



# Russell Hobbs

A BRITISH ICON SINCE 1952

RHMD820S-AU

Operating Manual

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# **SAFETY INSTRUCTIONS**

## **IMPORTANT SAFETY INSTRUCTIONS READ CAREFULLY AND KEEP FOR FUTURE REFERENCE**

### **WARNING:**

- This appliance is intended to be used in the household and general domestic applications. It is not intended to be used in industrial or commercial applications.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- WARNING: if the door or door seals are damaged, the oven must not be operated until it has been repaired by a competent person.
- WARNING: it is hazardous for anyone other than a competent person to carry out any service or repair operation that involves the removal of a cover which gives protection against exposure to microwave energy.
- WARNING: liquids and other foods must not be heated in sealed containers since they are liable to explode.

# **SAFETY INSTRUCTIONS**

**READ CAREFULLY AND KEEP FOR FUTURE REFERENCE**

## **WARNING:**

- A minimum clearance of 7.5cm is required between the oven and any adjacent walls. Leave a minimum clearance of 30cm above the oven.
- Only use utensils that are suitable for use in microwave oven.
- Metallic containers for food and beverages are not allowed during microwave cooking.
- The appliance shall not be cleaned with a steam cleaner.
- When heating food in plastic or paper containers, keep an eye on the oven due to the possibility of ignition.
- This microwave is intended for heating food and beverages only. The drying of food or clothing and heating of warming pads, wheat bags, slippers, sponges, damp cloth and similar is extremely dangerous and may lead to risk of injury, ignition or fire.
- If materials inside the oven smoke or catch fire, keep the oven door closed to stifle the flames, turn the oven off at the wall switch, or shut the power off at the fuse or circuit-breaker panel. If smoke is observed, switch off or unplug the appliance and keep the door closed in order to stifle any flames.

# **SAFETY INSTRUCTIONS**

**READ CAREFULLY AND KEEP FOR FUTURE REFERENCE**

## **WARNING:**

- Microwave heating of beverages can result in delayed eruptive boiling, therefore care must be taken when handling the container.
- The contents of feeding bottles and baby food jars shall be stirred or shaken and the temperature checked before consumption, in order to avoid burns. Do not heat baby bottles with the teat left on. Remove it if replacing the bottle back into the oven.
- Eggs in their shell and whole hard-boiled eggs should not be heated in microwave ovens since they may explode, even after microwave heating has ended.
- The oven should be cleaned regularly and any food deposits removed.
- Failure to maintain the oven in a clean condition could lead to deterioration of the surface that could adversely affect the life of the appliance and possibly result in a hazardous situation.
- The microwave oven should be used freestanding only and must not be built-in or used in a cabinet

# **SAFETY INSTRUCTIONS**

**READ CAREFULLY AND KEEP FOR FUTURE REFERENCE**

## **WARNING:**

- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- To avoid fire, electric shock, or injury, never immerse the microwave, cord, or plug in water or liquid.
- Do not use attachments not recommended by the manufacturer. Only use thermometers approved for use in microwaves.
- The appliance and its accessible parts may become hot during use. Care should be taken to avoid touching heating elements.
- Do not leave the microwave oven unattended while you are using it.
- Do not use the microwave when it is empty. This could damage the oven.
- Do not use metal pans, dishes with metal handles or anything with a metal trim inside the microwave. Do not use paper covered wire twist-ties on plastic bags.
- Never put objects into the openings on the outer case.

# **SAFETY INSTRUCTIONS**

**READ CAREFULLY AND KEEP FOR FUTURE REFERENCE**

## **WARNING:**

- Food containing a mixture of fat and water (for example, stock) should stand for 30 to 60 seconds in the oven after it has been turned off. This is to allow the mixture to settle and to prevent it from bubbling when a spoon is placed in it, or a stock cube is added.
- When heating or cooking food or liquid, remember that there are certain foods (such as, jam, Christmas pudding, and mincemeat) which heat up very quickly.
- Do not cook any food surrounded by a membrane, such as egg yolks, potatoes, chicken livers, sausages, ready meals and so on without piercing them several times with a fork.
- Do not try to deep-fry foods in this microwave oven.
- Do not overcook food.
- Please remember that as food or liquids heat up, they will release steam or may be spitting. Never cover any container fully, always leave a gap for steam to escape.
- Do not use plastic containers when heating or cooking foods that contain a lot of fat or sugar.

