



Important information

Please fill in the following information and keep this manual for future use.

Model:

Serial number:

Installation Date:

Installation and User Manual



Model:

NP-MWO-T

P/N: 912070234

Version A

April/2025

Product specifications or technical parameters are subject to change without prior notice.

IMPORTANT SAFETY INSTRUCTIONS

To purchasers, owners and restaurant managers, please read these warnings carefully and post them in a prominent position for your reference.

Safety symbols



Indicates a high level of risk which, if not avoided, could result in death or serious injury.



Indicates a risk level of medium which, if not avoided, could result in death or serious injury.



Indicates a low-level hazard which, if not avoided, may result in minor or moderate injury.



Electric hazard!

Caution is required. Failure to comply with the rules may result in electric shock.



Important!

Used to highlight particularly important information.



Do not use jet water to clean this device.



This device is intended for indoor use only and should not be used outdoors.



This instruction manual does not apply to persons (including children) who are physical, sensory, and intellectually handicapped, or who have deficiencies in experience and knowledge. Unqualified operators can cause property damage, personal injury, or death.



If the cord is damaged, in order to avoid danger, it must be replaced by a technician or similarly qualified person authorized by manufacturer. The power cord must be oil-resistant, and the sheathed cord cannot be lighter than ordinary neoprene or other synthetic rubber cords (code 60245 IEC 57, China national standard YZW).



Protection against microwave radiation

1. Operating the equipment with the door open can result in exposure to microwave radiation, so do not attempt to operate the equipment with the door open.
2. Do not place anything between the door sealing surfaces and do not allow cleaning agents

- and other residues to accumulate on the door sealing surfaces.
3. The appliance must not be operated when there is a fault. The normal closing of the door is very important and needs to be checked frequently: a) whether the door is deformed; b) whether the hinges and buckles are broken and loose; c) whether the door seal and the door seal surface are in good condition
 4. The equipment should only be allowed to be serviced by qualified technicians.



Warning:

This is a class A product, if in a domestic environment there is a possibility of electromagnetic interference, so the user may require the need to do some appropriate supporting measures.

The purpose of this guide is to ensure your personal safety and extend the life of your equipment.

Please read the following safety tips carefully.



Warning:

Important safety precautions must be observed when using the product.

1. Warning! If the door or door seal is damaged, this oven is not to be used until it has been repaired by trained service personnel;
2. Warning! It is dangerous for anyone other than trained service personnel to perform service operations, including removing the shield that prevents microwave energy from escaping;
3. Warning! Do not directly heat liquids or other foods in sealed containers, as this may cause an explosion;
4. Warning! Microwave heating of beverages can cause delayed splashing and boiling, so care should be taken when removing them;
5. Warning! bottles and baby food jars should be heated with open mouths, contents stirred or shaken, and their temperature checked before feeding to avoid burns;
6. The minimum height of free space required above the top housing of the microwave oven;
7. That only suitable utensils should be used in the microwave oven
8. Observe the microwave oven carefully when heating food wrapped in plastic or paper as there is a possibility of catching fire
9. If smoke is detected, switch off the appliance or unplug it from the mains and keep the door closed to inhibit the spread of flame
10. The microwave oven should not be used to heat the shelled eggs and whole boiled eggs as they may explode when heated in microwave;
11. Clean the door seals, cavities and adjacent parts in detail;
12. The microwave oven should be cleaned regularly and all food residues removed from the microwave oven;
13. Failure to clean the microwave oven will cause deterioration of the appliance surface, which will affect the life of the appliance and may lead to a dangerous situation;
14. This microwave oven should only be used with the temperature sensor probe

recommended for this microwave oven (for microwave ovens with temperature sensor probes);

15. This microwave oven should not be cleaned with water jets (appliances intended for use on the floor should have a waterproof rating of not less than IPX5).

Important Safety Precautions

 **Warning: Basic safety precautions must be observed when using electrical products to minimize the following risks:**

burns, electric shock, fire, personal injury, and also excessive microwave radiation.

1. Read all instructions carefully before using the appliance;
2. This equipment must be grounded, and the grounding wire must be connected to the appropriate grounding outlet (see "Power Supply Installation Instructions");
3. Do not operate this equipment if you are a minor, please supervise your children and do not play with the equipment.
4. When unattended, the elderly, the weak, the sick and the disabled should not use the equipment;
5. Do not remove the casing;
6. Do not remove parts installed inside the appliance;
7. Only install and position the appliance in accordance with the installation instructions provided;
8. Only have the equipment serviced by qualified personnel. Contact the nearest authorized service provider for inspection, repair or commissioning of the appliance;
9. The appliance must not be used near a water source or in a damp place;
10. Do not immerse the power cord or plug in water and keep the power cord away from heat sources;
11. The power cord must not be suspended from a worktop with sharp edges or pressed against an object;
12. Do not block the equipment vents, equipment cooling vents, filters, steam outlets, etc;
13. Do not damage the control panel, door, door seal and other parts; if the door seal is damaged, have it repaired by a technician qualified to do so
14. If the power cord is damaged anywhere, have it replaced by a technician qualified in maintenance;
15. Stop using the appliance if any of the following occurs: the appliance door is jammed and does not close properly / the power cord is damaged / the appliance does not work properly / the appliance malfunctions and stops working;
16. The appliance cooking chamber must not be used for storage;
17. Do not hang clothes, dishcloths, etc. on any part of the appliance;
18. Only microwave suitable containers can be used;
19. The appliance must not be used empty-load;
20. Before placing a paper or plastic bag in the oven chamber, remove all metal closures from the bag and keep an eye on the operation of the appliance;
21. Take care to prevent scalding or burns when picking up and placing hot beverages, food or containers;
22. Boiling does not necessarily occur on the appearance of liquid food when it is heated to a superheated state above the boiling point, and boiling bubbles are seldom seen when the container is removed from the microwave oven under normal circumstances. However, when the container is shaken or a spoon or other object is put into the liquid, the liquid

