



**Microwave Oven**  
**INSTRUCTION MANUAL**  
**Model:EC028BMR**

**Read these instructions carefully before using your microwave oven.**

If you follow the instructions, your oven will provide you with many years of good service.

**PUT THESE INSTRUCTIONS IN A SAFE PLACE FOR REFERENCE**

# PRECAUTIONS TO AVOID POSSIBLE EXPOSURE TO EXCESSIVE MICROWAVE ENERGY

- (a) Do not attempt to operate this oven with the door open since this can result in harmful exposure to microwave energy. It is important not to break or tamper with the safety interlocks.
- (b) Do not place any object between the oven front face and the door or to allow soil or cleaner residue to accumulate on door seal.
- (c) **Do not operate the oven if it is damaged. It is particularly important that the oven door closes 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.**

## ADDENDUM

If the apparatus is not maintained in a good state of cleanliness, its surface could be degraded and affect the lifespan of the apparatus and lead to a dangerous situation.

## Specifications

|                                |   |
|--------------------------------|---|
| Model:                         | EC028BMR  |
| Rated Voltage:                 | 120V~60Hz   |
| Rated Input Power(Microwave):  | 1500W   |
| Rated Output Power(Microwave): | 1000W   |
| Rated Input Power(Grill):      | 1150W   |
| Rated Input Power(Convection): | 1500W   |
| Oven Capacity:                 | 1.1 Cu.ft   |
| Turntable Diameter:            | Ø12 <sup>3</sup> / <sub>32</sub> inch (315 mm)  |
| External Dimensions(LxWxH):    | 20 <sup>1</sup> / <sub>2</sub> X20 <sup>2</sup> / <sub>6</sub> X13 <sup>8</sup> / <sub>25</sub> inch (520X519X335 mm)   |
| Net Weight:                    | Approx 45.4 Lbs (20.6 kg)   |
| Warning:                       | Handling the cord on this unit or cords associated with accessories sold with this product, will expose you to a chemical known to the state of California to cause cancer, and birth defects or other reproductive harm. <b>Wash hands after handling.</b> |

# SAFETY

1. The oven must be on a level surface.
2. The turntable and turntable roller rest must be in the oven during cooking. Place the cookware gently on the turntable and handle it carefully to avoid possible breakage.
3. Incorrect use of browning dish may cause the turntable to break.
4. Use only the specified bag size when using Popcorn.
5. The oven has several built-in safety switches to ensure that the power remains off when the door is open. Do not tamper with these switches.
6. Do not operate the microwave oven empty. Operating the oven with no food or food that is extremely low in moisture can cause fire, charring or sparking.
7. Do not cook bacon directly on the turntable. Excessive heating of the turntable may cause the turntable to break.
8. Do not heat baby bottles or baby food in the microwave oven. Uneven heating may occur and could cause physical injury.
9. Do not heat narrow-necked containers, such as syrup bottles.
10. Do not attempt to deep-fry in your microwave oven.
11. Do not attempt home canning in this microwave oven, as it is impossible to be sure all contents of the jar have reached boiling temperature.
12. Do not use this microwave oven for commercial purposes. This microwave oven is made for household use only.
13. To prevent delayed eruptive boiling of hot liquids and beverages or scalding yourself, stir liquid before placing the container in the oven and again halfway through cooking time. Let stand in the oven for a short time and stir again before removing the container.
14. Use carefully when cooking food in the microwave oven to avoid burning due to excessive cooking.
15. Failure to maintain the oven in a clean condition could lead to deterioration that could adversely affect the life of the appliance and possibly result in a hazardous situation.

# Radio Interference

1. Operation of the microwave oven may cause interference to your radio, TV or similar equipment.
2. When there is interference, it may be reduced or eliminated by taking the following measures:
  - 1) Clean door and sealing surface of the oven
  - 2) Reorient the receiving antenna of radio or television.
  - 3) Relocate the microwave oven with respect to the receiver.
  - 4) Move the microwave oven away from the receiver.
  - 5) Plug the microwave oven into a different outlet so that microwave oven and receiver are on different branch circuits.

