



## AmazonBasics Microwave Oven User Manual

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## AmazonBasics Microwave Oven User Manual



Model: S9N29R

Read all instructions carefully before using your microwave oven.

KEEP THIS MANUAL FOR FUTURE REFERENCE.

## **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.

## **SPECIFICATIONS**

Model:	S9N29R
Rated voltage:	120V~, 60Hz
Rated input power (microwave):	1050W
Rated output power (microwave):	700W
Oven capacity:	0.7 ft <sup>3</sup>
Turntable diameter:	10 in
External dimensions:	17.3 in x 14.1 in x 10.1 in
Net weight:	21.9 pounds

## IMPORTANT SAFETY INSTRUCTIONS

**WARNING:** FAILURE TO FOLLOW THESE SAFETY INSTRUCTIONS COULD RESULT IN FIRE, BURNS, ELECTRIC SHOCK, EXPOSURE TO EXCESSIVE MICROWAVE ENERGY, OTHER INJURY, OR DAMAGE.

- A) Read all instructions carefully before attempting to use the appliance.
- B) For your safety, follow the specific PRECAUTIONS TO AVOID POSSIBLE EXPOSURE TO EXCESSIVE MICROWAVE ENERGY on the inside cover.
- C) This appliance must be grounded—only connect it to a properly grounded outlet. For guidance, follow the GROUNDING INSTRUCTIONS on page 3.
- D) Install this appliance in a location based on the provided installation instructions on page 5.
- E) Certain items (like whole eggs, sealed containers, and closed glass jars) may explode when heated and should never be cooked or warmed in this microwave oven.
- F) Use this appliance only for its intended use, as described in the manual. Do not heat or use corrosive chemicals or vapors to clean this appliance. This microwave oven is designed to heat, cook, or dry food and should only be used for those reasons. It is not designed for industrial or laboratory use.
- G) This device and its voice features are not intended for use by children under the age of 13. Adult supervision is recommended if used by children over the age of 13.
- H) Do not operate this appliance if it has a damaged cord or plug, if it is not working properly, or if it has been damaged or dropped. Be careful using the power cord and plug. To reduce the risk of fire, electric shock, or harm when using the power cord, follow these instructions:
  - Do not force the plug into a power outlet.
  - Do not expose the plug or cord to liquids.
  - The power cord could present a strangulation hazard. Keep out of reach of young children.
- I) This appliance should be serviced only by qualified service personnel. If your appliance needs service, please contact Amazon Customer Support. Contact details can be found at <https://www.amazon.com/devicesupport>.
- J) Do not cover or block any openings on the appliance.
- K) Do not store this appliance outdoors. Do not use this product near water—for example, near a kitchen sink, in a wet basement, near a swimming pool, or similar locations.

- L) Similarly, do not immerse the power cord or plug in water.
- M) Keep the appliance, its power cord, and plug in a well-ventilated area, away from heat sources and heated surfaces—especially when in use.
- N) Do not allow the cord to hang over the edge of your table or counter.
- O) Follow the cleaning instructions on Page 11 under 'Care and maintenance'.
- P) To reduce the risk of fire in the oven cavity:
  - Do not overcook food. Carefully attend appliance 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 bag 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.
  - Do not leave appliance unattended during operation.
- Q) Liquids such as water, coffee, or tea can be overheated beyond the boiling point without appearing to be boiling. Although liquids may be very hot, you may not always see visible bubbling or boiling when the container is removed from the microwave oven. THIS COULD RESULT IN VERY HOT LIQUIDS SUDDENLY BOILING OVER WHEN THE CONTAINER IS DISTURBED OR A UTENSIL IS INSERTED INTO THE LIQUID.
- R) Operating the microwave with no food inside may cause damage to the oven and could start a fire.
- S) The appliance door and turntable are made of glass. This glass could break if the appliance is dropped or receives a substantial impact. If the glass breaks, chips, or cracks, stop all use of the appliance and do not permit anyone to touch or attempt to remove the damaged glass. For repairs or service, please contact Amazon Customer Support. Contact details can be found at <https://www.amazon.com/devicesupport>. Faulty service may void the warranty.