# **SAFETY INSTRUCTIONS**

**READ CAREFULLY AND KEEP FOR FUTURE REFERENCE**

## **WARNING:**

- Always have the glass turntable and turntable support in place when using the microwave oven.
- Do not cook food directly on the glass turntable. Put food on a suitable plate or in a bowl before putting it in the oven.
- Do not use melamine dishes as they contain a material which will absorb microwave energy. This may cause the dishes to crack or burn, and will slow down the cooking speed.
- Do not use the microwave oven for heating utensils, plates or dishes.
- Do not cook using a container with a restricted opening, such as bottles, as they may explode.
- Before you clean your microwave oven, turn it off and unplug it.
- Keep the inside of the oven clean. When food or liquids stick to the oven walls, wipe with a damp cloth. We recommend that you do not use harsh detergent or abrasives.



# **SAFETY INSTRUCTIONS**

**READ CAREFULLY AND KEEP FOR FUTURE REFERENCE**

## **WARNING:**

- This appliance is not intended to be operated by means of an external timer or separate remote control system.
- Do not operate this appliance with a damaged cord/plug or after the appliance has malfunctioned or has been dropped or damaged in any manner.
- Do not use appliance for other than its intended purpose as described in the instruction manual.

# **SAFETY INSTRUCTIONS**

**READ CAREFULLY AND KEEP FOR FUTURE REFERENCE**

## **WARNING:**

- On the right hand wall of the cavity is the waveguide cover, microwaves are passed through this to enable your food to cook. **It is important that this waveguide cover is kept clean at all times.** To do this wipe with mild detergent and water, then dry.
- You should clean the outside of the oven with a damp cloth. Do not allow water to seep into the ventilation openings.
- Do not use harsh abrasive cleaners or sharp metal scrapers to clean the oven door glass since they can scratch the surface, which may result in shattering of the glass.
- If steam builds up inside or around the outside of the oven door, wipe with a soft cloth. This may happen when the microwave oven is used in humid conditions.
- Regularly remove the glass turntable to clean it, wash it in warm soapy water or a dishwasher. Regularly clean the turntable support and oven floor. Simply wipe the bottom surface of the oven with mild detergent and water, then dry. You can wash the turntable support in mild soapy water.

# **ABOUT YOUR MICROWAVE**

**Thank you for purchasing your Russell Hobbs microwave oven.**

The Russell Hobbs RHMD820S-AU microwave has a sleek and stylish contemporary design, boasting an attractive mirror finish door. As well as an appealing look, this appliance also boasts impressive functionality, with 800 watts of microwave power providing quick and convenient cooking in your home.

The RHMD820S-AU comfortably fits a standard size of dinner plate – up to 10.5” diameter. It comes with a removable and dishwasher safe glass turn-table for easy cleaning.

Pre-programmed auto cook menus, such as pizza (reheat), fish, and popcorn, allow you to cook all your favourite foods at the push of a button. What’s more, there’s automatic defrost settings meaning all you have to do is input the weight of the food, and the microwave selects the ideal defrost time, saving you time and effort. 5 microwave power levels enable tailoring of your cooking experience.

Additional features include a handy digital clock, and for added peace of mind, the RHMD820S-AU features a child safety lock option.

# **ABOUT YOUR MICROWAVE**

## **How do microwaves work?**

Microwaves are high-frequency electromagnetic waves similar to radio waves. While radio waves may vary in length from one metre to many kilometres, microwaves are very short (less than 12.5 centimetres.)

Microwaves do not make any heat themselves but cause water molecules in food to vibrate.

This vibration produces heat that cooks the food. This is why your food will come out of the microwave piping hot, when your utensils inside the oven stay much cooler. The microwaves do not stay in the air or in the food when you open the microwave oven door.

The microwave oven will work using an ordinary household electrical socket. Inside the microwave oven is the magnetron, which turns the electrical energy into microwaves.

Microwaves cannot travel through metal, so the inside of the oven is lined with metal. The door is lined with a fine metal mesh which stops microwaves getting through. This means that when the microwave oven door is shut, there is no possibility that microwaves can be released.