# IMPORTANT SAFETY INSTRUCTIONS

## WARNING

To reduce the risk of fire, electric shock, injury to persons or exposure to excessive microwave oven energy when using your appliance, follow basic precautions, including the following:

1. Read all instructions before using the appliance.
2. Read and follow the specific: "**PRECAUTIONS TO AVOID POSSIBLE EXPOSURE TO EXCESSIVE MICROWAVE ENERGY**" on page 2.
3. As with most cooking appliances, close supervision is necessary to reduce the risk of a fire in the oven cavity.

### **If materials inside the oven ignite:**

1. Keep the oven door closed.
2. Turn the oven off, and unplug the appliance.
3. Disconnect the power cord, shut off power at the fuse or circuit breaker panel.
4. Do not overcook food. Carefully attend the appliance when paper, plastic, or other combustible materials are placed inside the oven to facilitate cooking.
5. Do not use the oven cavity for storage purposes. Do not store combustible items such as bread, cookies, paper products, etc. inside the oven.
6. Remove wire twist-ties and metal handles from paper or plastic containers/bags before placing them in the oven.
7. This oven must be grounded. Connect only to properly grounded outlet. See "**GROUNDING INSTRUCTIONS**" on page 5.
8. Install or locate this oven only in accordance with the installation instructions provided.
9. Some products such as whole eggs, water with oil or fat, sealed to explode and therefore should not be heated in this oven.
10. Use this appliance only for its intended uses as described in this manual. Do not use corrosive chemicals or vapors in this appliance. This oven is specifically designed to heat or cook food. It is not designed for industrial or laboratory use.
11. As with any appliance, close supervision is necessary when used by children.
12. Do not operate this oven if it has a damaged cord or plug, if it is not working properly or if it has been damaged or dropped.
13. This appliance should be serviced only by qualified service technicians. Contact the nearest authorized service facility for examination, repair or adjustment.
14. Do not cover or block any vents on the oven.
15. Do not store or use this appliance outdoors.
16. Do not use this oven near water, for example, near a kitchen sink, in a wet basement, near a swimming pool, or similar locations.
17. Do not immerse cord or plug in water.
18. Keep cord away from heated surfaces.
19. Do not let cord hang over edge of table or counter.
20. When cleaning door and oven surfaces use only mild, nonabrasive soaps or detergents applied with a sponge or soft cloth.

21. 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.**

- i) Do not overheat the liquid.
- ii) Stir the liquid both before and halfway through heating it.
- iii) Do not use straight-sided containers with narrow necks.
- iv) After heating, allow the container to stand in the microwave oven for a short time before removing the container.
- v) Use extreme care when inserting a spoon or other utensil into the container.

## **SAVE THESE INSTRUCTIONS**

### **To Reduce the Risk of Injury to Persons**

## **GROUNDING INSTALLATION**

### **DANGER**

#### **Electric Shock Hazard**

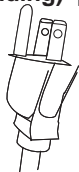
Touching some of the internal components can cause serious personal injury or death. Do not disassemble this appliance.

### **WARNING**

#### **Electric Shock Hazard**

Improper use of the grounding can result in electric shock. Do not plug into an outlet until appliance is properly installed and grounded.

#### **Three-pronged (grounding) plug**



This appliance 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. This appliance is equipped with a cord having grounding wire with a grounding plug. The plug must be

plugged into an outlet that is properly installed and grounded.

Consult a qualified electrician or serviceman if the grounding instructions are not completely understood or if doubt exists as to whether the appliance is properly grounded. If it is necessary to use an extension cord, use only a 3-wire extension cord that has a 3-pronged grounding plug, and a 3-slot receptacle that will accept the plug on the appliance. The marked rating of the extension cord shall be equal to or greater than the electrical rating of the appliance.

1. A short power-supply cord is provided to reduce the risks resulting from becoming entangled in or tripping over a longer cord.
2. Longer cord sets or extension cord is provided to reduce the risks resulting from becoming entangled in or tripping over a longer cord.
3. If a long cord sets or extension cord is used:
  - 1) The marked electrical rating of the cord set or extension marked electrical rating of the cord set or extension cord should be at least as great as the electrical rating of the appliance.
  - 2) The extension cord must be a grounding-type 3-wire cord.
  - 3) The longer cord should be arranged so that it will not drape over the countertop or tabletop where it can be pulled on by children or tripped over unintentionally.