## SAVE THESE INSTRUCTIONS

**WARNING:** CHOKING HAZARD—SMALL PARTS CONTAINED IN THE APPLIANCE OR PACKAGING MAY PRESENT A CHOKING HAZARD TO SMALL CHILDREN. KEEP OUT OF REACH OF CHILDREN.

**WARNING:** The external surface of the microwave oven may be hot during operation.

## GROUNDING INSTRUCTIONS

This appliance must be grounded. In the event of an electrical short circuit, grounding reduces the risk of electric shock by providing an escape wire for the electric current. This appliance is equipped with a cord featuring a grounding wire and plug. The grounding plug must be connected to an outlet that is properly installed and grounded.

**WARNING:** Improper use of grounding can result in risk of electric shock. Consult a qualified electrician or servicetperson if you do not completely understand these grounding instructions or if you are unsure if the appliance is properly grounded.

If an extension cord is necessary, use only a 3-wire extension cord that has a 3-blade grounding plug, and a 3-slot receptacle that will accept the plug on the appliance. The marked rating of the extension cord must be equal to or greater than the appliance's electrical rating.

## ADDITIONAL WARNINGS AND PRECAUTIONS

- Make sure all cookware, thermometers, and utensils used in your microwave oven are suitable for microwaving. Do not use recycled paper—it may contain metal that could ignite.
- Hot foods and steam can cause burns. Be careful when opening any containers of hot food and direct steam away from your hands and face. To prevent the buildup of pressure when heating, make sure to vent, pierce, or slit containers, pouches, or plastic bags as directed by packaging.
- Liquids and foods may heat unevenly in the microwave. Always stir heated liquids and foods carefully before serving.
- Use caution around pacemakers and similar medical devices. Personal medical devices, such as pacemakers, may be sensitive to microwave interference. If any interference is observed, consult your physician before resuming use.

## SETTING UP YOUR MICROWAVE OVEN

### What's in the box

Remove the microwave oven and all materials from the carton and inside the microwave. Your microwave oven comes with the following accessories:

- Glass tray
- Turntable ring assembly
- User manual
- Quick start guide

A) Safety interlock system B) Door assembly C) Observation window D) Glass tray E) Turntable ring assembly F) Turntable shaft G) Control panel H) Ask Alexa button  
1 2 3 4 5 6 7 8 9 0 POWER LEVEL TIME DEFROST WEIGHT DEFROST POPCORN (WEIGHT) KITCHEN TIMERS  
TART +30 SEC. PAUSE STOP ASK ALEXA A B C D E F G H

### Turntable installation

Hub (underside) Glass tray Turntable ring assembly Turntable shaft

- A) Do not place the glass tray upside down. The tray should be able to rotate freely.
- B) Both the glass tray and turntable ring assembly must always be used while cooking.
- C) Place all food and food containers on the glass tray for cooking or heating.
- D) If the glass tray or turntable ring assembly cracks or breaks, contact Amazon Customer Support. Contact details can be found at <https://www.amazon.com/devicesupport>. Faulty service may void the warranty.

### Countertop installation

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

**Cabinet:** Remove any protective film from the microwave oven. Do not remove the light brown mica cover that is attached to the oven cavity.

- A) Select a stable and level surface that provides enough open space for the intake and/or outlet vents.
  - The minimum installation height is 34 in (86 cm).
  - The back of the appliance should be placed against a wall, allowing for any necessary clearance. Leave a minimum clearance of 12 in (30 cm) above the microwave oven. A minimum clearance of 8 in (20 cm) is required between the microwave oven and any adjacent walls.
  - Do not remove the legs from the bottom of the microwave oven.
  - Blocking the intake and/or outlet openings may damage the microwave oven.
  - Place the microwave oven as far as possible from all radios, TVs, and Echo devices as possible.

