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# MICROWAVE OVEN

## Use & Care Guide

For questions about features, operation/performance, parts, accessories or service, call: **1-800-253-1301**.

or visit our website at...  
[www.whirlpool.com](http://www.whirlpool.com)

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**Model WMC20005**

**W10389942B**

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# 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.
- 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.

## SAVE THESE INSTRUCTIONS

## IMPORTANT SAFETY INSTRUCTIONS

- 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 microwave 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.
- A short power supply cord is provided to reduce the risks resulting from being entangled in or tripping over a longer cord.
- Do not mount over a sink.
- Do not cover racks or any other part of the microwave oven with metal foil. This will cause overheating of the microwave 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

- 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.
- 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.

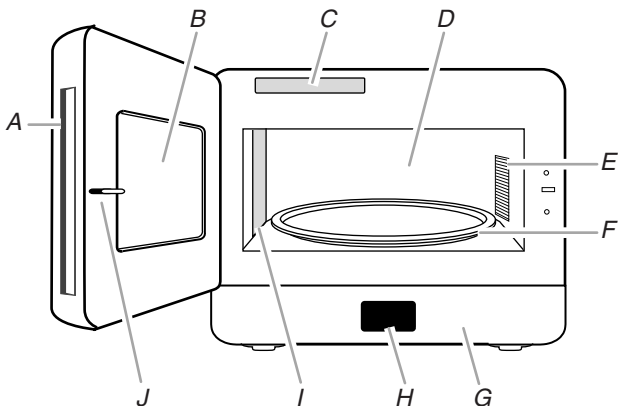
**WARNING:** Improper use of the grounding plug can result in a risk of electric shock. Consult a qualified electrician or serviceman if the grounding instructions are not completely understood, or if doubt exists as to whether the microwave oven is properly grounded.

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

## PARTS AND FEATURES

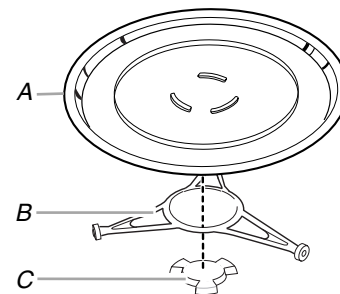
This manual may cover several different models. The model you have purchased may have some or all of the features shown here. The appearance of your particular model may differ slightly from the illustrations in this manual.



- A. Pocket door handle
- B. Window
- C. Model and serial number plate
- D. Rounded cavity (rear wall)
- E. Microwave oven light

- F. Glass turntable and support
- G. Control panel
- H. Display
- I. Microwave inlet cover
- J. Door lock system

### Turntable



- A. Turntable
- B. Support
- C. Hub

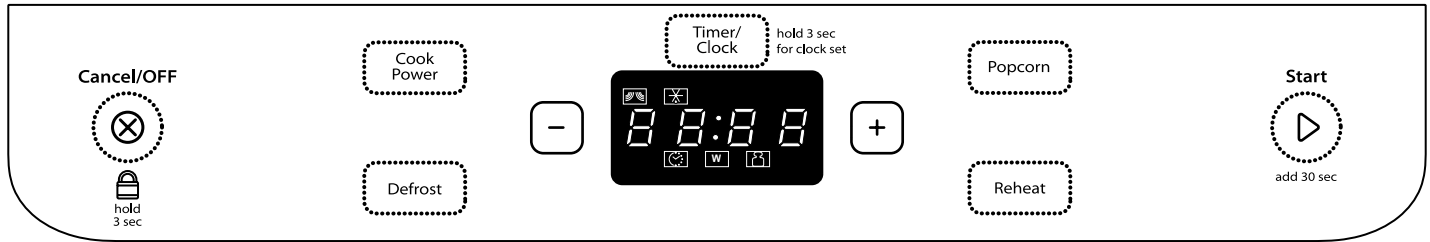
The turntable can rotate in either direction to help cook food more evenly. For best cooking results, do not operate the microwave oven without having the turntable in place. See "Assistance or Service" to reorder any of the parts.

