

FOR SERVICE TECHNICIAN’S USE ONLY

**DANGER**



Electrical Shock Hazard

Only authorized technicians should perform diagnostic voltage measurements.

After performing voltage measurements, disconnect power before servicing.

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

**WARNING**



Electrical Shock Hazard

Disconnect power before servicing.

Replace all parts and panels before operating.

Failure to do so can result in death or electrical shock.

Voltage Measurement Safety Information

When performing live voltage measurements, you must do the following:

- Verify the controls are in the off position so that the appliance does not start when energized.
- Allow enough space to perform the voltage measurements without obstructions.
- Keep other people a safe distance away from the appliance to prevent potential injury.
- Always use the proper testing equipment.
- After voltage measurements, always disconnect power before servicing.

PRECAUTIONS TO BE OBSERVED BEFORE AND DURING SERVICING TO AVOID POSSIBLE EXPOSURE TO EXCESSIVE MICROWAVE ENERGY

- a. Do not operate or allow the oven to be operated with the door open.

b. Make the following safety checks on all ovens to be serviced before activating the magnetron or other microwave source, and make repairs as necessary:

 1. Interlock Operation
 2. Proper Door Closing
 3. Seal and Sealing Surfaces (Arcing, Wear and Other Damage)
 4. Damage to or Loosening of Hinges and Latches
 5. Evidence of Dropping or Abuse

c. Before turning on microwave power for any service test or inspection within the microwave generating compartments, check the magnetron, wave guide or transmission line, and cavity for proper alignment, integrity and connections.
- d. Any defective or misadjusted components in the interlock, monitor, door seal, and microwave generation and transmission systems shall be repaired, replaced, or adjusted by procedures described in this manual before the oven is released to the owner.

e. A microwave leakage check to verify compliance with the Federal Performance Standard should be performed on each oven prior to release to the owner.

f. Do not attempt to operate the oven if the door glass is broken.

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FAILURE CODE INDICATIONS					
Display	Likely Failure Condition	Recommended Repair Procedure			
Flashing colon “:”	Power failure	After a power failure, the colon “:” will be flashing. Press any key to end this indication. The colon will then be steady when in Standby mode.			
F2E1	Touch panel failure	1. Unplug microwave oven or disconnect power.	2. Replace touch panel.	3. Replace all parts and panels before operating.	4. Plug in microwave oven or reconnect power.
F1E4	MW relay	1. Unplug microwave oven or disconnect power.	2. Check wiring to Relay 4903.	3. Check to see if the relay (4903 on ACU) contact has welded closed.	4. Replace all parts and panels before operating.
			5. Plug in microwave oven or reconnect power.	6. If problem persists, refer to “ACU Pin Voltage Matrix” to check P2-2 (Door), P1-3 (N), and P1-1 (L).	

PRIMARY, SECONDARY, MONITOR AND DOOR SWITCH CHECKOUT PROCEDURES

IMPORTANT: Before checking the interlock switches, unplug microwave oven or disconnect power. Be sure to disconnect all of the wires at the switch being tested before making any continuity readings.

NOTE: The Secondary Interlock Switch, Monitor Interlock Switch, Primary Interlock Switch and Door Interlock Switch are mounted in the door lock switch cradle. All the interlock switches can be identified by the wire colors that are connected to the terminals of the switches. See the chart below for wire color designation.

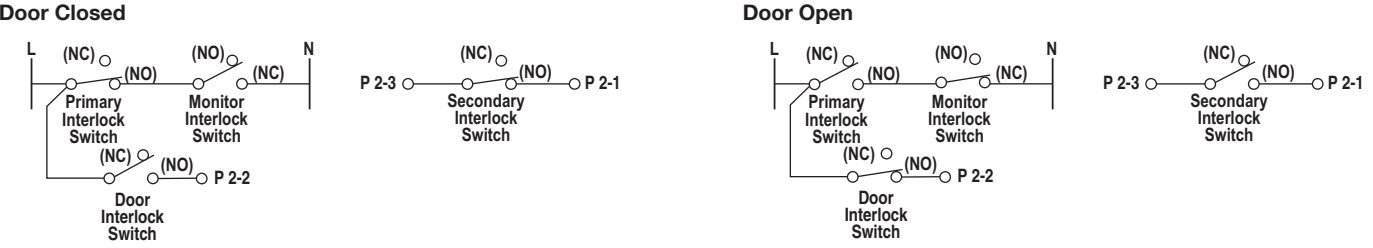
Switch	Check By	Door Open	Door Closed
Primary Interlock	1. Unplug microwave oven or disconnect power. 2. Disconnect the wires at the Primary Interlock Switch. 3. Check from the common terminal (blue/black wires) to the normally open terminal (black/white wires). 4. Reconnect wires to switch.	-	+
Monitor Interlock	1. Unplug microwave oven or disconnect power. 2. Disconnect the wires at the Monitor Interlock Switch. 3. Check from the common terminal (white wire) to the normally closed terminal (blue/blue wires). 4. Reconnect wires to switch.	+	-
Secondary Interlock	1. Unplug microwave oven or disconnect power. 2. Disconnect the wires at the Secondary Interlock Switch. 3. Check from the common terminal (white/white wires) to the normally open terminal (blue/black wires). 4. Reconnect wires to switch.	-	+
Door Interlock	1. Unplug microwave oven or disconnect power. 2. Disconnect the wires at the Door Interlock Switch. 3. Check from the common terminal (blue wire) to the normally closed terminal (orange wire). 4. Reconnect wires to switch.	+	-