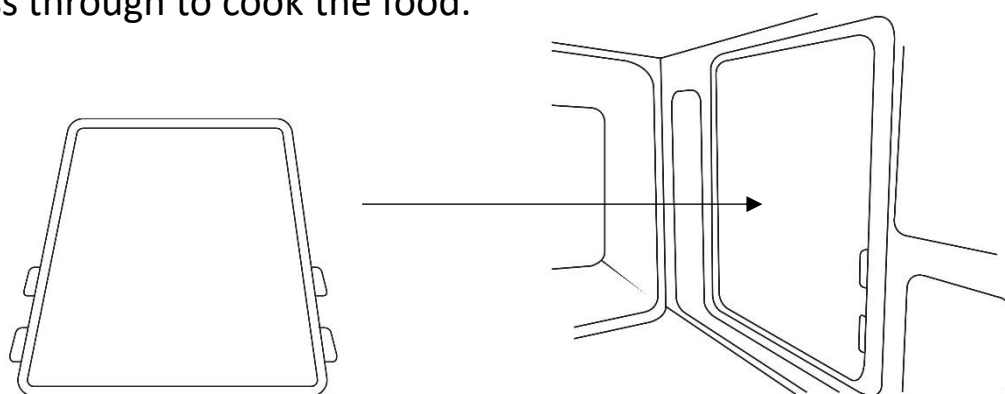
# PRODUCT INFORMATION

<b>Rated Voltage</b>	AC230-240V 50Hz
<b>Rated Frequency</b>	50Hz
<b>Rated Input Power (Microwave)</b>	1200-1280W
<b>Rated Output Power (Microwave)</b>	750-800W
<b>Oven Capacity</b>	20L
<b>Turntable Diameter</b>	25.5cm
<b>External Dimensions (H x W x D)</b>	25.6 x 45.1 x 35.3 (cm)
<b>Net Weight; Approx</b>	11.3Kg
<b>Number of Power Levels</b>	5
<b>Accessories Included</b>	Turntable coupling Turntable roller ring Glass turntable

# UNPACKING THE MICROWAVE

## Before you use your microwave oven

1. Remove all the packaging. **Do not** remove the large piece of plastic from the right hand side of the cavity wall (Refer to the below image). This is called a waveguide cover and allows the microwaves to pass through to cook the food.



**Please ensure you keep this cover clean at all times by wiping with a damp cloth. Do not remove/place in a dishwasher.**

2. Check the oven after unpacking for any visual damage such as:

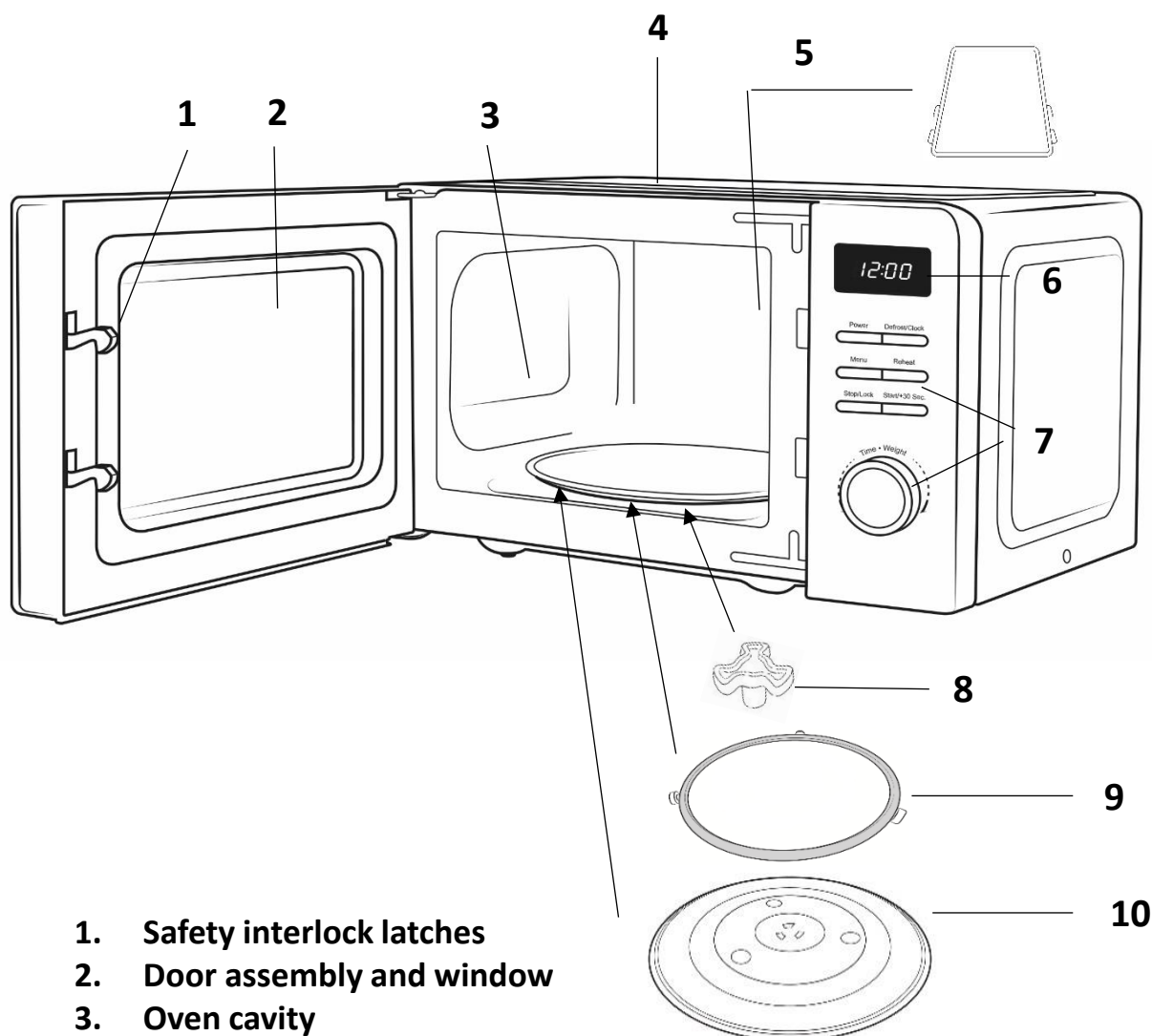
- A misaligned door
- Damage to the door
- Dents or holes in the door window and screen
- Dents in the inside