#### To Install:

1. Place the support on the microwave oven cavity bottom.
2. Place the turntable on the support.

Fit the raised, curved lines in the center of the turntable bottom between the three spokes of the hub. The rollers on the support should fit inside the turntable bottom ridge.

# MICROWAVE OVEN CONTROL

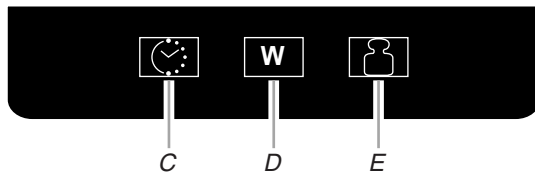


## Display

When power is first supplied to the microwave oven, “:” will appear in the display. If the “:” appears in the display at any other time, a power failure has occurred. Reset the clock if needed.

While the microwave oven is being programmed, the display shows cooking power, quantities, weights and/or prompts. When the microwave oven is not in use, the display shows the time of day (if the Clock is set) or Timer countdown.

### Function Icons



- A. Microwaves
- B. Defrost
- C. Cook time
- D. Cook power
- E. Weight

The icons will light up and/or flash in the display while their specific functions are being programmed. The lit icon indicates the function, and the flashing icon is a prompt for input.

During cooking, the cook function and cook time icons are lit, and the cook time counts down in the display. When the microwave oven is not in use, the display shows the time of day (if the clock is set) or Timer countdown.

## Start

The START pad begins any function. If cooking is interrupted, touching START will resume the preset cycle.

**NOTE:** To avoid unintentional operation of the microwave oven, a cooking function cannot be started if the microwave oven door has been closed for about 1 minute or more. The word “door” will appear in the display until the door is opened and closed.

## Cancel/Off

The CANCEL/OFF pad clears any incorrect command and cancels any program during cooking. It will not erase the time of day.

The microwave oven will also turn off when the door is opened. Close the door and touch START to resume the cycle.

## Add 30 Seconds

The ADD 30 SEC (START - ADD 30 SEC) pad starts the microwave oven for 30 seconds at 100% power. Each additional touch of the pad adds 30 seconds of cook time, up to 30 minutes.

Cook time may be added in 30-second increments to a running manual cooking cycle by repeatedly touching ADD 30 SEC pad during the cycle.

**NOTE:** To avoid unintentional operation of the microwave oven, a cooking function cannot be started if the microwave oven door has been closed for about 1 minute or more. The word “door” will appear in the display until the door is opened and closed.

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## Clock

This is a standard 12-hour clock (12:00-11:59).

### To Set:

The microwave oven must be off.

1. Touch and hold CLOCK (TIMER/CLOCK) pad for 3 seconds to enter Clock mode. The "hour" digit will flash.
2. Touch [+] or [-] pad repeatedly until the desired hour is displayed (1 to 12).
3. Touch CLOCK pad to confirm the hour. The "minutes" digits will flash.
4. Touch [+] or [-] pad repeatedly until the desired minutes are displayed (0 to 59).
5. Touch CLOCK pad to confirm the minutes and exit Clock mode.

**To Cancel Clock:** Enter Clock mode, then touch CANCEL/OFF. The ":" will appear in the display.

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## Timer

**NOTE:** The Timer does not start or stop the microwave oven.

Cook functions may be used while the Timer is counting down. When the cook function is active in the display, touch TIMER/CLOCK to see the Timer count down for 3 seconds.

Touching TIMER/CLOCK while the Timer is active in the display will send the Timer countdown to the background. While the Timer is running in the background, the colon will flash.

The Timer may be set in the following increments, in minutes and seconds:

INCREMENT	TIME SETTING
0:05	0:05 to 1:00
0:15	1:15 to 3:00
0:30	3:30 to 6:00
1:00	7:00 to 30:00

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### To Set:

1. Touch TIMER/CLOCK. The default time of 5 seconds will show in the display.
2. Touch the [+] or [-] pad repeatedly to set the desired time. Touching and holding the pad will cause the display to scroll rapidly through the increments
3. Touch START.

When the set time ends, the end-of-Timer tone will sound.