- will boil violently and overflow, and it is very easy for burns to occur at this time;
23. Before heating liquid food with microwave or combination function, stir the liquid before heating can avoid the phenomenon of boiling;
 24. When using the convection heating or combination function, please open the package of the food to be processed;
 25. Bottles and baby food containers cannot be heated in the appliance;
 26. Alcohol, such as brandy, rum, etc., cannot be heated; alcohol is easy to overheat and catch fire;
 27. Can not fry food in the equipment;
 28. The appliance cannot be used to heat closed containers containing liquids or other foodstuffs, such as glass bottles and eggs, which may cause bursting;
 29. The appliance must not be used to dry cotton and linen products;
 30. Food wrapped in flammable plastic or paper must be transferred to a special dish for the microwave oven/appliance before being heated for cooking;
 31. Food with skin, e.g. potatoes, apples, sausages, etc.; poke some small holes in the skin before heating;
 32. Food in completely sealed containers should not be heated as the steam generated from heating may cause the containers to explode
 33. Remove excess grease during the cooking process or when removing food-filled containers from the cavity
 34. Avoid the risk of fire in the cavity of the appliance: do not over-cook food;
 35. If the contents of the cavity catch fire, do not open the door, turn off the appliance and disconnect the appliance from the power supply;
 36. If glassware breaks inside the appliance due to accidental causes, checks must be made to ensure that there are no glass fragments amongst the other food in the appliance, if in doubt discard all food in the appliance on this occasion;
 37. Switch off the appliance when it is finished each day;
 38. As with other electrical appliances, the appliance should have a full inspection of the electrical connection wiring at least once a year;
 39. Clean the interior of the appliance and the door seals regularly in accordance with the operating instructions in the relevant section of the instruction manual on cleaning, otherwise the appliance may present a risk of fire, leakage, etc;

Chart of Suitable Containers

Manufacturer will list a few containers that allowed under specific conditions below, please check carefully and be aware before use.

Heat-resistant containers	Tempered glass	✓	Containers with metal ornaments cannot be used
	Glass ceramics	✓	
	Pottery (enamel, pottery, ceramics)	✓	
Metal plate	Specialized metal trays provided by the manufacturer	✓	Metal tray can only be used on shelf in the cavity chamber

	(All other metal product containers cannot be used)		
Plastic containers	Special plastic containers suitable for oven use	✓	Not able to be used when temperature reach a certain heat. Please refer to the manual of manufacturer
Tableware	Do not use flammable container (paper /cardboard)	×	
	Foil Paper	×	
Other instruments	Sealing tap, label	×	Cannot have any cooking utensils inside the oven during cooking
	Tableware	×	
	Temperature Sensor	×	

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1 Introduction

1.1 Product introduction

The range of ovens is designed to provide customers with fast, energy-efficient, easy-to-operate cooking solutions that allow users to handle even the peak of meal preparation with ease. Ovens utilize microwave technology to achieve cooking results that are extremely fast, consistent and have a crispy surface with an attractive color.

Combined cooking and roasting ensure high-quality food while significantly reducing cooking time. You can save and store the precise parameters of your cooking in the unit's controller and extract the program at any time for precise repeat runs.

Multi-stage cooking program, each cooking stage can be flexibly set corresponding to the cooking time, microwave on/off, surface fire on/off, bottom fire on/off. The combination is varied to ensure that the ingredients can get the highest quality after cooking.

1.2 Maintenance

As with other food service equipment, the oven requires care and maintenance.

Maintenance and cleaning requirements are contained in this manual and must be a routine part of the operation run at all times, with proper maintenance performed on the appliance daily, weekly, monthly, quarterly, and annually to ensure its safe and continuous operation. Proper maintenance will also extend the life of the appliance, thereby reducing the cost of use.

1.3 Safety

Safety is an important part of our product. The only way to ensure safe operation of this device is to fully understand the proper installation, operation, and maintenance procedures.

1.4 Proper handling of equipment



The correct way to dispose of products at the end of their life (recycling of electronic and electrical products) in the EU and other European countries utilizes a system of waste separation and recycling. If the symbol on the left appears on the product or the description it means that the product cannot be disposed of with other household waste at the end of its useful life. To prevent uncontrolled waste disposal that may cause harm to the environment or personal

safety, please separate this type of waste from other waste for recycling and promote the recycling of resources. Household users should consult with the retailer who sells the product or the local government authorities for environmentally sound recycling of such products. Commercial users need to consult with the supplier and check the terms and conditions of the purchase contract, as this product cannot be disposed of with other commercial waste.

2 Installation

This chapter provides how to install the equipment



Installation of this appliance needs to be done by a trained and qualified professional.



Do not use a pistol drill or screws, etc. to drill holes in the housing of the appliance, as this may damage the structure or get an electric shock.

2.1 Precautions for Receiving Goods

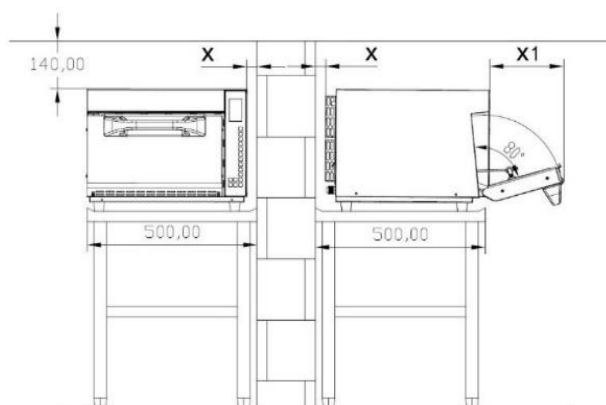
1. Upon delivery, check for obvious transportation damage in the presence of the freight company personnel. If something is damaged, regardless of the extent, file a claim;
2. Unpack the packaging materials and check for damage, if so, make a claim immediately;
3. When removing the unit from the shipping pallet and handling it, keep the unit on the ground horizontally and do not allow the full weight of the unit to rest on the one-sided bottom bracket, as the structure may bend or be damaged if too much weight or force is applied to it;
4. Check your appliance's accessories to make sure you have received all parts for your appliance. If you are missing any parts, contact the dealer from whom you purchased the appliance.
5. Using the cover of this manual, record the following for warranty or future reference: 1) the model number; 2) the serial number on the rating label of each oven; and 3) the date of installation.

Once you have completed the above, you are ready to install the unit.

2.2 Installation requirements

Although you may install and set up your new equipment, it is strongly recommended that you have this work done by a qualified professional. A qualified professional will ensure that the installation is safe and complies with local or national building, electrical, and fire codes. Where there is a conflict between the instructions in this manual and local or national codes or ordinances, the installation and operation should comply with the codes or ordinances of the site where the appliance is installed.

2.3 Installation space



✓ Select a location away from heat sources. Do not place it in an area where heat enters such as an oven, fryer, or griddle. If there is a heat source such as a stove, oven, etc. next to the appliance, a heat screen above the top of the appliance must be installed.

✓ Place the appliance on a non-slip, non-combustible platform which must be level and stable and able to support the entire weight of the appliance. There must

be a clearance of at least 30 mm (X) around the appliance and a space of at least 140 mm at the top reserved for heat dissipation from the appliance.