# UTENSILS

## CAUTION

### Personal Injury Hazard

Tightly-closed containers could explode. Closed containers should be opened and plastic pouches should be pierced before cooking.

See the instructions on "Materials you can use in microwave oven or to be avoided in microwave oven." There may be certain non-metallic containers that are not safe to use for microwaving. If in doubt, you can test the container in question following the procedure below.

### Container Test:

1. Fill a microwave-safe container with 1 cup of cold water (250ml) along with the utensil in question.
2. Cook on maximum power for 1 minute.
3. Carefully feel the container. If the empty container is warm, do not use it for microwave cooking.
4. **Do not exceed 1 minute cooking time.**

## Materials you can use in microwave oven

### Utensils Remarks

|                       |  |
|-----------------------|--|
| Aluminum foil         | Shielding only. Small smooth pieces can be used to cover thin parts of meat or poultry to prevent overcooking. Arcing can occur if foil is too close to oven walls. The foil should be at least 1 inch (2.5cm) away from oven walls.                                   |
| Browning dish         | Follow manufacturer's instructions. The bottom of browning dish must be at least 3/16 inch (5mm) above the turntable. Incorrect usage may cause the turntable to break.  |
| Dinnerware            | Microwave-safe only. Follow manufacturer's instructions. Do not use cracked or chipped dishes.   |
| Glass jars            | Always remove lid. Use only to heat food until just warm. Most glass jars are not heat resistant and may break.  |
| Glassware             | Heat-resistant oven glassware only. Make sure there is no metallic trim. Do not use cracked or chipped dishes.   |
| Oven cooking bags     | Follow manufacturer's instructions. Do not close with metal tie. Make slits to allow steam to escape.  |
| Paper plates and cups | Use for short-term cooking/warming only. Do not leave oven unattended while cooking.   |
| Paper towels          | Use to cover food for reheating and absorbing fat. Use with supervision for a short-term cooking only.   |
| Parchment paper       | Use as a cover to prevent splattering or a wrap for steaming.  |
| Plastic               | Microwave-safe only. Follow the manufacturer's instructions. Should be labeled "Microwave Safe". Some plastic containers soften, as the food inside gets hot. "Boiling bags" and tightly closed plastic bags should be slit, pierced or vented as directed by package. |
| Plastic wrap          | Microwave-safe only. Use to cover food during cooking to retain moisture. Do not allow plastic wrap to touch food.   |
| Thermometers          | Microwave-safe only (meat and candy thermometers).   |
| Wax paper             | Use as a cover to prevent splattering and retain moisture.   |

# Materials to be avoided in microwave oven

## Container Information

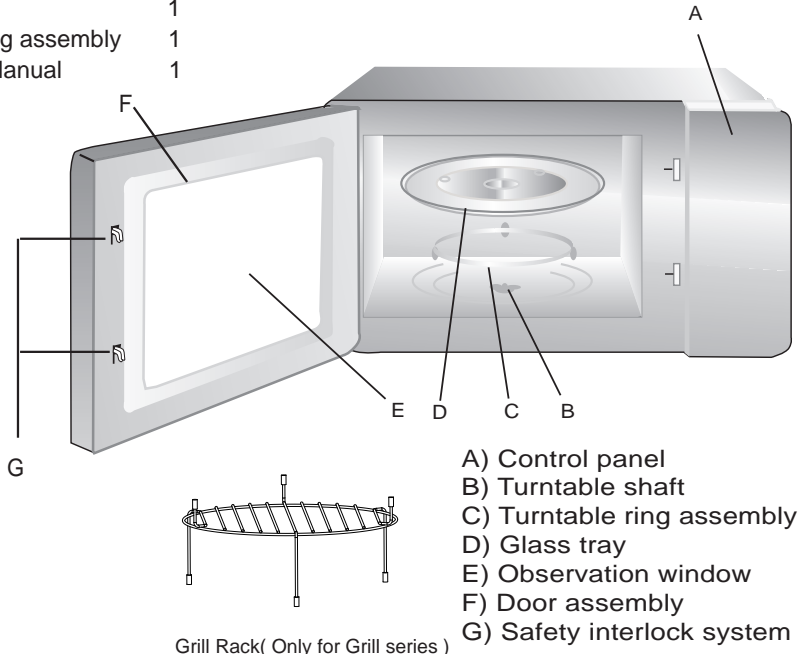
|                                 |  |
|---------------------------------|--|
| Aluminum tray                   | May cause arcing. Transfer food into microwave-safe dish.                                |
| Food carton with metal handle   | May cause arcing. Transfer food into microwave-safe dish.                                |
| Metal or metal-trimmed utensils | Metal shields the food from microwave energy. Metal trim may cause arcing.               |
| Metal twist ties                | May cause arcing and could cause a fire in the oven.                                     |
| Paper bags                      | May cause a fire in the oven.  |
| Plastic foam                    | Plastic foam may melt or contaminate the liquid inside when exposed to high temperature. |
| Wood                            | Wood will dry out when used in the microwave oven and may split or crack.                |