(+) Continuity (-) No Continuity

NOTES:

- These diagrams are not intended to show a complete circuit; they represent the position of switches during “DOOR OPEN” or “DOOR CLOSED” (continuity checks only).
- Interlock and monitor switches cannot be adjusted and all these switches should be replaced if any one of them is found to be defective. After replacing interlock/monitor switches, reconnect wires to switch and check for continuity. Safety interlocks and monitor switches will actuate within 2 mm.

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NOT HEATING TROUBLESHOOTING INSTRUCTION

- IMPORTANT:** High voltage is present at the magnetron and H.V. capacitor terminals. Avoid direct contact when power is connected to these components to avoid serious injury or possible death. Always be sure that the high-voltage capacitor is discharged before accessing any of these components.
- For a no-heat condition, refer to the following step-by-step instructions:
1. Unplug microwave oven or disconnect power.
 2. Discharge the high-voltage capacitor.
 3. Disconnect the high-voltage transformer primary windings.
 4. Attach the voltmeter leads to the high-voltage transformer primary input wires.
 5. Plug in microwave oven or reconnect power.
 6. Close door and program the microwave oven to operate for 30 seconds.
 7. Press START.
 8. Check the input voltage at the high-voltage transformer primary input wires. If the voltage is not close to the rating voltage 120 +/-15 VAC, unplug microwave oven or disconnect power. Check the circuitry as follows:
 - Measure resistance of the fuse, microswitches, and thermostats. Replace any failed components (refer to the wiring diagram).
 9. If the input voltage at the high-voltage transformer primary input wires is close to the rating voltage 120 +/-15 VAC, unplug microwave oven or disconnect power.
 10. Check the power supply components. Refer to “Component Tests.”
 - Check for loose terminals (refer to the wiring diagram). Check all of the terminals on the main route from the power supply to the high-voltage transformer.
 - Check for loose or failed connectors on the ACU (P1, P2). If these check out OK, plug in microwave oven or reconnect power.
 - Check for ACU failure. Refer to “ACU Pin Voltage Matrix.”
 - High-voltage transformer
 - High-voltage capacitor
 - High-voltage diode
 11. If the power supply components check out OK, check the connection between the magnetron and the high-voltage transformer.
 12. If all of the components check out OK, replace the magnetron.
 13. Reconnect the high-voltage transformer primary windings.

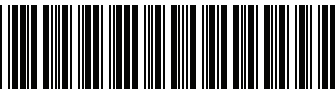
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ACU PIN VOLTAGE MATRIX

- Check for proper voltage by completing the following steps:**
1. Unplug microwave oven or disconnect power.
 2. Connect voltage measurement equipment to the terminal listed below (P1-3 and P2-3 are neutral).
 3. Plug in microwave oven or reconnect power and confirm voltage reading.
 4. Unplug microwave oven or disconnect power.
- NOTE:** For 50 V and over, the tolerance is +/-15 V. For 0 V, the tolerance is +/-3 V.