✓ Adequate clearance (X1) must be left at the front of the appliance for opening and closing the door.

✓ The air inlet of the equipment is directly behind the equipment, and the temperature of the air flow entering the equipment should be as low as possible, if the incoming air flow has been preheated by the stove, oven, grill, fryer, etc., it will reduce the performance of the equipment, thereby shortening the life of the equipment.

✓ Do not attach any markings, stickers, or labels to the equipment other than those that come with the equipment and those that are affixed with the manufacturer's permission.

Caution:

The handling of the equipment should comply with the national or local regulations on the handling of heavy objects, do not use the door handle as the point of gravity for handling, otherwise it will damage the equipment or cause personal injury. The company will not be responsible for any claims arising from the fall of the equipment, and will not be liable for any personal injuries arising from such.

When not in use, the equipment should be disconnected from the main power supply and stored in a dry, cool place. Do not store the equipment on top of each other.

2.4 Power supply requirements

Please select the appropriate power cord and circuit breaker according to see **Table 2-1** below.

Model	Rated Voltage	Rated Power	Circuit Breaker	Power Cord
NP-MWO-T	220-240V	3300W	20A	3*1.5 mm ²

Table 2-1



This appliance must be connected to the power supply in accordance with the voltage and phase shown on the appliance's nameplate, do not attempt to connect the appliance to a different power supply, electrical connections should be made by a qualified electrician.



Connecting the appliance to the wrong power source may damage the appliance and void the warranty.



Electrical connections to the appliance must comply with local and national codes and regulations.



To avoid electric shock, the appliance needs to be adequately grounded, and grounding connections should be made with complete measures to ensure that the power cord is connected to ground when an external force is applied. Inside the electrical box of the appliance there is a grounding screw with the following generic symbol.



The appliance is equipped with an equipotential connection bolt to which a balanced connection lead must be connected to provide adequate protection against potential differences. This bolt is located at the rear of the appliance and has the following generic symbol next to it.



2.5 Power Supply Installation Instructions

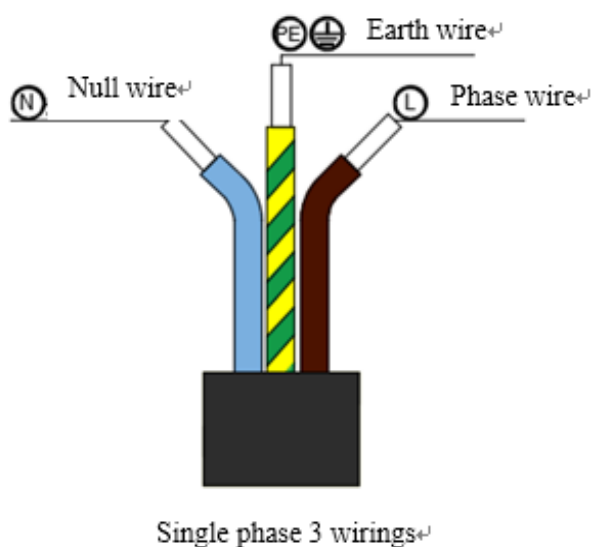
Please follow the following requirements for power supply installation:

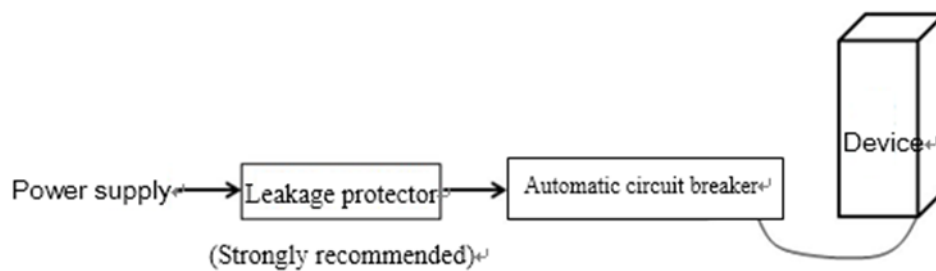
- ✓ Power cord specifications: select the power cord according to the parameters in **Table 2-1** above;
- ✓ Circuit Breaker: select the circuit breaker according to the parameters in **Table 2-1** above;
- ✓ Earth leakage protector:  **It is strongly recommended to install an earth leakage protector, and the rated leakage current of the leakage protector should be 30mA, and the rated leakage action time should not be more than 0.1s;**

Use at least a standard type (Class B standard) circuit breaker that is sensitive to sudden changes in electrical signals. These sudden change signals are generated when kitchen appliances such as freezers and refrigerators (including microwave ovens) are turned on. We strongly recommend the use of Class C standard (specifically designed for these appliances) circuit breakers. Where there are multiple appliances, each appliance must be connected to a circuit breaker of appropriate capacity.

This equipment implements the EN61000-3-11 standard. Since the equipment can interfere with the supply circuits, obtain the approval of the power supply authority before connecting to the mains. If necessary, use a low-impedance power supply.

- ✓ **POWER CORD CONNECTION:** The connection of the single-phase power supply is shown in the figure below. Please use the power cord to connect the device to the automatic circuit breaker first and then to the power supply.





When connecting the power cord, make sure the connection of each core wire is firm and the power cord is locked tightly. Even if the power cord is affected by external forces, the wiring terminals should not be loose, otherwise it may cause danger. The supply cord shall be oil-resistant sheathed cable, not lighter than that of ordinary neoprene or other equivalent synthetic rubber sheathed cord (YZW). If the power cord is damaged, it must be replaced with one of the same specifications



The electrical wiring of the equipment must be connected to a separate supply circuit by a qualified electrical installer. Each piece of equipment must be fitted with a double insulated switch of suitable rated capacity with a contact separation distance of more than 3 mm.



If the power supply is outdoors, please pay attention to the waterproof and dustproof protection measures of the power supply.



In order to avoid the danger caused by the abrasion of the power cord, the coil guard must be installed at the outlet of the power cord of the equipment and at the holes through which the power cord passes.



When the length of the power cord is insufficient, please prepare a new special power cord with sufficient length.

If in doubt about power supply requirements and power installation, consult a technician qualified electrician.