# SETTING UP YOUR OVEN

## Names of Oven Parts and Accessories

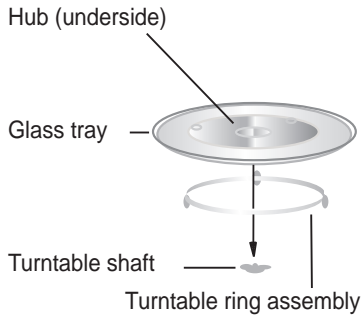
Remove the oven and all materials from the carton and in the oven cavity. Your oven comes with the following accessories:

- Glass tray 1
- Turntable ring assembly 1
- Instruction Manual 1



Shut off oven power if the door is opened during operation.

## Turntable Installation



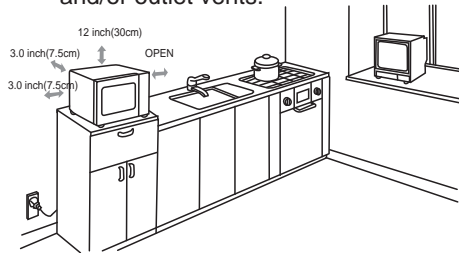
- Never place the glass tray upside down. The glass tray should never be restricted.
- Both glass tray and turntable ring assembly must always be used during cooking.
- All food and containers of food are always placed on the glass tray for cooking.
- If glass tray or turntable ring assembly cracks or breaks, contact your nearest authorized service center.

## Countertop Installation

Remove all packing material and accessories. Examine the oven for any damage such as dents or broken door. Do not install if oven is damaged.

### Installation

- Select a level surface that provides enough open space for the intake and/or outlet vents.



- Leave a minimum clearance of 12 inches (30cm) above the oven.
- Do not remove the legs from the bottom of the oven.

**A minimum clearance of 3.0 inches (7.5cm) is required between the oven and any adjacent walls. One side must be open.**

#### For Built-in kits:

- Model number and brand of built-in kit:KITB2801B,HIGH POINTE
  - MWO model number and brand which employ built-in Kit:EC028BMR,HIGH POINTE
- IMPORTANT: This Built-In Kit is ONLY For Use With HIGH POINTE Microwave Ovens Model EC028BMR Where This Built-In Kit, Model KITB2801B Is Specified On . The Back Of The Unit And In The INSTRUCTION MANUAL.**

**Cabinet:** Remove any protective film found on the microwave oven cabinet surface.

**Do not remove the light brown Mica cover that is attached to the oven cavity to protect the magnetron.**

- Blocking the intake and/or outlet openings can damage the oven.
- Place the oven as far away from radios and TV as possible. Operation of microwave oven may cause interference to your radio or TV reception.
- Plug your oven into a standard household outlet. Be sure the voltage and the frequency is the same as the voltage and the frequency on the rating label.

**WARNING:** Do not install oven over a range cooktop or other heat-producing appliance. Unless using manufactures built-in kit and instructions. If improbably installed near or over a heat source, the oven could be damaged and the warranty would be void.