If you can see any damage **do not use the oven, please contact Customer Service.**

This microwave oven weighs approximately 11.3 Kg so you must put it on a horizontal surface that is strong enough to support this weight.

The oven must be placed away from high temperatures and steam. Do not put anything on the top of the microwave oven.

# PRODUCT OVERVIEW



1. Safety interlock latches
2. Door assembly and window
3. Oven cavity
4. Microwave top
5. Plastic waveguide cover (do not remove)
6. Screen display
7. Control panel - buttons and dial
8. Turntable coupling
9. Turntable ring
10. Glass turntable

# **MICROWAVE OVEN INSTALLATION**

- Place the oven as far away from radios and televisions as possible. Using the oven may cause interference with the reception.
- Plug the oven into a suitable mains socket, make sure the voltage is the same as on the rating label (do not use extension cables or mains socket adaptors.).
- The microwave oven should be used freestanding only and must not be built-in or used in a cabinet.
- Select a level surface that provides enough space for the outlet vents.



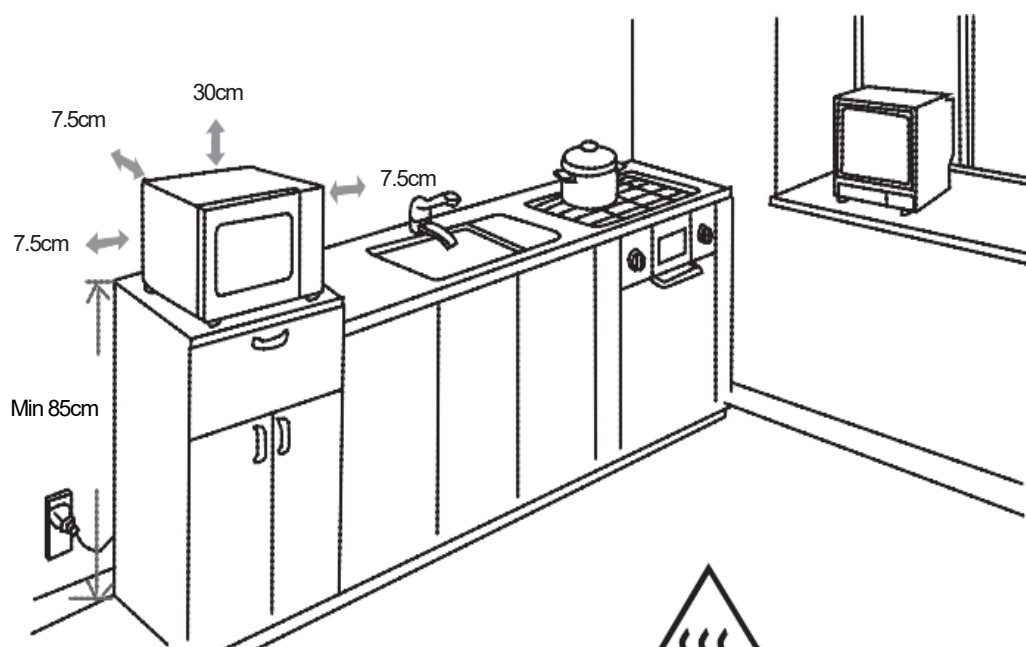
# MICROWAVE OVEN INSTALLATION

The minimum installation height is 85cm.

