

# TROUBLESHOOTING

## BEFORE CALLING FOR SERVICE

Check the following list to be sure a service call is really necessary. A quick reference of this manual as well as reviewing additional information on items to check may prevent an unneeded service call.

### If nothing on the oven operates:

- check for a blown circuit fuse or a tripped main circuit breaker.
- check if oven is properly connected to electric circuit in house.
- check that controls are set properly.

### If the oven interior light does not work

- the light bulb is loose or defective.

### If oven will not cook:

- check that control panel was programmed correctly.
- check that door is firmly closed.
- check that Start was pressed.
- check that timer wasn't started instead of a cook function.

### If oven takes longer than normal to cook or cooks too rapidly:

- be sure the Power Level is programmed properly.

### If the time of day clock does not always keep correct time:

- check that the power cord is fully inserted into the outlet receptacle.
- be sure the oven is the only appliance on the electrical circuit.

### If food cooks unevenly:

- be sure food is evenly shaped.
- be sure food is completely defrosted before cooking.
- check placement of aluminum foil strips used to prevent overcooking.

### If food is undercooked:

- check recipe to be sure all directions (amount, time, and power levels) were correctly followed.
- be sure microwave oven is on a separate circuit.
- be sure food is completely defrosted before cooking.

### If food is overcooked:

- check recipe to be sure all directions (amount, power level, time, size of dish) were followed.

### If arcing (sparks) occur:

- be sure microwavable dishes were used.
- be sure wire twist ties weren't used.
- be sure oven wasn't operated when empty.
- make sure metal rack (if used) is properly installed on 4 supports.

### If the display shows a time counting down but the oven is not cooking:

- check that door is firmly closed.
- check that timer wasn't started instead of a cooking function.

## FREQUENTLY ASKED QUESTIONS

### Q. Can I use a rack in my microwave oven to reheat or cook on two levels at once?

- A. Only use the rack that is supplied with your microwave oven. Use of any other rack can result in poor cooking performance and/or arcing and may damage your oven.

### Q. Can I use either metal or aluminum pans in my microwave oven?

- A. Usable metal includes aluminum foil for shielding (use small, flat pieces), and shallow foil trays (if tray is  $\frac{3}{4}$  inch deep and filled with food to absorb microwave energy). Never allow metal to touch walls or door.

### Q. Sometimes the door of my microwave oven appears wavy. Is this normal?

- A. This appearance is normal and does not affect the operation of your oven.

### Q. The glass tray does not move.

- A. The glass tray is not correctly in place. It should be correct-side up and sitting firmly on the center hub. The support is not operating correctly. Remove the glass tray and restart the oven. Cooking without the glass tray can give you poor results.

### Q. Why does the dish become hot when I microwave food in it? I thought that this should not happen.

- A. As the food becomes hot it will conduct the heat to the dish. Use hot pads to remove food after cooking.

### Q. What does standing time mean?

- A. Standing time means that food should be taken out of the oven and covered for additional time after cooking. This process allows the cooking to finish, saves energy, and frees the oven for other purposes.

### Q. Can I pop popcorn in my microwave oven? How do I get the best results?

- A. Yes. Pop packaged microwave popcorn following manufacturer's guidelines or use the preprogrammed Popcorn key. Do not use regular paper bags. Use the listening test by stopping the oven as soon as the popping slows to a pop every one or two seconds. Do not try to repop unpopped kernels. You can also use special microwave poppers. When using a popper, be sure to follow manufacturer's directions. Do not pop popcorn in glass utensils.

### Q. Why does steam come out of the air exhaust vent?

- A. Steam is normally produced during cooking. The microwave oven has been designed to vent steam out of the top vent.

# SMART DIAGNOSIS



Should you experience any problems with your microwave oven, it has the capability of transmitting data to your smart phone using the SmartThinQ Application or via your telephone to the LG call center. Smart Diagnosis™ cannot be activated unless your microwave oven is turned on. If your microwave oven is unable to turn on, then troubleshooting must be done without using Smart Diagnosis™.

## USING SMART DIAGNOSIS™

### SMART DIAGNOSIS™ USING YOUR SMART PHONE

1. Download the SmartThinQ application on your smart phone.
2. Open the SmartThinQ application on your smart phone. Press the Smart Diagnosis™ button to advance to the next screen.
3. Follow the directions in the application. Using 'Tag on' is recommended but, if it does not work well, the application will show how to use Audible Diagnosis.
4. Press [?] in the SmartThinQ app for a more detailed guide on how to use the Tag On function.

#### ! NOTE

- Call quality differences by region may affect the function.
- Use the home telephone for better communication performance, resulting in better service.
- Bad call quality may result in poor data transmission from your phone to the machine, which could cause Smart Diagnosis™ to malfunction.



### SMART DIAGNOSIS™ THROUGH THE CALL CENTER

1. Call the LG call center at: (LG U.S.) 1-800-243-0000 (LG Canada) 1-888-542-2623.
2. When instructed to do so by the call center agent, hold the mouthpiece of your phone over the Smart Diagnosis™ logo on the machine. Hold the phone no more than one inch from (but not touching) the machine.

#### ! NOTE

Do not touch any other buttons or icons on the display screen.

3. Press and hold the Start button for three seconds.
4. Keep the phone in place until the tone transmission has finished. The display will count down the time.
5. Once the countdown is over and the tones have stopped, resume your conversation with the call center agent, who will then be able to assist you in using the information transmitted for analysis.

#### ! NOTE

- For best results, do not move the phone while the tones are being transmitted.
- If the call center agent is not able to get an accurate recording of the data, you may be asked to try again.