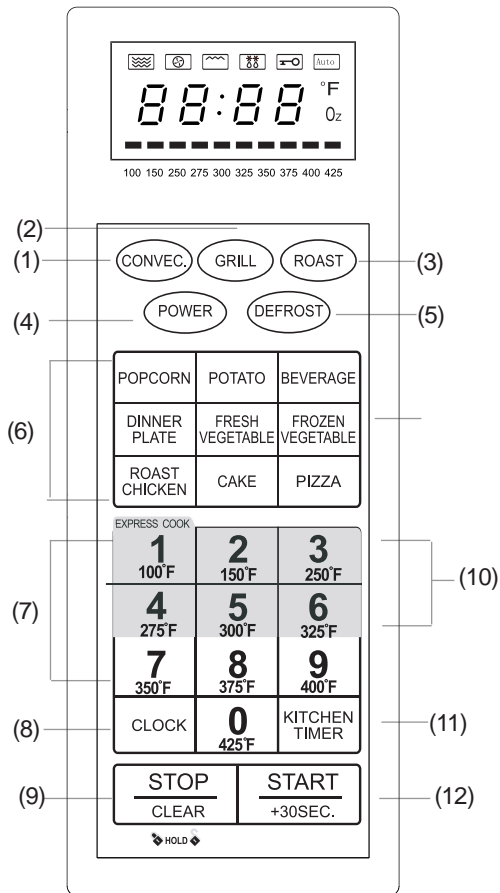
**The accessible surface may be hot during operation.**





# OPERATION

## Control Panel and Features



- (1) Convection
- (2) Grill
- (3) Roast
- (4) Power
- (5) Defrost
- (6) Auto Menu:  
Popcorn/Potato/Beverage/  
Dinner Plate/Fresh Vegetable/  
Frozen Vegetable  
Convection Menu:  
Roast Chicken/Cake/Pizza
- (7) Number keys/  
Convection Temperature keys
- (8) Clock setting
- (9) Stop/Clear
- (10) Express Cook
- (11) Kitchen Timer
- (12) Start/+30Sec.

# OPERATION INSTRUCTION

## 1. Clock Setting

When the microwave oven is electrified, the oven will display "0:00", and buzzer will ring once.

The input time should be within 1:00-12:59.

Example: To set 12:12 .

- (1) Press the "**Clock**" button, and the buzzer will ring once.
- (2) Press the number keys: "1", "2", "1", "2" in order.
- (3) Press "**Clock**" to finish clock setting. ":" will flash, and the time will light.

**Note:** 1) If the clock is not set, "0:00" is displayed and the clock will not count.

- 2) During the process of clock setting, if you press "**Stop/Clear**", the oven will go back to the previous status automatically.

## 2. Kitchen Timer

- (1) Press "**Kitchen Timer**" , "0:00" is displayed.
- (2) Press the number keys to set the timing within the range of 99 minutes and 99 seconds.

For example:

set kitchen timer as 12 minutes and 12 seconds, please press "1,2,1,2" in turn.

- (3) Press "**Start/+30SEC.**" to confirm; time will count down and display.
- (4) When time counts to "0", the buzzer will sound 5 times and the oven will turn back to the normal state.

Note: (1) Kitchen timer is a timer as an alarm clock.

- (2) In the timing state, the oven will not start with any program and the oven light will not light.

## 3. Microwave Cooking

Select different microwave power level and set cooking time as you wish. There are 10 power levels available for choosing. Keep on pressing "**Power**" to choose the power.

| Level   | 10   | 9   | 8   | 7   | 6   | 5   | 4   | 3   | 2   | 1   |
|---------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Power   | 100% | 90% | 80% | 70% | 60% | 50% | 40% | 30% | 20% | 10% |
| Display | PL10 | PL9 | PL8 | PL7 | PL6 | PL5 | PL4 | PL3 | PL2 | PL1 |

Example: If you want to use 80% microwave power to cook for 10 minutes, you can operate the oven as the following steps.

- 1) Press "**Power**" once, the oven will display "PL10", " Micro." indicator will light.
- 2) Press "**Power**" twice again to choose 80% power, the oven will display "PL8".
- 3) Press the number buttons of "1", "0", "0", "0" in order, the oven will display "10:00"
- 4) Press "**Start/+30SEC.**" to start cooking, ":" will light and the "Micro." indicator will flash.

## 4. Grill/Micro.+Grill Combination Cooking

- (1) Press the "**Grill**" button once to choose the grill function, the oven will display "G-1" and " Grill " indicator will light.(Press twice or thrice to choose the combination function with "G-2" or "G-3" displaying)

(2) Set the cooking time.

Example: Set 12 minutes 50 seconds, press "1", "2", "5", "0" in order.

(3) Press "**Start/+30SEC.**" to start cooking. The cooking time counts down, ":" will light and "Grill" indicator will flash.