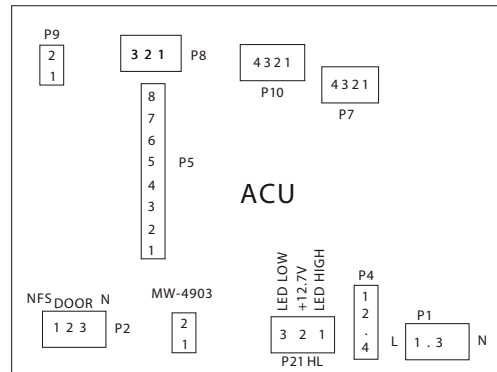
Abbreviations				
N - Neutral	CL - Cavity Light	L - Line Voltage	TT - Turntable Motor	
NOTE: When checking voltage readings on ACU, connect the Negative test lead of voltmeter to connector P1-3. Use the positive test lead to probe connectors designated below.				
MW Oven Plugged In—Sitting Idle—ACV Readings				MW Oven Running—ACV Readings
Pin Name	Wire Color	Power On, Door Closed	Power On, Door Open	Microwave Oven Start
P1-1(L)	BLACK	120	120	120
P1-3(N)	BLUE	0	0	0
P2-1(NFS)	BLUE AND GREEN	0	0	0
P2-2(Door)	ORANGE	0	120	38
P2-3(N)	WHITE AND BLACK	0	120	0
P4-1(CL/CF)	BLACK AND GREEN	0	120	120
P4-2(TTM)	RED	0	0	120
P4-4(ODM)	BLACK	0	0	0

*Door Closed/Open



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CONNECTORS ON ACU



NOTE: There is an empty terminal on P1 and P4 connector.

TOUCH PANEL

Touch Panel and ACU Test

The microwave hood combination is provided with a self-diagnostic routine that can be accessed through the touch keypad.

To initiate this routine:

1. Plug in microwave oven or reconnect power, In idle mode, close the door, turn off hood light and hood fan.
 2. Close door, and then press CANCEL - CANCEL - START within 3 seconds.
- All LED /LCD segments will be lit to indicate the Test mode has been entered.

NOTE: If the Cancel button is pressed during this diagnostic routine, you will exit the Test mode.

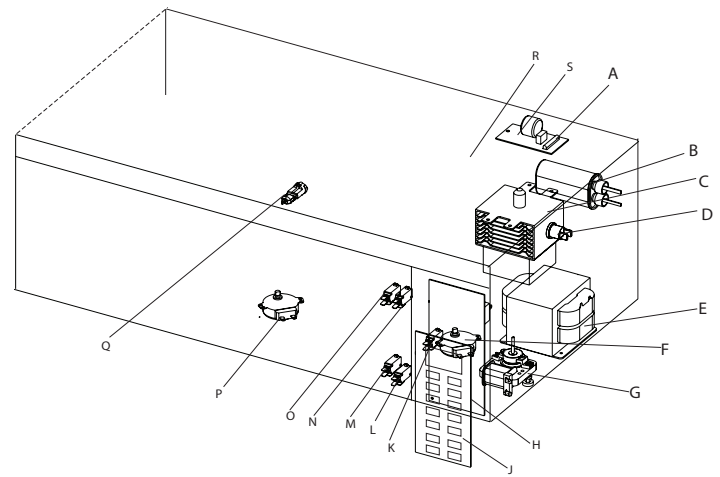
Key Tables for Test Mode

Key Name	Display	Function	Buzzer
Clock	12	-	1 beep
Start	xxxx	ACU SW version check	1 beep
Start	xxxx	UI SW version check	1 beep
Start	xxxx	Right touch version check	1 beep
Start	xxxx	GEE version check	1 beep
Timer	15	-	1 beep
Cook	17	-	1 beep
Turntable On/ Off	19	-	1 beep
Power	-	-	1 beep
Reheat	24	-	1 beep
Frozen Entree	31	-	1 beep
Defrost	25	-	1 beep
Popcorn	29	-	1 beep
0	0	-	1 beep

Key Name	Display	Function	Buzzer
1	CL	Cavity lamp turn on	1 beep
2	2		1 beep
3	3	-	1 beep
4	4		1 beep
5	12:33	Standby power check	1 beep
6	6		1 beep
7	7		1 beep
8	8		1 beep
9	9		1 beep
Cancel	: or xx:xx	Exit test mode to idle mode	1 beep

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PARTS LAYOUT (NOT TO SCALE)



- A. Main fuse 20 A
- B. H.V. capacitor
- C. Magnetron
- D. Magnetron thermostat—opens at 293°F (145°C), closes at 221°F (105°C)
- E. HV transformer
- F. Open door motor
- G. Cooling fan motor
- H. ACU
- J. Touch panel
- K. Door open switch
- L. Secondary Interlock Switch
- M. Door Interlock Switch
- N. Monitor Interlock Switch
- O. Primary Interlock Switch
- P. Turntable motor
- Q. Cavity light
- R. Cavity thermostat opens at 221°F (105°C), non-resetttable
- S. Filter board

POWER OUTPUT MEASUREMENT

Measure Voltage

The power output of the magnetron can be measured using the following "Voltage Measurement at Power Source" and "Output Test." Before you perform the test:

- Make sure that the oven cavity is cool and clean.
- Check the line voltage at the wall outlet while microwave oven is operating. See "Voltage Measurement at Power Source."