Operation of this microwave oven may cause interference to radio or TV reception.
- B) Plug your microwave oven into a standard grounded household outlet. Make sure the voltage and frequency are the same as the voltage and frequency on the rating label.
- C) Place other wireless devices at least 12 in (30 cm) away from the microwave oven.

	1	2	34	5	67	8	90	POWER	LEVEL	TIME	DEFROST	WEIGHT	DEFROST	POPCORN	(WEIGHT)	KITCHEN	TIMER	Echo
device	Min	12	in	(30	cm)	Min	8	in	(20	cm)	Min	34	in	(86	cm)			

**WARNING:** (A) Do not install the microwave oven over a range cooktop or other heat producing appliance. Installation near or over a heat source could damage the microwave oven and void its warranty. (B) Do not place the microwave oven near combustible materials or in an area where heat, moisture, or high humidity are produced. (C) Do not operate the microwave oven without placing the glass tray and turntable ring in their proper positions. (D) Make sure that the power supply cord is not damaged and that it doesn't run under the microwave oven or over any hot or sharp surfaces. (E) The outlet must be readily accessible so that it can be easily unplugged in the case of an emergency. (F) If the power cord is too short, contact a qualified electrician or service technician to install an outlet near the appliance. (G) Do not let the power cord hang over the edge of your counter or other surface. (H) For best operation, plug this appliance into its own electrical outlet to prevent any lights from flickering, blowing a fuse, or tripping the circuit breaker.

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

## Setting up Alexa on your microwave oven

Your microwave oven can be controlled with Alexa by using any Alexa-enabled device such as Echo or Echo Dot. To control your microwave oven using Alexa, you'll need to set up your microwave and connect to Alexa. To do so:

1. Download the latest version of the Alexa App from the app store.
2. Plug the microwave oven into a power outlet that is grounded.
3. Open the Alexa App, tap the Devices icon in the lower right. Follow the on-screen instructions to set up your microwave.

Once your microwave is set up, the microwave will beep and the LED will show the Wi-Fi icon, and display the local time in your location.

Once setup is complete, you can access the microwave Settings page through the Devices section of the Alexa App.

**Note:** It may take a few minutes for the LED to display the correct local time.

## Setting up the Ask Alexa button

The Ask Alexa button makes Alexa control even simpler. Instead of saying, “Alexa, microwave for 1 minute,” just press and release the Ask Alexa button and say “1 minute.” The Ask Alexa button will instantly put a paired Echo device in listening mode, just as saying “Alexa” would.

START+30SEC.PAUSESTOPASK ALEXA


To set up and manage the Ask Alexa button, go to the microwave oven’s Settings page through the Devices section of the Alexa App and select Ask Alexa.

Refer to the back page of the user manual or the Things To Try card for more examples of how the Ask Alexa button can make using Alexa even simpler.

## OPERATION

You can use your microwave oven without setting it up for Alexa control. However, we highly recommend using your microwave oven with Alexa control to unlock its full potential.

Throughout this section, the following icons indicate:

 instructions to operate the microwave oven with voice.

 instructions to operate the microwave oven with voice, using the Ask Alexa button.

 instructions to operate the microwave oven using the keypad.

Refer to the back page of this user manual for more Alexa commands.

**NOTE:** As a safety measure, the microwave can only be commanded using voice within 10 minutes of the door being closed.

## Clock

Once your microwave oven has been set up for Alexa control, it will automatically display the correct time on the LED.

If you haven’t set up your microwave oven for Alexa control, you can manually set the clock on the LED. To do so:

1. Press and hold the five button on the microwave oven keypad for 4 seconds. The LED will display 00:00.
2. Enter the desired time in 12-hour format (example, one two two four for 12:24 AM/PM).
3. Press the START/+30 sec. button. The display will show the time.