**Note:** If half the grill time passes, the oven sounds twice, and this is normal. It denotes turning food over in order to have a better effect of grilling food, and you should turn the food over, close the door, and then press "**Start/+30SEC.**" to continue cooking.

**Note: "Grill" Pad presses instructions**

| Presses Instructions | Display | Microwave | Grill |
|----------------------|---------|-----------|-------|
| 1                    | G-1     |           | 100%  |
| 2                    | G-2     | 36%       | 64%   |
| 3                    | G-3     | 55%       | 45%   |

**5. Convection Cooking**

There are ten temperatures of convection: 100F,150F,250F,275F,300F,325F,350F, 375F,400F,425F.

**A. With preheating convection**

- 1) Press the "**Convec**" once, the oven will display "100". "F" and "Conv."indicator will light. (Press the convection temperature key to select the temperature you need.)
- 2) Press "**Start/+30SEC.**" button to start preheating.  
The temperature figure will flash when the oven reach the temperature setted, and buzzer will ring twice to remind you to put food into the oven, then close the door.
- 3) Press the number keys to set cooking time.
- 4) Press the "**Start/+30SEC.**" button to start cooking.  
"Conv." indicator will flash, ":" will light, and cooking time will count down.

**B. Convection Cooking(Without preheating function)**

- 1) Press the "**Convec**" once, the oven will display "100". "F" and "Conv."indicator will light. (Press the convection temperature key to select the temperature you need.)
- 2) Press the "**Convec**" button to confirm the temperature.
- 3) Press the number keys to set cooking time.
- 4) Press the "**Start/+30SEC.**" button to start cooking.  
"Conv." indicator will flash, ":" will light, and cooking time will count down.

**6. Convection Roast Cooking**

- 1) Press "**Roast**" once, the oven will display "325F", and the "Micro.", "Conv." indicator will light.(Press the convection temperature key to select the temperature you need.)
- 2) Press "**Roast**" button to confirm the temperature.
- 3) Press the number keys to set cooking time.
- 4) Press "**Start/+30SEC.**" button to start cooking, ":" will light, and cooking time will count down.

## 7. Defrost By Weight

- 1) Press "**Defrost**" once, the oven will display "dEF1"."Micr." , "Defrost" indicators will light.
- 2) Press the number keys to set defrosting weight within the range of 4 to 100 oz, and "Oz" will light.
- 3) Press " **Start/+30SEC.** " button to start defrosting, and "Oz" will disappear.

## 8. Defrost By Time

- 1) Press "**Defrost**" twice, the oven will display "dEF2"."Micr." , "Defrost" indicators will light.
- 2) Press the number keys to set defrosting time.
- 3) Press " **Start/+30SEC.** " button to start defrosting.

## 9. Multi-Stage Cooking

Two stages of cooking can be maximumly set. If one of the stages is defrosting, then it should be put in the first stage. The buzzer will ring once after each stage cooking and the next stage will begin.

Note: Auto manu and keep warm cooking cannot be set as one of the multi-stage.

Example: cooking with 100% microwave power for 5 minutes and then 70% microwave power for 10 minutes. The steps are as the following:

- 1) Press "**Power**" once, "PL10" is displayed;
- 2) Press number keys "5", "0", "0" to adjust the cooking time as you need;
- 3) Press "**Power**" four times to choose 70% microwave power, "PL7" is displayed;
- 4) Press number keys "1", "0", "0", "0" to adjust the cooking time as you need.
- 5) Press "**Start/ +30 SEC.**" to start cooking.

## 10. Speedy Cooking

- (1) In waiting state, instant cooking at 100% power level can be started by selecting cooking time from 1 to 6 minutes by pressing numeral pads 1 to 6. Press " **Start/ +30 SEC.** " to increase the cooking time 30 seconds by each added pressing; the maximum cooking time is 99 minutes and 99 seconds.
- (2) In waiting state, instant cooking at 100% power level with 30 seconds' cooking time can be started by pressing " **Start/ +30 SEC.** ". Each press on the same button will increase cooking time by 30 seconds. the maximum cooking time is 99 minutes and 99 seconds.