3 Technical parameters

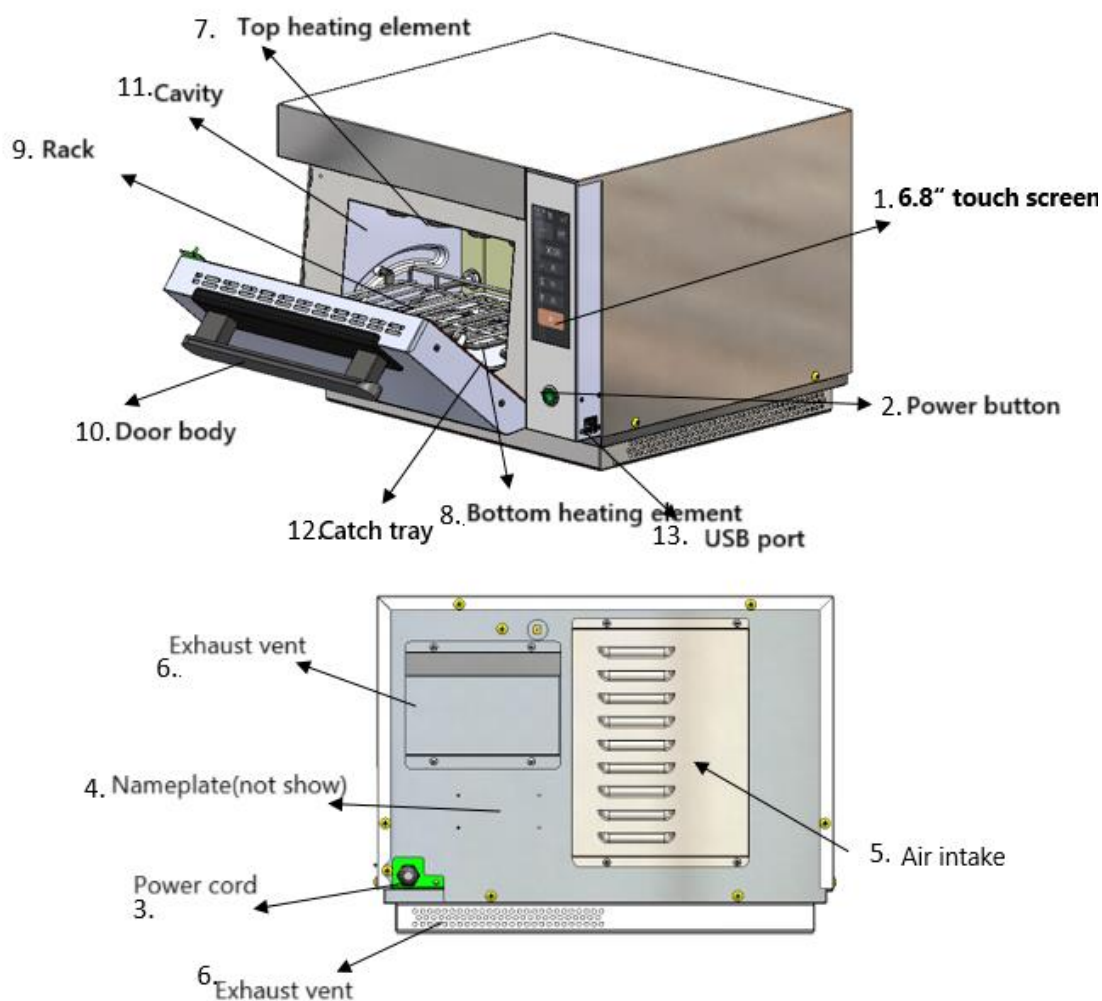
3.1 Equipment parameters

Model	NP-MWO-T
Product Size WxDxH (mm)	490x538x361
Chamber Size WxDxH (mm)	270x190x168mm
Capacity (Liter)	8.6
Net weight (KG)	40
Rated Power (W)	3300
Voltage	220V-240V
Frequency (Hz)	50/60Hz
Micro Computer	6.8" touch screen
Stock Menu	1728
Cooking Stage	5
Cooking mode	Heat Radiation + Microwave
*Microwave Power(kW)	1.5
Heating Element Power(kW)	1.7 kW (top 1.0+ bottom 0.7)
Microwave output range	ON or OFF
Heat Radiation Level	Low, Medium, High, Strong, and Off five gears
IP Rating	IPX3
Power Cord	3*1.5 mm ²
*Microwave power output approximation	

4 Operation

4.1 Oven Construction

The following diagram summarizes some of the key operating features of your unit. For more information on these features, continue to read this manual.