4. To cancel the process at any time, press the PAUSE/Stop button.
5. Repeat these steps to reset the clock.

**NOTE:** If the microwave oven is connected to the internet, time cannot be set using the keypad—the microwave will override manually set time.

## Kitchen timer

To set up a timer on your microwave oven, press the KITCHEN TIMER button, then enter the desired time, and press START/+30 sec. to start the kitchen timer.

For example, press KITCHEN TIMER one five zero START/+30 sec. to start a kitchen timer for 1 minute and 50 seconds.

When the timer is up, the microwave oven will beep 5 times.

To pause the kitchen timer at any time, press the PAUSE/Stop button once. To cancel the kitchen timer, press the PAUSE/Stop button twice.

**NOTE:** The maximum time possible on the kitchen timer is 99 minutes and 99 seconds.

## Cook by time

| “Alexa, microwave for X.”

To cook by time, say “Alexa, microwave for X,” where X is the amount of time you’d like to cook for.

For example, to cook for 5 minutes, say “Alexa, microwave for 5 minutes.” Or, to cook for 2 minutes and 39 seconds, say “Alexa, microwave for 2 minutes and 39 seconds.”

To cook for 2 minutes, press and release the Ask Alexa button and say “2 minutes.”

To cook by time, enter the time on the keypad and press START/+30 sec.. For example, to cook for 2 minutes and 39 seconds, press two three nine START/+30 sec..

| “Alexa, add X to the microwave.”

When your microwave is in use, you can ask it to cook for additional time by saying, “Alexa, add X to the microwave,” where X is the amount of time you’d like to add. For example, to add 2 minutes to the cooking time while the microwave is already running, say “Alexa, add 2 minutes to the microwave.”

### NOTE:

- To cook for less than 10 seconds, press zero then the number of seconds you’d like to cook. For example, to cook for 7 seconds, press zero seven START/+30 sec..
- By default, the microwave oven will cook at Power 10 (maximum power).

## Quick cooking with keypad

There are several ways to quick cook using your microwave oven.

To cook for increments of 1 minute (up to 9 minutes), press the number corresponding to the number of minutes you want to cook, then press START/+30 sec.. For example, to cook for 3 minutes, press three START/+30 sec.. This will start the microwave oven for 3 minutes.

To cook for 30 seconds, press the START/+30 sec. button twice. This will start the microwave oven for 30 seconds. While the microwave oven is in operation, press the START/+30 sec. button to add 30 seconds to the microwave timer. This can be done repeatedly.

Cook by power level

“Alexa, microwave for X on power Y.”

By default, your microwave oven will cook at Power 10 (maximum power). To cook at a specific power, say “Alexa, microwave for X on power Y,” where X is the amount of time you’d like to cook for and Y is the power level.

For example, to cook at power 5 for 3 minutes, say “Alexa, microwave for 3 minutes on power 5.”

You can also ask your microwave oven to cook at high, medium, or low power. For example, to cook on medium power for 5 minutes, say “Alexa, microwave for 5 minutes on medium.”

To cook for 5 minutes on medium power, press and release the Ask Alexa button and say “5 minutes on medium.”

To cook by power level, use the following sequence:

- 1. Press POWER LEVEL
- 2. Enter the power level (0 – 10)
- 3. Press START/+30 sec.
- 4. Enter the time
- 5. Press START/+30 sec.

For example, to cook at power 6 for 2 minutes and 30 seconds:

POWER LEVEL six START/+30 sec. two three zero START/+30 sec.

Power Levels for your microwave oven are as follows:

Level (0-10)	10	9	8	7	6	5	4	3	2	1	0
Level	High	High	High	Medium	Medium	Medium	Low	Low	Low	Low	NA
Power	100%	90%	80%	70%	60%	50%	40%	30%	20%	10%	Fan only
LED Display	5 bars	5 bars	4 bars	4 bars	3 bars	3 bars	2 bars	2 bars	1 bar	1 bar	0 bars

Defrost by time

“Alexa, defrost for X.”