**To Cancel Timer:** While the Timer countdown is active in the display, touch CANCEL/OFF.

If a cook function countdown is active in the display, touch TIMER/CLOCK to show the Timer countdown, then touch CANCEL/OFF to cancel the Timer. Touching CANCEL/OFF while a cook function countdown is active in the display will cancel the cook function, not the Timer.

The time can be reset during the countdown by repeating Step 2 above while the Timer is active in the display.

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## Tones

Tones are audible signals, which cannot be turned off, and indicate the following:

### One tone

- Valid entry
- Clock mode entered
- Control lock activated
- End of cooking reminder

### Three tones

- End of cooking cycle
- During Defrost cycle, reminder to check, turn, rearrange, or separate food
- Invalid entry

### Twenty tones

- End of Timer (very short, quick tones)
- 

## Control Lock

The Control Lock disables the control panel pads to avoid unintended use of the microwave oven.

**To Lock/Unlock Control:** The microwave oven must be off. Touch and hold CANCEL/OFF for 3 seconds until the tone sounds and "Loc" appears in the display. The display will return to time of day mode (if Clock is set) after 3 seconds. Repeat to unlock.

If any control pad is touched while the Control Lock is active, "Loc" reappears in the display for 3 seconds, and invalid entry tones will sound.

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# MICROWAVE OVEN USE

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A magnetron in the microwave oven produces microwaves which reflect off the metal floor, walls and ceiling and pass through the turntable and appropriate cookware to the food. Microwaves are attracted to and absorbed by fat, sugar and water molecules in the food, causing them to move, producing friction and heat which cooks the food.

- To avoid damage to the microwave oven, do not lean on or allow children to swing on the microwave oven door.
- To avoid damage to the microwave oven, do not operate microwave oven when it is empty.
- Baby bottles and baby food jars should not be heated in microwave oven.
- Clothes, flowers, fruit, herbs, wood, gourds, paper, including brown paper bags and newspaper, should not be dried in microwave oven.
- Paraffin wax will not melt in the microwave oven because it does not absorb microwaves.
- Use oven mitts or pot holders when removing containers from microwave oven.
- Do not overcook potatoes. At the end of the recommended cook time, potatoes should be slightly firm. Let potatoes stand for 5 minutes. They will finish cooking while standing.
- Do not cook or reheat whole eggs inside the shell. Steam buildup in whole eggs may cause them to burst, requiring significant cleanup of microwave oven cavity. Cover poached eggs and allow a standing time.

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## Food Characteristics

When microwave cooking, the amount, size and shape, starting temperature, composition and density of the food affect cooking results.

### Amount of Food

The more food heated at once, the longer the cook time needed. Check for doneness and add small increments of time if necessary.

### Size and Shape

Smaller pieces of food will cook more quickly than larger pieces, and uniformly shaped foods cook more evenly than irregularly shaped food.

### Starting Temperature

Room temperature foods will heat faster than refrigerated foods, and refrigerated foods will heat faster than frozen foods.

### Composition and Density

Foods high in fat and sugar will reach a higher temperature, and will heat faster than other foods. Heavy, dense foods, such as meat and potatoes, require a longer cook time than the same size of a light, porous food, such as cake.

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## Cooking Guidelines

### Covering

Covering food helps retain moisture, shorten cook time and reduce spattering. Use the lid supplied with cookware. If a lid is not available, wax paper, paper towels or plastic wrap approved for microwave ovens may be used. Plastic wrap should be turned back at one corner to provide an opening to vent steam. Condensation on the door and cavity surfaces is normal during heavy cooking.

### Stirring and Turning

Stirring and turning redistribute heat evenly to avoid overcooking the outer edges of food. Stir from outside to center. If possible, turn food over from bottom to top.

### Arranging

If heating irregularly shaped or different sized foods, arrange the thinner parts and smaller sized items toward the center. If cooking several items of the same size and shape, place them in a ring pattern, leaving the center of the ring empty.

### Piercing

Before heating, use a fork or small knife to pierce or prick foods that have a skin or membrane, such as potatoes, egg yolks, chicken livers, hot dogs, and sausage. Prick in several places to allow steam to vent.

### Shielding

Use small, flat pieces of aluminum foil to shield the thin pieces of irregularly shaped foods, bones and foods such as chicken wings, leg tips and fish tail. See "Aluminum Foil and Metal" first.