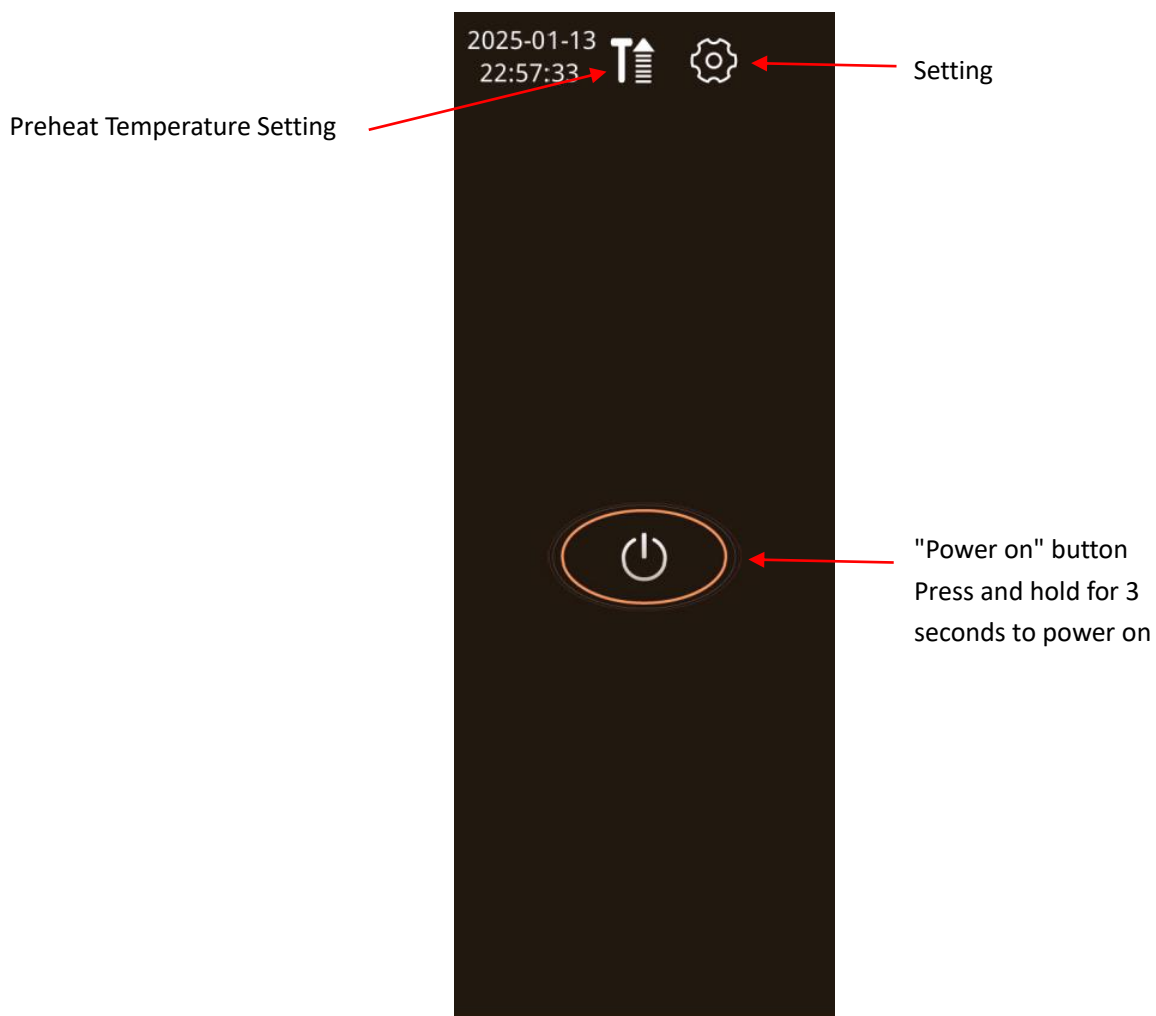


No.	Description and Function
1	6.8 inch display controller – the display will light up when the product power cord is connected. Note: The off switch does not cut off power to the internal wirings.
2	Power switch – Press and turn on the device
3	Power Cord - The power cord is located on the back of the oven and is single phase, three wire with a plug.
4	Nameplate - Located on the back of the unit, it is labeled with the product model number, serial number, and power supply specifications etc.
5	Air intake – located on the back panel, draws in external cryogenic airflow to cool the internal components. Do not obstruct the air intake.
6	Exhaust port - located in the front and back of the device, there is an upper exhaust port behind the device, which is used for magnetron heat dissipation, and there will be no microwave leakage into the environment; The lower exhaust port is used to dissipate heat from the internal components. Do not obstruct the exhaust vents.

No.	Description and Function
7	Top Heating Element - The top heating element is located at the top of the inner chamber and generates high temperatures during normal operation.
8	Bottom Heating element - The bottom heating element is located at the bottom of the inner chamber and generates high temperature during normal operation.
9	Cavity rack - The cavity rack can be linked in and out of the cavity when the door is opened and closed, pushing or pulling food into or out of the cavity, or taken out independently, with a movable hook structure, and can be placed in the dishwasher for cleaning!
10	Door body - This door body is equipped with four safety interlocking micro switches, which has the function of preventing microwave leakage and energy loss. No heavy objects can be placed on the door.
11	Cavity - Made of stainless steel, it needs to be kept clean.
12	Catch Tray - The catch tray is located directly below the cavity rack and bottom heating element to catch food scraps, grease, etc. that fall from the rack, and can be movably removed for cleaning.
13	USB port – Located at the bottom right of the controller, this interface allows you to upgrade the controller software and import and export menus.

4.2 Operating instructions

4.2.1 Description of the controller



1. Click the "Preheat Temperature Setting" button to set the preheating temperature, and the setting range value is 170-240°C.
2. Click "Settings" and enter the password 1724 to enter the settings interface.

4.2.2 Setting interface

2025-04-21
10:01:53

↶

Enter Preheat Temp 200°C

Manual Cooking Mode

Edit Recipe

Enter ECO Mode In A Moment

ECO TEMP 160°C

Auto Enter to ECO Mode Close

Date & Time

Appliance

Diagnostic

Preheat temperature setting

Manual cooking mode interface

Menu editing interface

Tap to Enter Energy Saving now

Energy Saving Temperature setting

Time setting of automatically enter the energy-saving

Set the date and time

Manage the setting of parameters

Diagnosis

Click "Manual Cooking Mode" to enter the following interface

2025-01-13
23:10:22

T ↑

↶

👆

1/1

🕒

02:38

🔊

OPEN

🔥

LOW

🔥

HIGH

▶

Return

Cooking stage setting

Cooking time setting

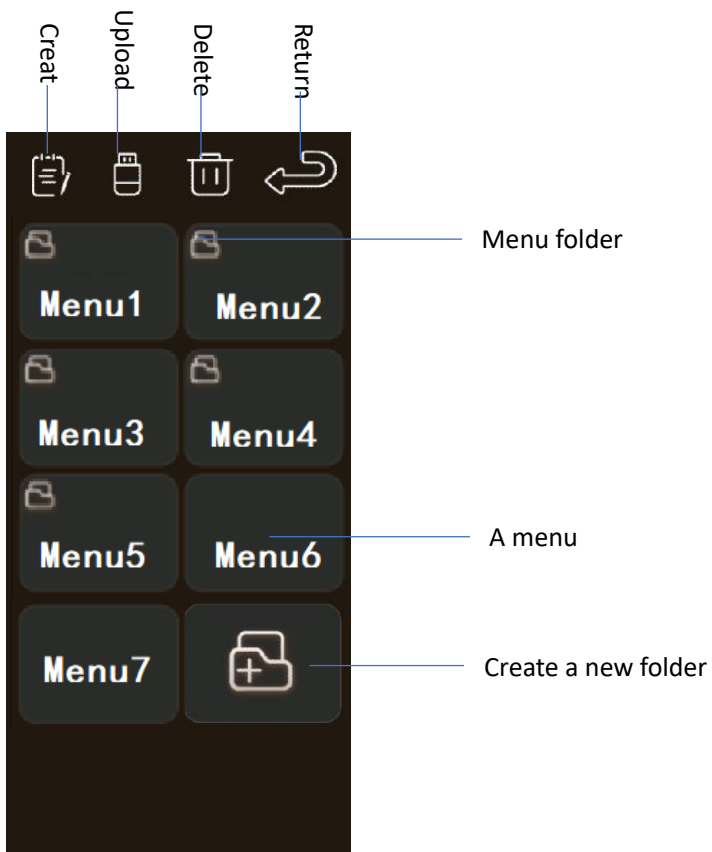
Microwave on/off setting

Power setting on the top heating element: "low", "medium", "high", "strong" and "off"