To defrost food for a specific amount time, say “Alexa, defrost for X,” where X is the amount of time you’d like to cook for.

For example, to defrost for 10 minutes and 30 seconds, say “Alexa, defrost for 10 minutes and 30 seconds.” Your microwave oven will start defrosting for 10 minutes and 30 seconds.

To defrost for 10 minutes, press and release the Ask Alexa button and say “defrost for 10 minutes.”

To defrost food for a specific amount time, press the TIME DEFROST button. The LED will begin flashing. Then enter the time and press START/+30 sec..

For example, to defrost for 10 minutes and 30 seconds, press TIME DEFROST one zero three zero START/+30 sec.. Your microwave oven will start defrosting for 10 minutes and 30 seconds.

## Defrost by weight

| “Alexa, defrost X (pounds, ounces, or grams).”

To defrost a specific quantity of food, say “Alexa, defrost X pounds.” Alternatively, you can specify ounces or grams.

For example, to defrost 1 pound of food, say “Alexa, defrost 1 pound.” Your microwave oven will run using the appropriate time and power setting.

To defrost 12 ounces of food, press and release the Ask Alexa button and say “defrost 12 ounces.”

To defrost a specific quantity of food, press the WEIGHT DEFROST button. The LED will begin flashing and the **Oz** icon on the LED will light up. Then enter the weight in ounces and press START/+30 sec..

For example, to defrost 12 ounces of food, press WEIGHT DEFROST one two START/+30 sec.. Your microwave oven will run for the appropriate amount of time using the correct power setting.

**NOTE:** The minimum quantity for defrost is 4 ounces and maximum is 70 ounces.

## Presets

| “Alexa, reheat 1 cup of coffee.”

Your microwave oven supports many presets through voice including popcorn, potato, (reheat) coffee, and others. For example, to cook 1 potato (weight: ~8 ounces), you can say “Alexa, microwave 1 potato.”

To see the latest list of Alexa utterances for all supported preset functions, visit <https://www.amazon.com/cookpresets> or scan the barcode.

## Popcorn

| “Alexa, microwave 1.5 ounces of popcorn.”

To microwave popcorn, say “Alexa, microwave X ounces of popcorn.” Your microwave oven will determine the time to cook your popcorn appropriately.

For example, to microwave oven 2.2 ounces of popcorn, say “Alexa, microwave 2.2 ounces of popcorn.”

To microwave popcorn, press the POPCORN (WEIGHT). The LED will begin flashing and the **Oz** icon on the LED will light up. Then enter the weight in ounces and press START/+30 sec..

For example, to microwave 2.75 ounces of popcorn, press POPCORN (WEIGHT) two seven five START/+30 sec..

**NOTE:**

- Do not microwave more than 3 ounces of popcorn. Popcorn bags larger than 3 ounces may get burned by hitting the inner cavity of the microwave oven.
- Your microwave oven will remember the last quantity of popcorn you microwaved using the keypad.

**Child lock**

Child Lock will prevent the use of the microwave oven using either keypad or voice.

To turn ON Child Lock:

1. Press and hold the PAUSE/Stop button for 4 seconds.
2. The microwave oven will beep once.
3. Press and hold the zero button for 2 seconds.
4. The microwave oven will beep twice and the Key icon will light up in the LED.

To turn OFF Child Lock:

1. Press and hold the PAUSE/Stop button for 4 seconds.
2. The microwave oven will beep once.
3. Press and hold the zero button for 2 seconds.
4. The microwave oven will beep twice and the Key icon will turn off in the LED.

**NOTE:** Child Lock will remain active even if the microwave oven is unplugged and plugged back in.

**Care and maintenance**

Make sure to unplug your microwave oven before cleaning.