### Standing Time

Food will continue to cook by the natural conduction of heat even after the microwave cooking cycle ends. The length of standing time depends on the volume and density of the food.



## Cookware and Dinnerware

Cookware and dinnerware must fit on the turntable. Always use oven mitts or pot holders when handling because any dish may become hot from heat transferred from the food. Do not use cookware and dinnerware with gold or silver trim. Use the following chart as a guide, then test before using.

MATERIAL	RECOMMENDATIONS
Aluminum Foil, Metal	See "Aluminum Foil and Metal" section.
Browning Dish	Bottom must be at least 3/16" (5 mm) above the turntable. Follow manufacturer's recommendations.
Ceramic Glass, Glass	Acceptable for use.
China, Earthenware	Follow manufacturer's recommendations.
Melamine	Follow manufacturer's recommendations.
Paper: Towels, Dinnerware, Napkins	Use nonrecycled and those approved by the manufacturer for microwave oven use.
Plastic: Wraps, Bags, Covers, Dinnerware, Containers	Use those approved by the manufacturer for microwave oven use.
Pottery and Clay	Follow manufacturer's recommendations.
Silicone Bakeware	Follow manufacturer's recommendations.
Straw, Wicker, Wooden Containers	Do not use in microwave oven.
Wax Paper	Acceptable for use.

### To Test Cookware or Dinnerware for Microwave Use:

- Place cookware or dinnerware in microwave oven with 1 cup (250 mL) of water beside it.
- Cook at 100% cooking power for 1 minute.

Do not use cookware or dinnerware if it becomes hot and the water stays cool.

## Aluminum Foil and Metal

Always use oven mitts or pot holders when removing dishes from the microwave oven.

Aluminum foil and some metal can be used in the microwave oven. If not used properly, arcing (a blue flash of light) can occur and cause damage to the microwave oven.

### OK for Use

Racks and bakeware supplied with the microwave oven (on some models), aluminum foil for shielding, and approved meat thermometers may be used with the following guidelines:

- To avoid damage to the microwave oven, do not allow aluminum foil or metal to touch the inside cavity walls, ceiling or floor.
- Always use the turntable.
- To avoid damage to the microwave oven, do not allow contact with another metal object during microwave cooking.

### Do Not Use

Metal cookware and bakeware, gold, silver, pewter, non-approved meat thermometers, skewers, twist ties, foil liners such as sandwich wrappers, staples and objects with gold or silver trim or a metallic glaze should not be used in the microwave oven.

## Microwave Cooking Power

Many recipes for microwave cooking specify which cooking power to use by percent or name.

When COOK POWER is touched, the display shows the default power of 100%. Each additional touch of the pad scrolls through the available power levels: 0%, 25%, 50%, 75%, then back to 100%.

Use the following chart as a general guide for the suggested cooking power of specific foods.

PERCENT/NAME	USE
100%, High (default setting) (700W)	Quick heating convenience foods and foods with high water content, such as soups, beverages and most vegetables.  Cooking small, tender pieces of meat, ground meat, poultry pieces and fish fillets. Heating cream soups.
75%, Medium-High (500W)	Heating rice, pasta or stirrable casseroles. Cooking and heating foods that need a cook power lower than high. For example, whole fish and meat loaf.  Reheating a single serving of food.
50%, Medium (350W)	Cooking sensitive foods such as cheese and egg dishes, pudding and custards. Cooking non-stirrable casseroles, such as lasagna.  Cooking ham, whole poultry and pot roasts. Simmering stews.  Melting chocolate. Heating bread, rolls and pastries.
25%, Low, Defrost (160W)	Defrosting bread, fish, meats, poultry and precooked foods.  Softening butter, cheese, and ice cream.  Taking chill out of fruit.
0% No power	

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## Manual Cooking

Cook time may be set in the following increments, in minutes and seconds:

INCREMENT	TIME SETTING
0:05	0:05 to 1:00
0:15	1:15 to 3:00
0:30	3:30 to 6:00
1:00	7:00 to 30:00