A minimum clearance of 7.5cm is required between the oven and any adjacent walls. Leave a minimum clearance of 30cm above the oven.

## WARNING:

**DO NOT** install the oven over a cooker or other heat or steam producing appliance as this will damage the microwave oven.



**DO NOT** obstruct  
the ventilation  
from the microwave

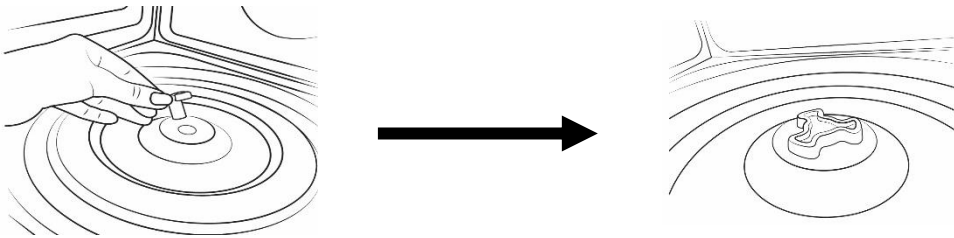


This symbol means  
“CAUTION: Hot Surface”

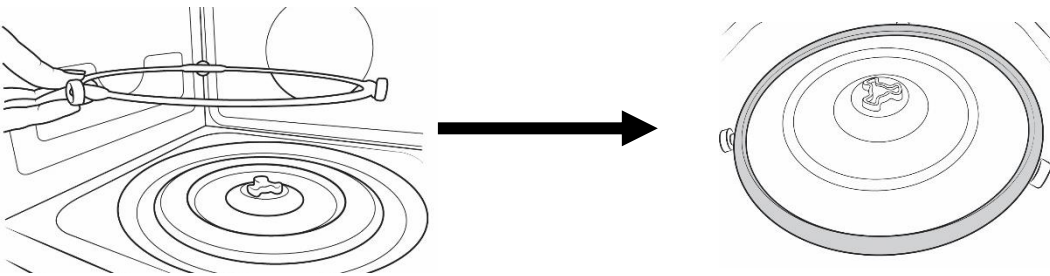
# TURNTABLE INSTALLATION

- Before first use, check that any securing tape and all packaging has been removed from the glass turntable and turntable ring assembly.
- **These parts must never be restricted from rotating.**
- Never place the glass turntable upside down.
- To assemble the turntable, follow the steps below in number order.

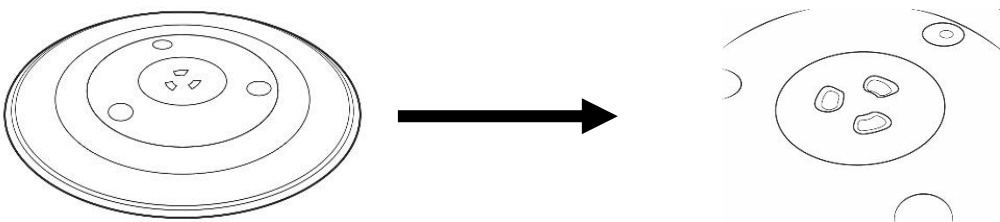
**STEP 1)** The turntable coupling should slot into the centre of microwave