**Note:** In microwave, grill, convection or combination cooking state, 30 seconds' cooking time can be added by each pressing of "**Start/ +30 SEC.**" button, and it's invalid at the functon of defrost, mulit-stage or auto menu cooking.

## 11. Auto Menu Cooking

1) In waiting state, press the button of "**Popcorn**", "**Potato**", "**Beverage**", "**Dinner Plate**", "**Fresh Vegetable**", "**Frozen Vegetable**", "**Roast Chicken**", "**Cake**" or "**Pizza**" to choose the function and weight of food as you need.

2) Press "**Start / +30 SEC.**" to start cooking.

**Note:** Refers to the next page for auto menu chart.

## 12. Lock Function For Children

**Lock:** In waiting mode, press "**Stop/ Clear**" for 3 seconds, there will be a long "beep" denoting the entrance to the child-lock mode; meanwhile, the lock indicator will appear.

**Unlocking :** In lock mode, press "**Stop/ Clear**" for 3 seconds, there will be a long "beep" denoting that the microwave oven is unlocked, and the lock indicator will disappear.

## 13. State Inquiry

1). During cooking, press "**Convec**", "**Power**", "**Grill**" to check the responding power, and the power will be displayed for 2-3 seconds;

2) During cooking, press "**Clock**" to check the current time, and the time will be displayed for 2-3 seconds.

## Pay Special Attention:

**When cooking with "Microwave", "Convection", "Grill" , " Roast" or "Time Defrost" function, the maximum cooking time is 99 minutes and 99 seconds.**

### Auto menu Chart

| Menu             | Weight (Oz)    | Display  |
|------------------|----------------|----------|
| Popcorn          | 1.75 OZ        | 1.75 OZ  |
|                  | 3.00 OZ        | 3.00 OZ  |
|                  | 3.50 OZ        | 3.50 OZ  |
| Potato           | 1 portion      | 1        |
|                  | 2 portions     | 2        |
|                  | 3 portions     | 3        |
| Beverage         | about 8.80 OZ  | 1        |
|                  | about 17.60 OZ | 2        |
|                  | about 26.40 OZ | 3        |
| Dinner Plate     | 8.00 OZ        | 8.00 OZ  |
|                  | 12.00 OZ       | 12.00 OZ |
|                  | 16.00 OZ       | 16.00 OZ |
| Fresh Vegetable  | 4.00 OZ        | 4.00 OZ  |
|                  | 8.00 OZ        | 8.00 OZ  |
|                  | 16.00 OZ       | 16.00 OZ |
| Frozen Vegetable | 4.00 OZ        | 4.00 OZ  |
|                  | 8.00 OZ        | 8.00 OZ  |
|                  | 16.00 OZ       | 16.00 OZ |
| Roast Chicken    | 16.00 OZ       | 16.00 OZ |
|                  | 24.00 OZ       | 24.00 OZ |
|                  | 32.00 OZ       | 32.00 OZ |
|                  | 40.00 OZ       | 40.00 OZ |
|                  | 48.00 OZ       | 48.00 OZ |
| Cake             | 16.00 OZ       | 16.00 OZ |
| Pizza            | 10.00 OZ       | 10.00 OZ |
|                  | 22.00 OZ       | 22.00 OZ |

**Note:** 1) Cake menu is under convection cooking with 375F-preheat function, and you should preheat first following the auto menu operation, when the oven reaches the temperature, it will stop working and sound to remind opening the door to put cake in, then press **"Start / +30 SEC."** to start cooking.

2) You should use the grill rack when roasting chicken in order to have a better effect of cooking.