### To Use:

1. Place food on the turntable and close the door.
2. Touch the [+] or [-] pad. The default time of 5 seconds will show in the display. Touch the [+] or [-] pad repeatedly to set the desired time. Touching and holding the pad will cause the display to scroll rapidly through the increments.  
If cooking with 100% power, skip Step 3.
3. Touch COOK POWER. The default power level of 100% will show in the display. Touch COOK POWER repeatedly to scroll to the desired power level. See "Microwave Cooking Power."
4. Touch START.  
The display will count down the cook time.  
When the cycle ends, "End" will appear in the display, and the end-of-cycle tones will sound.
5. Touch CANCEL/OFF or open the door to clear the display and/or stop reminder tones.

**NOTE:** Manual cooking may be started by setting the power level first. Within 3 seconds of setting the power level, the display automatically switches to cook time mode, showing the default time of 5 seconds.

**To Change Cook Time During Cooking:** Touch [+] or [-] pad repeatedly to set new time, or add time in 30-second increments by touching START - ADD 30 SEC pad. New time is set immediately.

**To Change Cook Power During Cooking:** Touch COOK POWER repeatedly to scroll through the power levels. New power is set immediately.

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## Defrost

The automatic Defrost feature can be used or the microwave oven can be manually set to defrost.

- Unwrap foods and remove lids (for example, from fruit juice containers) before defrosting.
- Shallow packages will defrost more quickly than deep blocks.
- Separate food pieces as soon as possible during or at the end of the cycle for more even defrosting.
- Use small pieces of aluminum foil to shield parts of food such as chicken wings, leg tips and fish tails. See "Aluminum Foil and Metal" first.

The Defrost feature uses weight input. It should not be used for food that has been left outside the freezer for more than 20 minutes, or for frozen ready-made food.

### To Use Defrost:

1. Place food, uncovered, on the turntable and close the door.
2. Touch DEFROST. The default weight of 1.5 lbs will show in the display.
3. Touch the [+] or [-] pad repeatedly to set the desired food weight. Touching and holding the pad will cause the display to scroll rapidly through the available weights, in 0.1-lb increments.  
Weight can be set from 0.2 lb to 3.3 lbs (90 g to 1.5 kg).
4. Touch START.  
The display will count down the defrost time.  
During defrosting, 3 tones will sound, and the display will show the "turn Food" prompt. Open door, turn food if necessary, close door, and touch START to resume defrosting. If no action is taken, the Defrost cycle will automatically resume in 2 minutes. Touching START during the 2 minute pause will also resume the cycle, without having to open the door.  
When the cycle ends, "End" will appear in the display, and the end-of-cycle tones will sound.
5. Touch CANCEL/OFF or open the door to clear the display and/or stop reminder tones.

**NOTE:** Defrost times and cook power cannot be changed during an automatic Defrost cycle.

**To Defrost Manually:** Follow directions in "Manual Cooking" section, and use 25% cooking power. See "Microwave Cooking Power" chart.

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## Reheat

The microwave oven's Reheat feature can be used or the microwave oven can be manually set to reheat. Reheat time may be set in the following increments, in minutes and seconds:

INCREMENT	TIME SETTING
0:05	0:05 to 1:00
0:15	1:15 to 3:00
0:30	3:30 to 6:00
1:00	7:00 to 30:00

### To Use Reheat:

1. Place food on the turntable, and close the door.
2. Touch REHEAT. The default power of 75% will show briefly in the display, followed by the default time of 5 seconds.
3. Touch the [+] or [-] pad repeatedly to set the desired time. Touching and holding the pad will cause the display to scroll rapidly through the increments.
4. Touch START.

The display will count down the reheat time.

When the cycle ends. "End" will appear in the display, and the end-of-cycle tones will sound.

5. Touch CANCEL/OFF or open the door to clear the display and/or stop reminder tones.

**NOTE:** Reheat cook power cannot be changed during a Reheat cycle.

**To Change Reheat Time During Cooking:** Touch [+] or [-] pad repeatedly to set new time, or add time in 30-second increments by touching START - ADD 30 SEC pad. New time is set immediately.