- A) Clean the inside of the microwave oven after use with a slightly damp cloth.
- B) Remove the glass tray and the turntable shaft from inside the microwave oven and clean them in warm, soapy water.
- C) Carefully clean the doorframe, seal, and neighboring parts with a damp cloth.
- D) Do not use abrasive cleaners or sharp metal scrapers to clean the microwave oven door—they may scratch or shatter the glass.
- E) Clean the outside surfaces of the microwave oven with a damp cloth, making sure that water does not seep into the vents.

Check that all cookware, thermometers, and utensils used in your microwave oven are suitable for microwaving. Do not use recycled paper—it may contain traces of metal and could ignite when heated.

## **Resetting the microwave oven**

Resetting your microwave oven will delete all information from the device, revoke all access to Alexa services, and disconnect the microwave oven from the internet. Once reset, the microwave oven will be de-registered from your Amazon account.

To reset the microwave oven, press and hold the seven and nine buttons on the microwave oven keypad simultaneously for 4 seconds. Once reset, the LED will display 00:00.

## **COOKING SAFELY IN THE MICROWAVE OVEN**

Microwave ovens can play an important role at mealtime, but special care must be taken when cooking or reheating meat, poultry, fish, and eggs to make sure they are prepared safely. Microwave ovens can cook unevenly and leave “cold spots,” where harmful bacteria can survive. For this reason, it is important to use the following safe microwaving tips to prevent foodborne illness.

### **Microwave oven cooking**

- Arrange food items evenly in a covered dish and add some liquid if needed. Cover the dish with a lid or plastic wrap; loosen or vent the lid or wrap to let steam escape. The moist heat that is created will help destroy harmful bacteria and ensure uniform cooking. Cooking bags also provide safe, even cooking.
- Do not cook large cuts of meat on high power (100%). Large cuts of meat should be cooked on medium power (50%) for longer periods. This allows heat to reach the center without overcooking outer areas.
- To ensure food is cooked more evenly, stir or rotate food midway through the microwave time to eliminate cold spots where harmful bacteria can survive.
- When partially cooking food in the microwave oven to finish cooking on the grill or in a conventional oven, it is important to transfer the microwaved food to the other heat source immediately. Never partially cook food and store it for later use.
- Use a food thermometer to verify the food has reached a safe minimum internal temperature. Cooking times may vary because ovens vary in power and efficiency. Always allow standing time, which completes the cooking, before checking the internal temperature with a food thermometer.

Cook foods to the following safe minimum internal temperatures:

- Cook all raw beef, pork, lamb and veal steaks, chops, and roasts to a minimum internal temperature of  $145^{\circ}\text{F}$  as measured with a food thermometer before removing meat from the heat source. For safety and quality, allow meat to rest for at least three minutes before carving or consuming. For reasons of personal preference, consumers may choose to cook meat to higher temperatures.
- Cook all raw ground beef, pork, lamb, and veal to an internal temperature of  $160^{\circ}\text{F}$  as measured with a food thermometer.
- Cook all poultry to a safe minimum internal temperature of  $165^{\circ}\text{F}$  as measured with a food thermometer.
- Microwaving stuffed, whole poultry is not recommended. The stuffing might not reach the temperature needed to destroy harmful bacteria. Cook stuffing separately to  $165^{\circ}\text{F}$ .
- Cook egg dishes and casseroles to  $160^{\circ}\text{F}$ .

- Reheat leftovers to 165°F.

## **Microwave defrosting**

- Remove food from packaging before defrosting. Do not use foam trays and plastic wraps because they may not be heat stable at high temperatures. Melting or warping may cause harmful chemicals to migrate into food.
- Cook meat, poultry, egg casseroles, and fish immediately after defrosting in the microwave oven because some areas of the frozen food may begin to cook during the defrosting time. Do not hold partially cooked food to use later.
- Cover foods with a lid or a microwave-safe plastic wrap to hold in moisture and provide safe, even heating.
- Heat ready-to-eat foods such as hot dogs, luncheon meats, fully cooked ham, and leftovers until steaming hot.
- After reheating foods in the microwave oven, allow standing time. Then, use a clean food thermometer to check that food has reached 165°F.