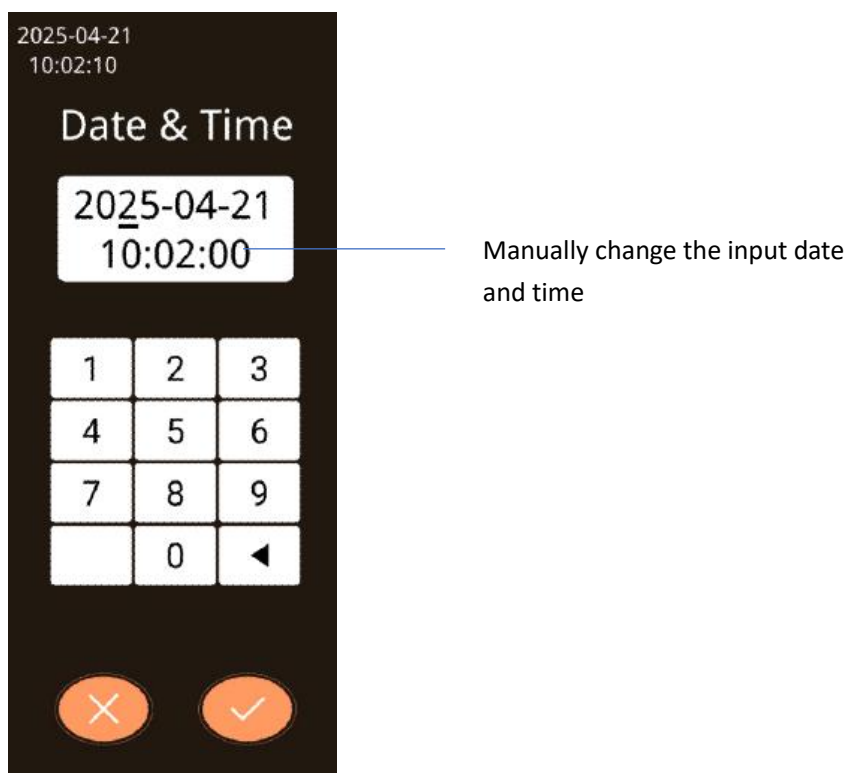
Power setting on the bottom heating element: "low", "medium", "high", "strong" and "off"

Cooking start/off

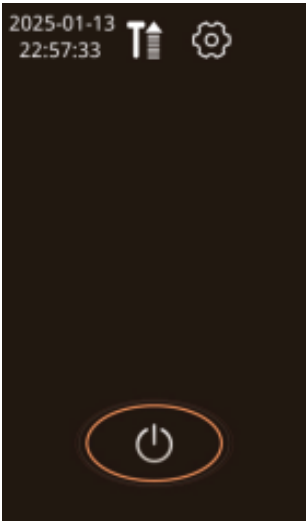
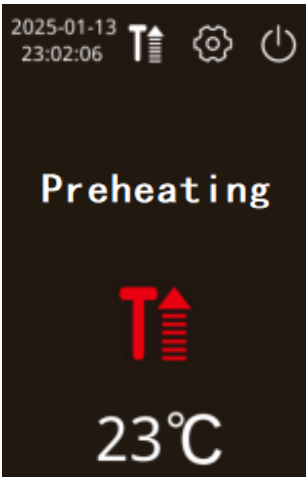
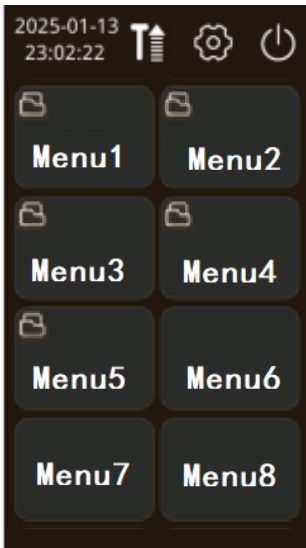
Click "Menu Edit" to enter the menu editing interface, as follows:



To set the date and time, click "Date and Time Setting" to enter the following interface

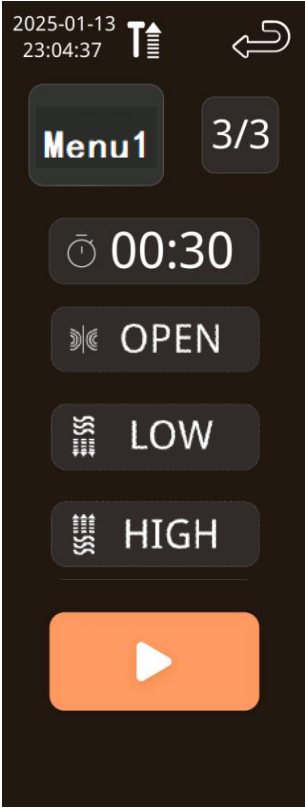


4.2.3 Power on process

Display	Description
	Shutdown status (Press and hold the power button for 3s to start preheating)
	Preheating up quickly
	Ready to cook

4.2.4 Menu cooking

After the preheat is complete, select any menu on the main page

Step	Action	Display	Description
1	Select a menu		Click the button  , to start cooking
2	Cooking complete		When the buzzer is finished, open the door or tap the screen  to return back to the menu screen

4.2.5 Create a new menu

On the menu editing page, create a new menu as following:

Step	Action	Display	Description
1	Press 		Enter the menu settings interface
2	Press “NewMenu”		Set the menu name, For example, "Chinese hamburger"
3	Press “1/1”		Set the stage of menu
4	Press 		Set the time of menu
5	Press 		Set microwave on or off
6	Press 		Set the power on the top heating element: "low", "medium", "high", "strong" and "off"
7	Press 		Set the power on the bottom heating element: "low", "medium", "high", "strong" and "off"
8	Press 		Once the settings are complete, click the Save button to save the menu where the settings are saved. If you create a new menu in a folder, the menu will be saved in the folder.

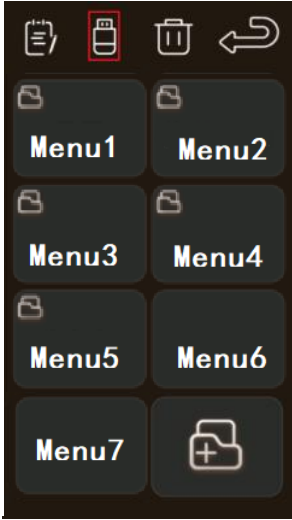
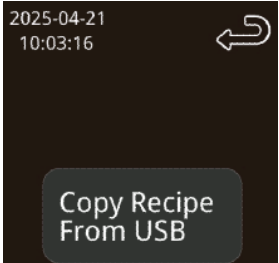
4.2.6 Download or upload recipes

The USB connector is located on the lower right side of the operation panel.