**To Reheat Manually:** Follow directions in "Manual Cooking" section, and use 75% cooking power. See "Microwave Cooking Power" chart.

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## Popcorn

The cook times and power levels have been preset for commercially packaged 1.75 oz (50 g) microwave popcorn bags.

**NOTE:** During Popcorn function, as with all microwave cooking functions, the microwave oven should be attended at all times. Listen for popping to slow to 1 pop every 1 or 2 seconds, then stop the cycle.

- To avoid damage to the microwave oven, do not use regular paper bags or glassware.
- Pop only one package of popcorn at a time.
- Follow manufacturer's instructions when using a microwave popcorn popper.
- For best cooking results, do not try to pop unpopped kernels.
- Use fresh bags of popcorn for optimal results.
- Cooking results may vary by brand and fat content. For bag sizes not listed in this section, follow directions on the package.

**NOTE:** For best cooking results, we recommend using only the 1.75 oz (50 g) bag size, due to the compact cavity size.

### To Use Popcorn:

1. Place popcorn bag on the turntable, and close the door.
2. Touch POPCORN. The default size of 1.75 oz will show in the display.
3. Touch START.

The display will count down the pop time.

When the cycle ends. "End" will appear in the display, and the end-of-cycle tones will sound.

4. Touch CANCEL/OFF or open the door to clear the display and/or stop reminder tones.

**NOTE:** Popping times and cook power cannot be changed during an automatic Popcorn cycle.

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# MICROWAVE OVEN CARE

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## General Cleaning

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

Soap, water and a soft cloth or sponge are suggested unless otherwise noted.

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### MICROWAVE OVEN CAVITY

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To avoid damage to the microwave oven cavity, do not use soap-filled scouring pads, abrasive cleaners, steel-wool pads, gritty washcloths or some recycled paper towels.

The area where the microwave oven door and frame touch when closed should be kept clean.

#### Average soil

- Mild, nonabrasive soaps and detergents:

Rinse with clean water and dry with soft, lint-free cloth.

#### Heavy soil

- Mild, nonabrasive soaps and detergents:

Heat 1 cup (250 mL) of water for 2 to 5 minutes in microwave oven. Steam will soften soil. Rinse with clean water and dry with soft, lint-free cloth.

#### Odors

- Lemon juice or vinegar:

Heat 1 cup (250 mL) of water with 1 tbs (15 mL) of either lemon juice or vinegar for 2 to 5 minutes in microwave oven.

#### Microwave Inlet Cover

To avoid arcing and microwave oven damage, the microwave inlet cover (see "Parts and Features") should be kept clean.

- Wipe with wet cloth.

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### MICROWAVE OVEN DOOR AND EXTERIOR

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The area where the microwave oven door and frame touch when closed should be kept clean.

- Mild, nonabrasive soaps and detergents:

Rinse with clean water and dry with soft, lint-free cloth.

- Glass cleaner and paper towels or nonabrasive plastic scrubbing pad:

Apply glass cleaner to towel, not directly to surface.

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### CONTROL PANEL

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- Sponge or soft cloth and water:

Dampen sponge with water and wipe panel. Dry with soft cloth.

- To avoid damage to the control panel, do not use chemical or abrasive cleansers.

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### TURNTABLE

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Replace turntable immediately after cleaning. Do not operate the microwave oven without the turntable in place.

- Mild cleanser and scouring pad
- Dishwasher

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# TROUBLESHOOTING

Try the solutions suggested here first in order to avoid the cost of an unnecessary service call.

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## Nothing will operate

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- **Has a household fuse blown, or has a circuit breaker tripped?**  
Replace the fuse or reset the circuit breaker. If the problem continues, call an electrician.

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## Microwave oven will not operate

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- **Is the magnetron working properly?**  
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. See "Assistance or Service" section.
- **Is the door completely closed?**  
Firmly close door.
- **Is a packaging spacer (on some models) attached to the inside of the door?**  
Remove packaging spacer, then firmly close door.
- **Is the electronic microwave oven control set correctly?**  
See "Microwave Oven Control" section.
- **Is the Control Lock set?**  
See "Control Lock" section.
- **Does "door" appear in the display?**  
Open and close the microwave oven door, and then touch START. See "Start" section.