**STEP 2)** The turntable ring slots into the indents in the microwave base

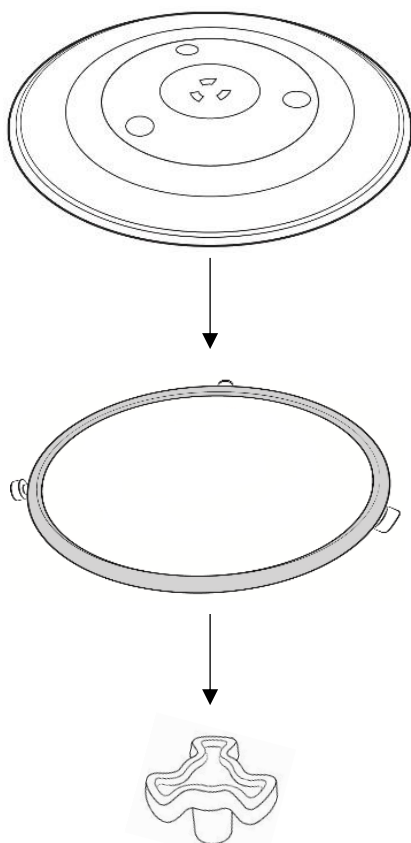


**STEP 3)** The glass turntable should align with the turntable coupling



# TURNTABLE INSTALLATION

The glass turntable, turntable ring, and turntable coupling assembly must always be used during cooking (as shown below).



- Do not place the food directly onto the glass turntable, always place on or in suitable microwaveable cookware.

**Please check that crockery is microwave safe before using.**

- If the glass turntable or turntable ring assembly has been damaged in any way, please contact our Customer Service team.

# CONTROL PANEL

## Screen Display

Cooking time, power, action indicators, and clock time are displayed.

## Power

Press this button a number of times to set a cooking power level.

## Defrost/Clock

Press this button to input weight or time for defrosting.

Keep pressing for more than 3 seconds to set the clock

## Menu

Press this button to select auto cook menu.

## Reheat

Press this button to select weight for reheating.

## Stop/Lock

Press once to stop the cooking process and press twice to clear the settings.

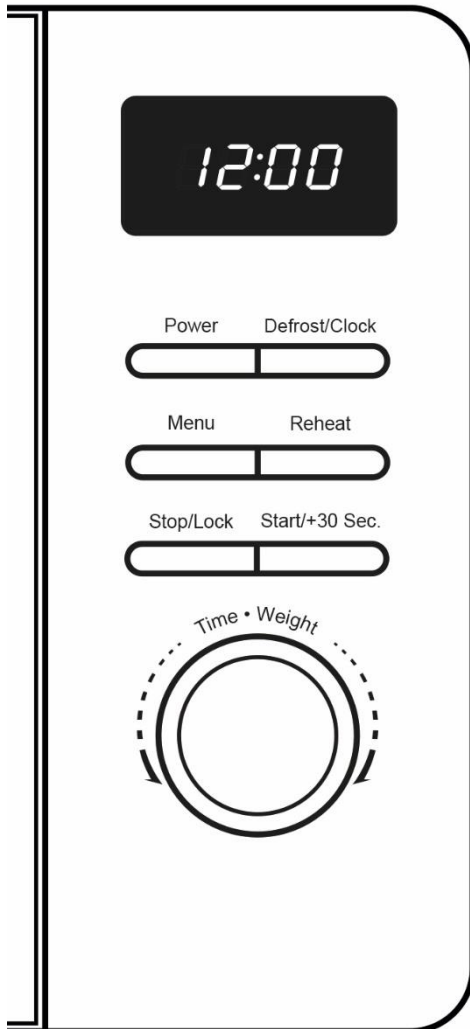
Keep pressing for more than 3 seconds to set the child lock.

## Start/+30Sec.

Press this button to start the cooking process. Press to automatically add 30 seconds to the cooking time until 60 minutes.

## Time/Weight Dial

Turn to select weight or to select time for normal microwave power cooking. Confirm using the **Start/+30Sec.** button.



# HOW TO USE THE MICROWAVE

## Setting the clock (24 hour)

For example, if you want to set the time to 08:30 (am:)

1. Keep pressing the '**Defrost/Clock**' button till the display shows '1:00'.
2. Turn the '**Time/Weight**' dial clockwise until the hour display shows '8:'. Press the '**Defrost/Clock**' button to confirm.
3. The display will show '8:00' and the minutes will flash.
4. Set the minutes by turning the '**Time/Weight**' dial clockwise until the display shows '08:30'. Press the '**Defrost/Clock**' button to confirm.

The clock is now set and the colon will continue to flash.

### Note:

If the clock is not set, the clock will not function when powered.

During the process of clock setting, if you press '**Stop/Lock**' button, the oven will go back to the previous status.

## Microwave cooking

Once you have correctly installed the unit, turned on the power and set the clock, you are ready to start cooking.

Your microwave has 5 power levels, the lowest at 10%, then 30%, 50%, 80%, up to 100% (or full power.)