## Troubleshooting

| TROUBLE               | POSSIBLE CAUSE   | POSSIBLE REMEDY   |
|-----------------------|--|---|
| Oven will not start   | <ul style="list-style-type: none"> <li>a. Electrical cord is not plugged in.</li> <li>b. Door is open.</li> <li>c. Wrong operation is set.</li> </ul>  | <ul style="list-style-type: none"> <li>a. Plug into the outlet.</li> <li>b. Close the door and try again.</li> <li>c. Check instructions.</li> </ul>  |
| Arcing or sparking    | <ul style="list-style-type: none"> <li>a. Materials to be avoided in microwave oven were used.</li> <li>b. The oven is operated when empty.</li> <li>c. Spilled food remains in the cavity.</li> </ul>   | <ul style="list-style-type: none"> <li>a. Use microwave-safe cookware only.</li> <li>b. Do not operate with oven empty.</li> <li>c. Clean cavity with wet towel.</li> </ul>   |
| Unevenly cooked foods | <ul style="list-style-type: none"> <li>a. Materials to be avoided in microwave oven were used.</li> <li>b. Food is not defrosted completely.</li> <li>c. Cooking time, power level is not suitable.</li> <li>d. Food is not turned or stirred.</li> </ul>        | <ul style="list-style-type: none"> <li>a. Use microwave-safe cookware only.</li> <li>b. Completely defrost food.</li> <li>c. Use correct cooking time, power level.</li> <li>d. Turn or stir food.</li> </ul>   |
| Overcooked foods      | Cooking time, power level is not correct.  | Use correct cooking time, power level.  |
| Undercooked foods     | <ul style="list-style-type: none"> <li>a. Materials to be avoided in microwave oven were used.</li> <li>b. Food is not defrosted completely.</li> <li>c. Oven ventilation ports are restricted.</li> <li>d. Cooking time, power level is not correct.</li> </ul> | <ul style="list-style-type: none"> <li>a. Use microwave-safe cookware only.</li> <li>b. Completely defrost food.</li> <li>c. Check to see that oven ventilation ports are not restricted.</li> <li>d. Use correct cooking time, power level.</li> </ul> |
| Improper defrosting   | <ul style="list-style-type: none"> <li>a. Materials to be avoided in microwave oven were used.</li> <li>b. Cooking time, power level is not correct.</li> <li>c. Food is not turned or stirred.</li> </ul>   | <ul style="list-style-type: none"> <li>a. Use microwave-safe cookware only.</li> <li>b. Use correct cooking time, power level.</li> <li>c. Turn or stir food.</li> </ul>  |

# **HIGH POINTE Microwave Oven Warranty**

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All warranty service provided by our Factory Service Centers, or an authorized technician.

Staple your receipt here.  
Proof of the original purchase date is needed to obtain service under the warranty.

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## **For The Period Of: HIGH POINTE Will Replace Or Repair:**

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### **One Year**

*From the date of the original purchase.*

Any part of the microwave oven which fails due to a defect in materials or workmanship. During his full one-year warranty HIGHPOINTE will also provide, all labor and service to replace the defective part.

### **5 Years**

*From the second through the FIFTH year from the date of original purchase*

The magnetron tube, if the magnetron tube fails due to a defect in materials or workmanship. During this additional Four-year limited warranty, you will be responsible for any labor or service costs.

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## **What HIGH POINTE Will Not Cover:**

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- Service trips to your home to teach you how to use the product.
- Improper installation, delivery to maintenance.
- Failure of the product if it is abused, misused, or used for other than the intended purpose or used commercially.
- Replacement of the house fuses or resetting of the circuit breakers.
- Damage to the product caused by accident, fire, floods or acts of God.
- Incidental or consequential damage caused by possible defects with this appliance.
- Damage caused after delivery.

This warranty is extended to the original purchaser. for products purchased for home use within the USA. In Alaska, the warranty excludes the cost of shipping or service calls to your home or dealer.

*Some states do not allow the exclusion or limitation of incidental or consequential damages. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. To know what your legal rights are, consult your local or state consumer affairs office or your state's Attorney General.*



# BEFORE YOU CALL FOR SERVICE

Refer to the following checklist before you call for service.

## If oven does not work:

1. Check that power cord is securely plugged in.
2. Check that door is firmly closed.
3. Check that the cooking time is set.
4. Check for tripped circuit breaker.

## If there is sparking in the cavity:

Check the containers, dishes or utensils in the oven and make sure they are not metal or metal trim.

|   |   |
|---|---|
|  <p><b>HIGH POINT</b><br/>AUTHORIZED SERVICE</p> | <p>TO FIND THE LOCATION AND<br/>PHONE NUMBER OF YOUR<br/>NEAREST AUTHORIZED<br/>SERVICE CENTER...</p> |
| <p><b>CALL TOLL FREE: 1-800-334-8251</b></p>  |   |

FOR CUSTOMER SERVICE, PLEASE WRITE TO:

High Point  
2617 N Great Southwest Parkway,  
#100, Grand Parie, TX. 75050