## **Containers and wraps**

- Only use cookware that is specially manufactured for use in the microwave oven. Glass, ceramic containers, and all plastics should be labeled for microwave oven use.
- Plastic storage containers such as margarine tubs, take-out containers, whipped topping bowls, and other one-time use containers should not be used in microwave ovens. These containers can warp or melt, possibly causing harmful chemicals to migrate into the food.
- Microwave plastic wraps, wax paper, cooking bags, parchment paper, and white microwave-safe paper towels should be safe to use. Do not let plastic wrap touch foods during microwaving.
- Never use thin plastic storage bags, brown paper or plastic grocery bags, newspapers, or aluminum foil in the microwave oven.

*For updated or additional information about safe food handling and cooking, visit [www.foodsafety.gov](http://www.foodsafety.gov).*

## **TROUBLESHOOTING**

<b>Microwave oven interference</b>	Radio and TV may experience interference when the microwave oven is operating. This is normal and similar to the interference you may notice from small electrical appliances like mixers, vacuum cleaners, and electric fans. Refer to the <a href="#">FCC</a> Statements section for actions to reduce interference.	
<b>Hot air coming out of the vents or steam on the door</b>	While cooking/reheating, food may steam. Most of it will dissipate from the vents, but some may accumulate on a cool surface such as the microwave door. This is normal.	
<b>Microwave won't start</b>	A) The power cord is not plugged in tightly	Unplug the cord, then plug it back in again after waiting 10 seconds.
	B) A fuse has blown or the circuit breaker has tripped	Replace the fuse or reset the circuit breaker (microwave repair should only be done by professionals).
	C) Trouble with the outlet	Test the outlet with other electrical appliances or call an authorized serviceperson for repair.
<b>Microwave does not heat</b>	The microwave door is not closed properly	Close the door properly.
<b>Glass turntable makes noise when the microwave is operating</b>	The roller rest and/or bottom of the microwave may be dirty	Clean your microwave according to the provided cleaning instructions.
<b>Voice functionality is not working</b>	A) Alexa control has not been setup	Refer to page 6 for instructions to setup Alexa control.
	B) Child lock is enabled	Disable child lock by following the instructions on page 11.
	C) Wi-Fi is not working	Check that your router is working or contact your internet service provider.
	D) Wi-Fi password has changed	Reset the device and set it up again.
	E) Wi-Fi access point or router has changed	Reset the device and set it up again.
<b>The microwave oven LED clock does not display the correct time zone after Alexa setup</b>	If the microwave oven does not display the correct time zone after setting it up for Alexa control, go to the microwave oven Settings page in the Alexa App to set the desired time zone for the microwave oven clock.	

## LEGAL & COMPLIANCE

### COMPLIANCE MARKINGS ON DEVICE

Certification and other device compliance markings are located on the housing of the microwave.

### FCC STATEMENTS

This appliance generates and uses radio frequencies applicable to industrial, scientific and medical equipment (ISM) under the rules of the Federal Communications Commission (FCC). If this appliance is not installed or used properly, and strictly in accordance with the manufacturer's instructions, it may cause interference to radio and television reception. This appliance complies with Part 18 of [FCC](#) rules.

The appliance and its plug comply with part 15 of the FCC rules. Operation of each of these is subject to the following two conditions: (1) it may not cause harmful interference and (2) it must accept any interference received, including interference that may cause undesired operation.

**Note:** This appliance and its plug have been tested and found to comply with the limits for a Class B digital device or external switching power supply, pursuant to part 15 of the FCC rules.

