LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE OR PROVINCE TO PROVINCE.

If outside the 50 United States and Canada, contact your authorized Jenn-Air dealer to determine if another warranty applies.

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For additional product information or to view FAQs (Frequently Asked Questions), visit [www.jennair.com](http://www.jennair.com).

If you do not have access to the Internet and you need assistance using your product, you may contact Jenn-Air at the number below.

*Have your complete model number ready. You can find your model number and serial number on the label located on the upper or lower front facing of the microwave oven opening, behind the door.*

For assistance or service, call 1-800-688-1100.

If you need further assistance, you can write to Jenn-Air with any questions or concerns at:

Jenn-Air Brand Home Appliances  
Customer eXperience Center  
553 Benson Road  
Benton Harbor, MI 49022-2692

Please include a daytime phone number in your correspondence.

Please keep this User Instructions and model number information for future reference.