

What does H97 or H98 Error Code mean?

Answer

There is a failure in the Magnetron Circuit. Please contact a local Panasonic Authorized servicer

What should I check if my microwave stops working?

Answer

Check the fuse/circuit breaker for the outlet to see if it has been tripped or blown. Check other outlets to see if there is a GFI (Ground Fault Interrupt) outlet that is on the same circuit as the outlet used for the unit and see if it needs to be reset. Connect the oven to another outlet to see if unit is still operational. If the unit is still not working, please contact a local authorized servicer for diagnosis and repair

What should I do when my microwave does not seem to be cooking food?

Answer

Perform the Basic Power Test:

1. Fill a Pyrex measuring cup with 8 oz. of cold water.
2. Place cup in microwave and Press [**Quick Min**] button.
3. Press [**Start**] button (if needed)
4. Check to see if water has warmed up:
 - a. If the water is warm, the unit is working correctly
 - b. If the water is still cold, the test has failed please contact a local Panasonic Authorized servicer for repair

Why does the fuse/circuit breaker pop/trip when I use my microwave?

Answer

Confirm that the following Electrical Power Safety instructions have been followed.

- The oven must be plugged into at least a 15 AMP, 120 VOLT, 60 Hz GROUNDED OUTLET.
- In the event of an electrical short circuit, grounding reduces the risk of electric shock by providing an escape wire for the electric current. This appliance is equipped with a cord having a grounding wire with a grounding plug. The plug must be plugged into an outlet that is properly installed and grounded. Where a standard two-prong outlet is

encountered, it is the personal responsibility and obligation of the consumer to have it replaced with a properly grounded three-prong outlet.

- If it is necessary to use an extension cord, use only a three-wire extension cord that has a three blade grounding plug, and a three-slot receptacle that will accept the plug on the appliance. The marked rating of the extension cord should be equal to, or greater than, the electrical rating of the appliance.
- The oven must be on a SEPARATE CIRCUIT. No other appliance should share the circuit with the microwave oven. If it does, the branch circuit fuse may blow or the circuit breaker may trip.
- The VOLTAGE used must be the same as specified on this microwave oven (120 V, 60 Hz). Using a higher voltage is dangerous and may result in a fire or other accident causing oven damage.

If the microwave oven is installed properly and you are still experiencing power failure your unit may require service. Check your warranty for repair information.

NOTE: You might also consider having the outlet checked by a qualified electrician to be certain that it is functioning correctly and meets local codes for appliances

Troubleshooting - The paint on the interior cavity of my microwave has started to peel off.

Answer

We do not recommend using the unit if it shows signs of peeling as the metal is left exposed and it may eventually start sparking. Please consider having the unit serviced. Click [here](#) to Locate a Service Center.

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NOTE: You might also consider having the outlet checked by a qualified electrician to be certain that it is functioning correctly and meets local codes for appliances.

What should I do if my microwave display is not working?

Answer

Check to make sure unit is plugged into a working outlet by plugging in another device to determine if power is available at the receptacle.

If power is not available at the outlet check your fuse/circuit breaker, panel.

Note: Newer homes/buildings are generally wired with GFI (Ground Fault Interrupt) receptacles, if your building is equipped with GFI receptacles be sure to check if the circuit breaker directly on the receptacle has been tripped and requires reset.

If you determine the outlet has power but the microwave still is not functioning, contact a local Panasonic authorized servicer for repair.

Troubleshooting - The round glass tray (turntable) is not rotating.

Answer

Please check the following:

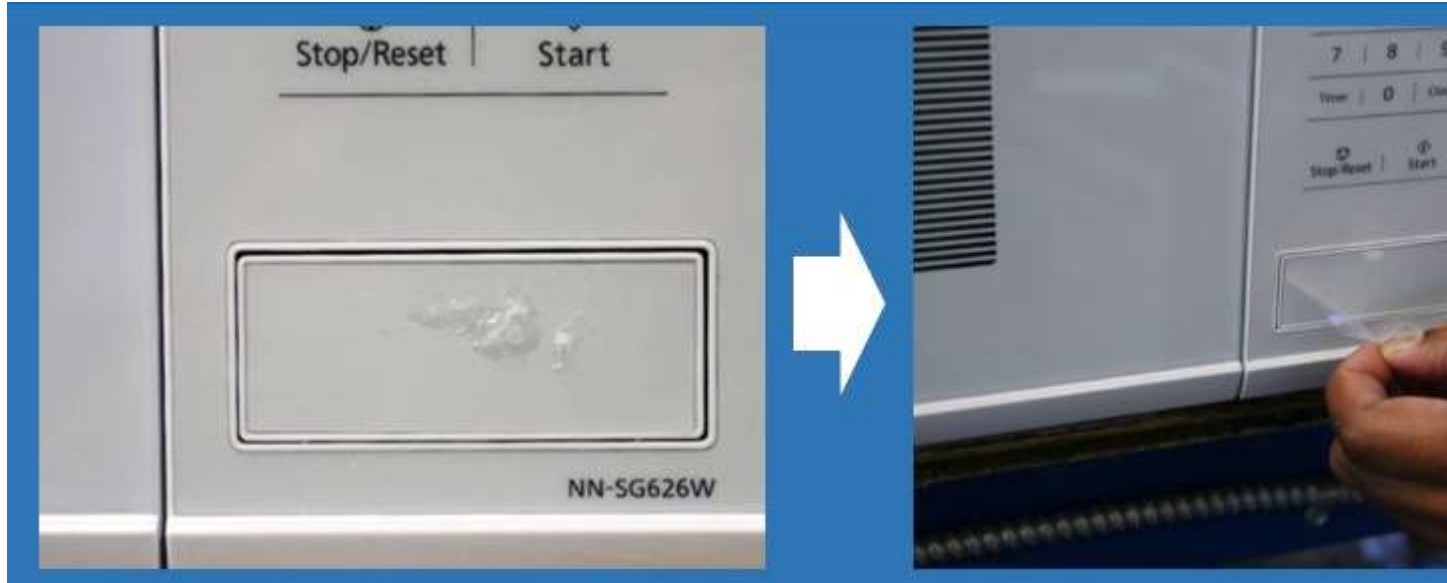
- Confirm that the glass tray is sitting correctly on the roller ring.
- Make sure that the food or container that you are using in the microwave is not touching any of the interior cavity walls of the microwave oven.

- Make sure that the roller ring and oven cavity floor are clean. Both should be cleaned regularly. To clean, simply wipe the bottom surface of the oven with a mild detergent, water or window cleaner and dry. The roller ring may be washed in mild sudsy water or in a dishwasher. When removing the roller ring from the cavity floor for cleaning, be sure to replace in the proper position.
- If it's an Over The Range (OTR) microwave oven, press the turn table button to set it to ON mode.

Once the oven is clean, test by microwaving a bowl of water. If the glass tray (turntable) is still not rotating properly your unit may require service. Check your warranty for repair information. If you elect to have your unit serviced click [here](#) to locate an authorized Panasonic Service Center near you

Troubleshooting - The plastic on the display *and/or* control panel and door open button of my Microwave is bubbling.

The *control* and/or *display panel* and door open button is covered with a removable protective film to prevent scratches during shipping. Small *bubbles* may appear under this film, if this is the case, remove the protective film by applying masking or clear tape to an exposed corner and pull gently.




If the *display and/or control panel* becomes wet, clean it with a soft dry cloth, do not use harsh detergents or abrasives.

Lock or Key is displayed on the microwave. How to I remove this?

Answer

Using this system will make the oven controls inoperable; however, the door will open.

- Press [Start] Pad three times. Time of day will disappear and “LOCK” or a lock indicator  will appear on the screen. For some model both will display. Actual time will not be lost.

To cancel “LOCK”:

- Press [Stop/Reset] Pad three times. Time of day will reappear on the screen.

NOTES:

- This feature prevents the electronic operation of the oven until cancelled. It does not lock the door.
- To set or cancel child safety lock, Start or Stop/Reset must be tapped 3 times within 10 seconds.
- You can set Child Lock feature when the display shows a colon or time of day.

Why does the microwave oven, turntable continue to turn when I open the door?

Answer

This can be caused by a malfunction of the latch switch, please contact a local Panasonic Authorized servicer for repair.

NOTE: Due to the safety provisions that are built into all of our ovens, in the event of this malfunction, the unit is not energized and poses no risk of radiation exposure.

Why is the door hard to close, won't close, or I need to slam the door in order for the unit to work?

Answer

The door latch may need to be adjusted or replaced, please contact a local Authorized servicer for diagnosis and repair

Is it normal for a new (Out of the Box) Panasonic Microwave/Convection oven door to be a little difficult to open?

Answer

It is normal for the microwave/convection oven door to be a little difficult to open the first time because of a cardboard spacer placed between the door and the control panel. Press the microwave's Door Release Button, then gently pull the door until it opens. Finally, remove the cardboard insert that kept the door secure during shipment

Troubleshooting - When using the Microwave Oven there were sparks in the oven cavity.

Answer

Arcing or Sparking can occur in your microwave oven for several reasons and we suggest the following tips to avoid this happening:

- Do not use metal containers or dishes with metallic trim during Microwave or Combination cooking.
- Do not use metal twist ties during Microwave or Combination cooking, Arcing (sparking) may occur.
- When using foil, skewers, racks or utensils made of metal in the oven during Microwave or Combination cooking, please allow at least 2.5 cm (1") of space between the metal material and interior oven walls. If arcing occurs, please remove the metal material (skewers, etc.) and/or transfer the food to a nonmetallic container.
- Do not use paper towels or cloths which contain a synthetic fiber woven into them, such as nylon. The synthetic fiber may cause the towel or cloth to spark and ignite. Use paper towels with caution