Tools Needed

- 2-cup measuring cup
- Thermometer
- Voltmeter/ohmmeter

Voltage Measurement at Power Source

1. Fill the measuring cup with 2 cups (500 mL) of tap water.
2. Place in the center of the microwave oven cavity.
3. Operate the microwave oven on high power for 1 minute.
4. While the microwave oven is operating, measure the line voltage at the power source. See "Measure Voltage" illustration.
5. Verify the voltage is constant during microwave oven operation. If voltage drops below 108 V, contact a qualified electrician to check your electrical supply.
6. Make note of the voltage while the microwave oven is running and proceed to the output test.

8. Using the following chart, determine if the output of the microwave oven is within the range listed based on the line voltage and wattage rating of the microwave oven.

Water Temperature for Line Voltage and Wattage Rating			
Voltage	700 W	1000 W	1200 W
120 V	96°F to 102°F (36°C to 39°C)	110°F to 116°F (43°C to 47°C)	124°F to 130°F (51°C to 54°C)
108 V	91°F to 97°F (33°C to 36°C)	101°F to 107°F (38°C to 42°C)	111°F to 117°F (44°C to 47°C)

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COMPONENT TESTS

- Unplug microwave oven or disconnect power.
 - Discharge the high-voltage capacitor and remove the lead wires from the primary winding of the high-voltage transformer before conducting any of the following tests.
 - Remove the lead wires from the related component before conducting any of the following tests.
 - All operational checks using microwave energy must be done with the microwave oven loaded with a minimum of 8 oz (250 mL) of water in a microwave-safe container.
- IMPORTANT:**
- Conduct a microwave energy test after performing any tests or repairs to the microwave oven.
 - Check that all wire leads are in the correct positions before operating the microwave oven.
 - Grasp wire connectors when removing the wire leads from microwave oven parts.
 - All testing must be done with an ohmmeter having a sensitivity of 20,000 ohms per volt DC or greater and powered by at least a 9 V battery.

Components	Test/Results
H.V. Transformer 	1. Unplug microwave oven or disconnect power. 2. Remove wire leads. 3. Measure resistance: ■ Primary winding: Less than 0.5 ohm (approximate) ■ Secondary winding: 120 ohms (approximate) ■ Filament winding: 0 ohms ■ Primary winding to grounding: Normal: Infinite ■ Filament winding to grounding: Normal: Infinite
H.V. Capacitor 	1. Unplug microwave oven or disconnect power. 2. Remove wire leads. 3. Measure resistance: ■ Terminal to terminal: Normal: Momentarily indicates several ohms, gradually returns to Infinite ■ Terminal to case: Normal: Infinite
H.V. Diode 	NOTE: Some inexpensive meters may indicate infinite resistance in both directions. 1. Unplug microwave oven or disconnect power. 2. Measure resistance: ■ Forward: Normal: Continuity ■ Reverse: Normal: Infinite
Turntable Motor/Open Door Motor 	1. Unplug microwave oven or disconnect power. 2. Remove wire leads. 3. Measure resistance: ■ Normal: 2.4k to 3.2k ohms (approximate)

Components	Test/Results
Magnetron 	1. Unplug microwave oven or disconnect power. 2. Remove wire leads. 3. Measure resistance: ■ Filament terminal: Normal: Less than 1 ohm ■ Filament to chassis: Normal: Infinite
AC Line Filter Board 	1. Unplug microwave oven or disconnect power. 2. Remove wire leads. 3. Measure resistance: ■ Normal: L-IN to L-OUT (coil): Less than 1 ohm; N-IN to N-OUT (coil): Less than 1 ohm
Thermostats 	NOTE: Refer to "Parts Layout" for opening and closing temperatures. 1. Unplug microwave oven or disconnect power. 2. Remove wire leads. 3. Measure continuity: ■ Normal: Continuity
Door open switch 	1. Unplug microwave oven or disconnect power. 2. Remove wire leads. 3. Make sure the switch is pressed 4. Measure resistance: ■ Normal: >1M ohm ■ Abnormal: <5 ohm

SCHEMATIC DIAGRAM