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## Microwave oven makes humming noise

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- This is normal and occurs when the power supply in the magnetron cycles on.

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## Microwave oven door looks wavy

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- This is normal and will not affect performance.

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## Turntable will not operate

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- **Is the turntable properly in place?**  
Make sure turntable is correct side up and is sitting securely on the turntable support. See "Turntable" section.
- **Is the turntable support operating properly?**  
Remove turntable. Remove and clean turntable support and rollers. Replace turntable. Place 1 cup (250 mL) of water on the turntable, then restart microwave oven. If it still is not working, call for service. See "Assistance or Service" section. Do not operate the microwave oven without turntable and turntable support working properly.

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## Turntable alternates rotation directions

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

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## Display shows messages

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- **Is the display showing "·"?**  
There has been a power failure, or the Clock time has been turned off. See "Display" section to clear display. See "Clock" section to reset or turn on Clock.

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## Display shows time countdown, but the microwave oven is not operating

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- **Is the Timer in use?**  
See "Timer" section.

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## Cooking times seem too long

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- **Is the cooking power set properly?**  
See "Microwave Cooking Power" section.
- **Are large amounts of food being heated?**  
Larger amounts of food need longer cooking times.
- **Is the incoming voltage less than that specified in "Electrical Requirements?"**  
Have a qualified electrician check the electrical system in the home.

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## Interference with radio, TV, cordless phone, etc.

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- **Is the microwave oven plugged into the same outlet?**  
Try a different outlet for the electronic device.
- **Is the radio or TV receiver near the microwave oven?**  
Move the receiver away from the microwave oven, or adjust the radio or TV antenna.
- **Are the microwave oven door and sealing surfaces clean?**  
Make sure these areas are clean.
- **Is the cordless phone frequency 2.4 GHz?**  
Some 2.4 GHz-based cordless phones and home wireless networks may experience static or noise while the microwave oven is on. Use a corded phone or a different frequency cordless phone, or avoid using these items during microwave oven operation.

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# ASSISTANCE OR SERVICE

Before calling for assistance or service, please check "Troubleshooting." It may save you the cost of a service call. If you still need help, follow the instructions below.

When calling, please know the purchase date and the complete model and serial number of your appliance. This information will help us to better respond to your request.

## If you need replacement parts

If you need to order replacement parts, we recommend that you use only FSP® replacement parts. FSP® replacement parts will fit right and work right because they are made with the same precision used to build every new WHIRLPOOL® appliance.

To locate FSP® replacement parts in your area, call us or your nearest Whirlpool designated service center.

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## In the U.S.A.

Call the Whirlpool Customer eXperience Center toll free: **1-800-253-1301**.

### Our consultants provide assistance with:

- Features and specifications on our full line of appliances.
- Installation information.
- Use and maintenance procedures.
- Accessory and repair parts sales.
- Specialized customer assistance (Spanish speaking, hearing impaired, limited vision, etc.).
- Referrals to local dealers, repair parts distributors and service companies. Whirlpool designated service technicians are trained to fulfill the product warranty and provide after-warranty service, anywhere in the United States.

To locate the Whirlpool designated service company in your area, you can also look in your telephone directory Yellow Pages.

## For further assistance

If you need further assistance, you can write to Whirlpool Corporation with any questions or concerns at:

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

Please include a daytime phone number in your correspondence.

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## Replacement Parts

Glass Turntable  
Part Number W10398722

Turntable Hub  
Part Number W10398734

Turntable Support/Roller  
Assembly  
Part Number W10398732

## Cleaning Supplies

Heavy Duty Degreaser  
Part Number 31552

All-Purpose Appliance Cleaner  
Part Number 31682

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# WHIRLPOOL® COUNTERTOP MICROWAVE LIMITED WARRANTY

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## ONE YEAR LIMITED WARRANTY

For one year from the original date of purchase, when this microwave is installed, operated and maintained according to instructions attached to or furnished with the product, Whirlpool Corporation or Whirlpool Canada LP (hereafter "Whirlpool") will, at its sole option, either pay for factory specified parts and repair labor to correct defects in materials or workmanship or replace the product. If replaced, the unit will be covered by the remaining one-year limited warranty of the original unit. See service instructions below.