The requirements of Part 15 and Part 18 of the FCC rules are designed to provide reasonable protection against harmful interference in a residential installation. The appliance and its plug generate, use and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. There is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off, the user is encouraged to try to correct the interference by one or more of the following measures:

- A) Reorient or relocate the receiving antenna of the radio or television.
- B) Increase the separation between the appliance, its plug, and the receiver of the radio or television.
- C) Connect the equipment/plug into an outlet on a circuit different from that to which the receiver of the radio or television is connected.
- D) Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications to a product by the user that are not expressly approved by the party responsible for compliance could make the product no longer comply with the FCC Rules.

## **Information regarding exposure to radio frequency energy**

The output power of the radio technology used in the appliance and its plug is below the radio frequency exposure limits set by the FCC. This appliance and its plug should be installed and operated with a minimum distance of 20 cm between the radiator and your body.

The appliance and the cord meet the FCC Radio Frequency Emission Guidelines and are certified with the FCC. Information on these products is on file with the FCC and can be found by inputting such product's FCC ID (which can be found on the regulatory label of the appliance) into the FCC ID Search form available at [transition.fcc.gov/oet/ea/fccid](https://transition.fcc.gov/oet/ea/fccid).

Please follow all applicable e-waste laws for the disposal of your microwave oven.

## **WARRANTY**

This device is covered by a 1-year Limited Warranty. Details are available in the Alexa App in Help & Feedback > Legal & Compliance and at [www.amazon.com/devicesupport](https://www.amazon.com/devicesupport).

## **AMAZON TERMS & POLICIES**

Your microwave oven works with Amazon Alexa.

By using your microwave oven, you agree to Amazon's Conditions of Use, available at [www.amazon.com/conditionsofuse](https://www.amazon.com/conditionsofuse), and all the terms located at [www.amazon.com/devicesupport](https://www.amazon.com/devicesupport) or found in the Alexa App in Help & Feedback > Legal & Compliance. You can find Amazon's Privacy Notice in the Help section of the Alexa App or at [www.amazon.com/privacy](https://www.amazon.com/privacy).



## CONTACT US

### Servicing your appliance

If your appliance needs service, please contact Amazon Customer Support. Contact details can be found at [www.amazon.com/devicesupport](http://www.amazon.com/devicesupport). Faulty service may void the warranty.

### Information for service personnel

An electronic copy of the Service Manual for this appliance is available at [www.amazon.com/devicesupport](http://www.amazon.com/devicesupport). A hard copy of the Service Manual can also be obtained by contacting Amazon Customer Support. Contact details can be found at [www.amazon.com/devicesupport](http://www.amazon.com/devicesupport).

### ALEXA: THINGS TO TRY

To do this	With Alexa, say	Or press and release the Ask Alexa button and say
Microwave for 1 minute	<i>Alexa, microwave for 1 minute</i>	<i>1 minute</i>
Microwave for 4 minutes and 39 seconds	<i>Alexa, microwave for 4 minutes and 39 seconds</i>	<i>4 minutes and 39 seconds</i>
Microwave for 3 minutes on medium power	<i>Alexa, microwave for 3 minutes on medium</i>	<i>3 minutes on medium</i>
Microwave for 10 minutes on power 8	<i>Alexa, microwave for 10 minutes on power 8</i>	<i>10 minutes on power 8</i>
Defrost for 11 minutes	<i>Alexa, defrost for 11 minutes</i>	<i>Defrost for 11 minutes</i>
Reheat for 5 minutes	<i>Alexa, reheat for 5 minutes</i>	<i>Reheat for 5 minutes</i>
Reheat 1 cup of coffee	<i>Alexa, reheat 1 cup of coffee</i>	<i>Reheat 1 cup of coffee</i>
Microwave 3 ounces of popcorn	<i>Alexa, microwave 3 ounces of popcorn</i>	<i>3 ounces of popcorn</i>

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### AmazonBasics Microwave Oven:

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Service Manual - [[Download PDF](#)]

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