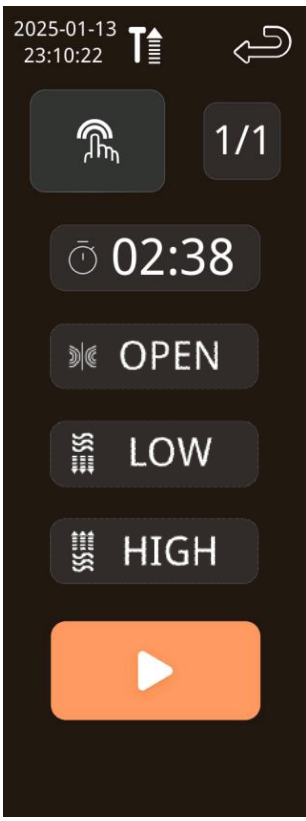
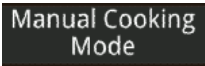
- 1. Toggle the small protruding handle on the dust cover upwards to reveal the USB port;
- 2. Insert the USB flash drive and follow the instructions to download or upload recipes.



Importing/exporting the recipes to the device using USB as follows:

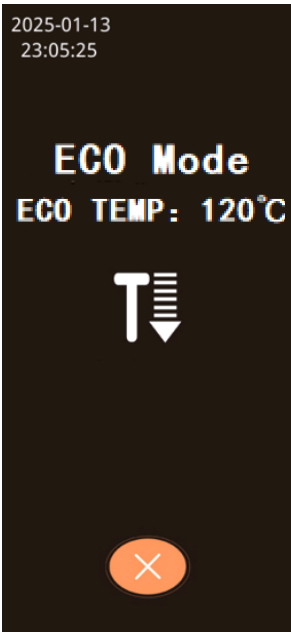
Step	Action	Displays	Description
1	In the menu editing interface, click 		Import/export the recipes
2	Press 		Import menus from a USB flash drive to the device
3	Press 		Export the menu from the device to a USB flash drive

4.2.7 Manual cooking mode

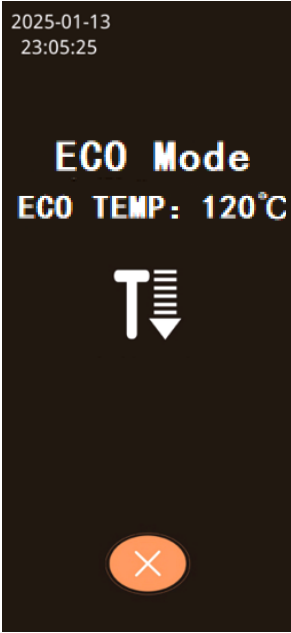
Step	Action	Displays	Description
1	Press 		Enter the password 1724, Go to Settings
2	Press 		Go to the settings of the manual cooking mode
3	Parameter settings		Refer to steps 3-7 of the 1.3 menu to set the parameters
4	Press 		Start cooking

4.2.8 Energy Saving Mode

1. Enter the energy-saving mode immediately

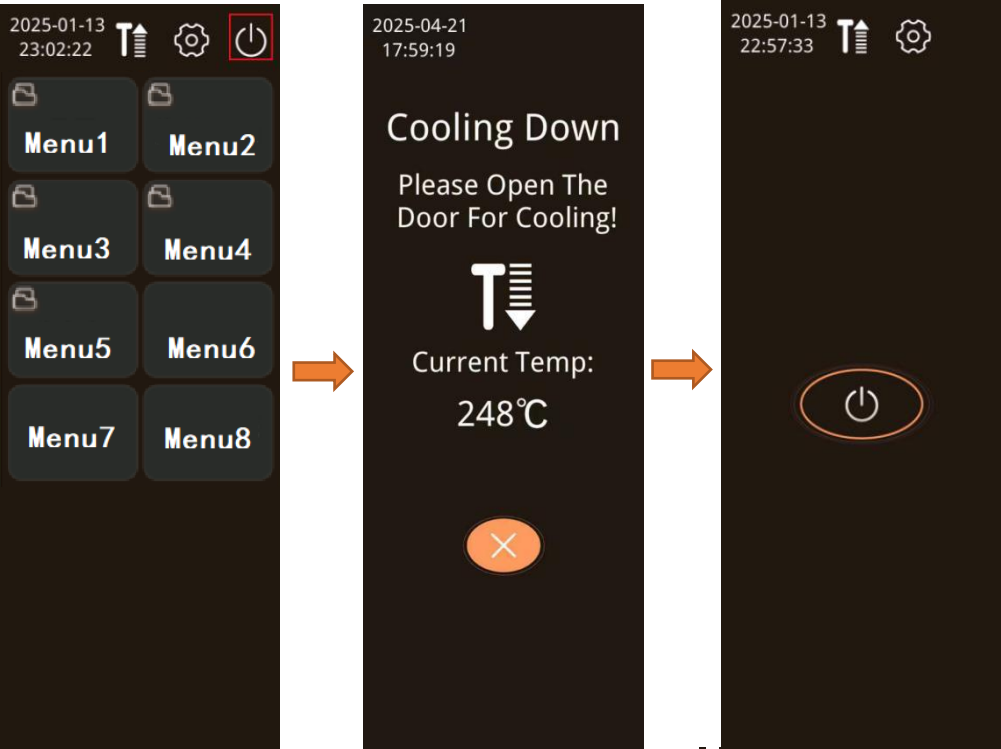
Step	Action	Displays	Description
1	Press 		Enter the password 1724, Go to Settings
2	Press 		Based on the setting of the energy-saving temperature, it immediately enters the energy-saving mode

2. Automatically enter the energy-saving mode

Step	Action	Displays	Description
1	N/A		According to the set time of automatic entering energy saving, it will automatically enter the energy saving mode 