YOUR SOLE AND EXCLUSIVE REMEDY UNDER THE LIMITED WARRANTY SHALL BE PRODUCT REPAIR OR REPLACEMENT AT OUR DISCRETION AS PROVIDED HEREIN. Service must be provided by a Whirlpool designated service company. This limited warranty is valid in the United States or Canada and applies only when the microwave is used in the country in which it was purchased. This limited warranty is effective from the date of the original consumer purchase. Proof of original purchase date is required to obtain service or replacement under this limited warranty.

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## ITEMS EXCLUDED FROM WARRANTY

1. Service calls to correct the installation of your microwave, to instruct you how to use your product, to replace or repair house fuses, reset circuit breakers or to correct house wiring or plumbing.
2. Service calls to repair or replace light bulbs. Consumable parts are excluded from warranty coverage.
3. In-home service. Your microwave must be shipped to a Whirlpool designated service company.
4. Repairs or replacement when your microwave is used for other than normal, single-family household use or when it is used in a manner contrary to published user or operator instructions and/or installation instructions.
5. 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 Whirlpool Corporation.
6. Cosmetic damage, including scratches, dents, chips or other damage to the finish of your microwave, unless such damage results from defects in materials or workmanship and is reported to Whirlpool within 30 days from the date of purchase.
7. Any food loss due to microwave product failure.
8. Repairs to parts or systems resulting from unauthorized modifications made to the appliance.
9. Microwaves 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 appliance.

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

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## If you reside in the United States and your Whirlpool Countertop Microwave should cease to operate within the first year of ownership:

1. Call our Customer eXperience Center at **1-800-253-1301** (toll-free).
  2. Give the consultant your model, serial number and shipping address.
  3. The consultant will advise whether the microwave qualifies for repair or replacement.
  4. In the event of repair, you may be directed to forward the product to a Whirlpool designated service center. You are responsible for insurance and freight to the designated service center. Please include your name and address on a piece of paper, along with a copy of the proof of purchase (register receipt, charge slip, etc.). The microwave should be properly packaged to avoid damage in transit as we will not be responsible for any such damage.
  5. Whirlpool will return the repaired unit or, at our option, an identical or comparable microwave to your door free of charge.
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## DISCLAIMER OF IMPLIED WARRANTIES

IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO ONE YEAR OR THE SHORTEST PERIOD ALLOWED BY LAW. Some states and provinces do not allow limitations on the duration of implied warranties of merchantability or fitness, so this limitation may not apply to you. This warranty gives you specific legal rights, and you also may have other rights that vary from state to state or province to province.

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## LIMITATION OF REMEDIES; EXCLUSION OF INCIDENTAL AND CONSEQUENTIAL DAMAGES

YOUR SOLE AND EXCLUSIVE REMEDY UNDER THE LIMITED WARRANTY SHALL BE PRODUCT REPAIR OR REPLACEMENT AT OUR DISCRETION AS PROVIDED HEREIN. WHIRLPOOL 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, so these limitations may not apply to you. This warranty gives you specific legal rights, and you also may have other rights that vary from state to state or province to province.

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Outside the 50 United States and Canada, this warranty does not apply. Contact your authorized Whirlpool dealer to determine if another warranty applies.

If you need service, first see the "Troubleshooting" section of the Use & Care Guide. Additional help can be found by checking the "Assistance or Service" section or by calling Whirlpool. In the U.S.A call **1-800-253-1301**. In Canada call **1-800-807-6777**.

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**Keep this book and your sales slip together for future reference. You must provide proof of purchase or installation date for in-warranty service.**

Write down the following information about your major appliance to better help you obtain assistance or service if you ever need it. You will need to know your complete model number and serial number. You can find this information on the model and serial number label located on the product.

Dealer name \_\_\_\_\_

Address \_\_\_\_\_

Phone number \_\_\_\_\_

Model number \_\_\_\_\_

Serial number \_\_\_\_\_

Purchase date \_\_\_\_\_

**W10389942B**  
**SP W10389944B**

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