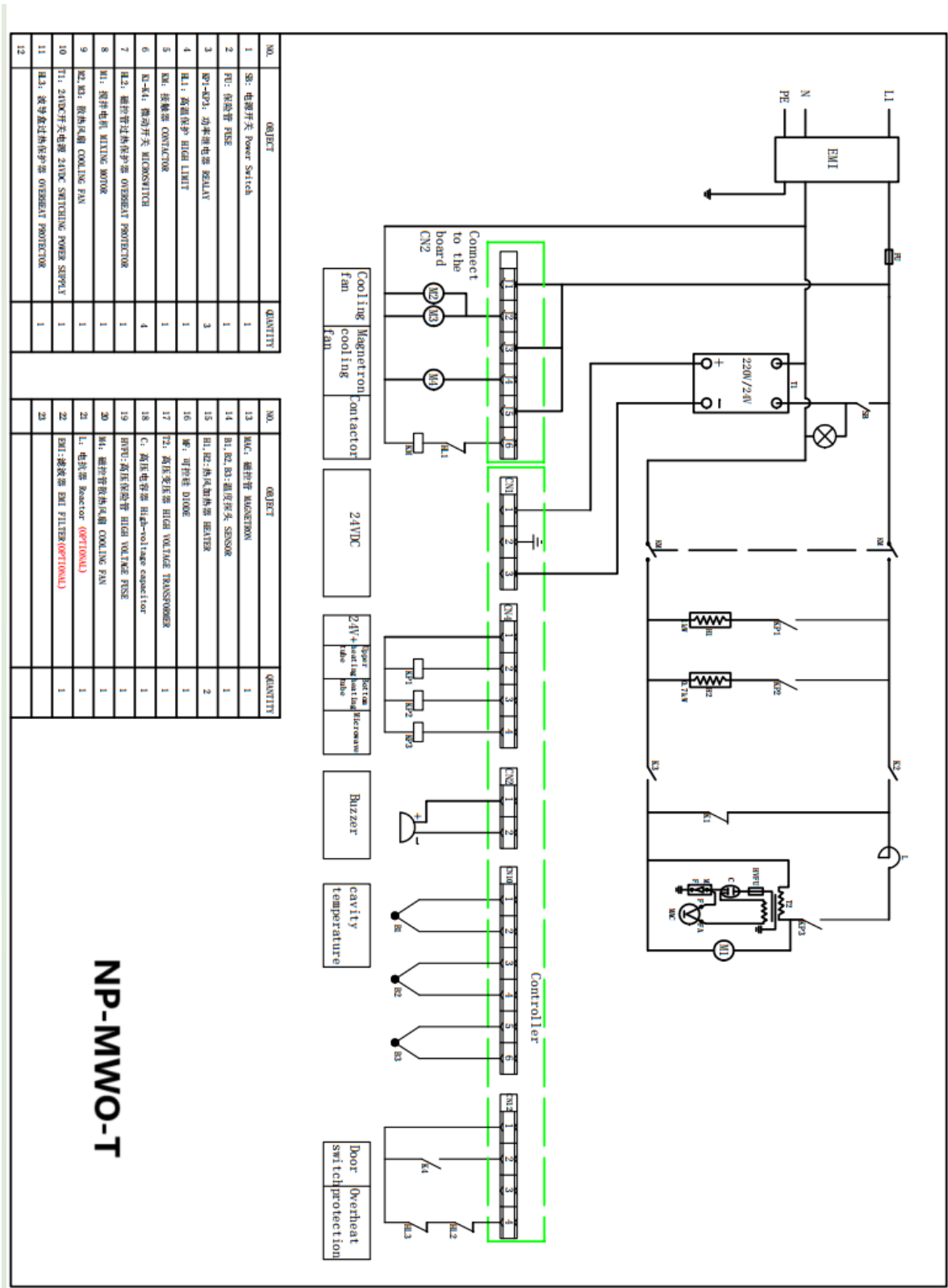
4.2.9 Turn off the device

When the device is not in use, press and hold the power off button in the upper right corner to exit cooking, and the display prompts to open the door to dissipate heat. After the heat dissipation is complete, return to the boot interface, and the display process is as follows:



Press the power button at the bottom of the screen to power off.

5. Circuit diagram



6. Cleaning

In order for your equipment to operate at peak efficiency, the oven chamber, doors, air filters and grease filters must be kept clean.

Routine cleaning ensures that your equipment meets hygienic standards, keeps the equipment in perfect condition, improves operating efficiency and extends service life.

6.1 Cooling Equipment



Always cool the equipment before carrying out cleaning operations.



Equipment temperatures can reach up to nearly 280°C, which may result in personal injury if not adequately cooled.



1. When cooking is complete, press the key  to prompt the door to open and cool;
2. Open the oven door to start cooling and wait until the cooling is complete before cleaning.

Note: Do not clean the appliance during the cooling process, which takes approximately 30 minutes.

6.2 Cleaning tools

Non-corrosive equipment-specific cleaner, heat-resistant gloves, protective rubber gloves, non-abrasive nylon scouring pads, cleaning cloths and rags, brushes, eye protection and dust mask.

CAUTION: Wear protective rubber gloves when cleaning equipment. Do not use sharp tools and strong abrasives to clean any part of the appliance.

The cavity rack, cavity catch pan can be removed independently and cleaned separately in the dishwasher.





NOTE: Corrosive cleaners must not be used on any part of the unit, as this may result in permanent damage to the unit.

7 Troubleshooting

Although every effort has been made to ensure that your equipment operates continuously and efficiently, breakdowns are inevitable. Before reporting a fault, check against the table below, some problems are very easy to eliminate.

Symptom	Possible reason	Treatment
Oven has not electricity	Main power is disconnected	Turn on the main power and restart the oven
	Oven plug cord has not plug in	Check if it is plugged in
	Hi-limiter is tripped	Hi-limiter locates at the back of oven, reset it and reboot the oven
Oven does not heat up	The door is not closed properly.	Clear barrier, close the door properly.
	Does not switch on oven	Switch on oven and heat up
Close door but it still pop up "Door Open" notice	Food block the door from closing	Clean barrier, close the door properly.
	Did not close the door properly	Repeat open and close to check if it is properly close
	Door interlock switch is malfunction	Call for service support
The foods are not cooked well or up to standard	Oven is dirty (a lot grease, carbon and food debris will wear down microwave)	Follow cleaning instruction to clean up
	Choose wrong menu	Check if have chosen the correct menu or program
	Food was not at the right initial condition (Frozen or chilled)	Make sure it is at the suggested condition before put into oven
	Food SPEC is not correct	Ensure food weight and size are standard
Shown temperature probe is broken	Temperature probe is malfunction	Call for service support
Cooking temperature is low	Check the inside wall of the oven chamber and the surface of the heating element for food residue	Cleaning daily to ensure they are not blocked, no food residue attached on the heating element ⚠ Note: there is no warranty for glass or ceramic oven parts.
	Oven did not heat up completely	Heat up oven to preset temperature and leave it idle for 5 minutes
	Heating element is malfunction	Call for service support
Magnetron is too hot	Cold air is not entering the oven	Remove object blocking air intake
Motor is too hot	Cold air is not entering the oven	Remove object blocking air intake