Most recipes are cooked on full power – this should be indicated on the packaging of microwavable food.

1. To select a power level, press the '**Power**' button.
  - When pressed once the screen display will show 'P100' (100% power)
  - When pressed twice the screen display will show 'P80' (80% power)
  - When pressed three times the screen display will show 'P50' (50% power)
  - When pressed four times the screen display will show 'P30' (30% power)
  - When pressed five times the screen display will show 'P10' (10% power)

# HOW TO USE THE MICROWAVE

2. Once you have selected your microwave power you can turn the **'Time/Weight'** dial clockwise to set the cooking time desired.

3. Press the **'Start/+30Sec.'** button to commence cooking.

The maximum cooking time is 60 minutes. Do not operate the oven empty, this can cause irreparable damage.

## **Pausing cooking**

If you want to pause the cooking to turn over or stir contents, simply open the door, then close again and press the **'Start/+30Sec.'** button to continue the cycle.

If you wish to stop cooking with time left on the display, take out the contents, close the door and press the **'Stop/Lock'** button once to clear. If not open the door, press twice to clear.

When cooking has finished the microwave will beep three times and the screen display will flash **'END'**, indicating that the microwave has stopped.

## **Quick start function**

For quick and easy microwave cooking, you can press the **'Start/+30Sec.'** button to automatically add 30 seconds of cooking time. This can be pressed multiple times for cooking up to 60 minutes on full power.

**Note:** This function does not work for defrost or auto menu.

# HOW TO USE THE MICROWAVE

## **Defrost function**

Ensure food is thoroughly defrosted before starting the cooking process.

There are 2 defrosting methods:

Defrost Setting	Defrost Method
dEF1	By weight
dEF2	By time

The microwave generally penetrates 4cm into most foods.

For even defrosting results, ensure you turn the food over during the cycle.

Defrosting generally takes longer than the cooking time of food.

Defrosted food should be consumed as soon as possible, do not put it back in the fridge or freeze again.

## **Defrosting example – by weight**

As an example, to defrost 0.4kg of poultry:

1. Press the '**Defrost/Clock**' button – '**dEF1**' will be displayed.
2. Turn the '**Time/Weight**' dial clockwise until you reach the desired weight '**400**'.
3. To commence defrosting, press the '**Start/+30Sec.**' button.
4. Half way through the defrosting cycle, the microwave beeps, this is a reminder to the user to open the door and turn over the food.
5. Close the door and press the '**Start/+30Sec.**' button to continue defrosting.

To defrost by time follow the above steps but pressing the Defrost button twice to display **dEF2** and turning the dial to set the time. The defrosting power is 30%, and cannot be changed.

# HOW TO USE THE MICROWAVE

## Auto cooking function

As a digital microwave, the appliance features a default cooking menu, automatically calculating the cooking time based on the type of food and weight.

1. Press the **Menu** button to select auto cook, it will display: '**A.1 – A.8**'. Continue to press the button to access the other auto selections, up to A8. You will need to use your discretion regarding food type, temperature and weight as times may vary - below is a guideline for each auto cooking setting:

Display Setting	Food Type	Weight	Method
<b>A.1</b>	<b>Potato</b>	1 - 250g 2 - 500g 3 - 750g	To cook potato slices, cut into approx. 5mm width and length, to total weight of approx. 250g, 500g or 750g. Place the slices on a film covered dish to prevent water loss.
<b>A.2</b>	<b>Pasta</b>	1 - 50g 2 - 100g 3 - 150g	To cook pasta to total weight of approx. 50g, 100g or 150g.
<b>A.3</b>	<b>Pizza</b>	1 - 200g 2 - 400g	Warm 1-2 slices of fridge chilled pizza, each slice of pizza is approx. 200g
<b>A.4</b>	<b>Popcorn</b>	100g	For a bag of corn, if the corn decreases its popping speed to one pop every couple of seconds, press ' <b>Stop/Lock</b> ' button to stop.
<b>A.5</b>	<b>Vegetable</b>	1 - 200g 2 - 400g 3 - 600g	To cook vegetables to total weight of approx. 200g, 400g or 600g.
<b>A.6</b>	<b>Beverage</b>	1 - 250ml 2 - 500ml 3 - 750ml	Heat 1-3 cups of liquid, each cup of approx. 250ml liquid. Make sure to use a wide top cup.
<b>A.7</b>	<b>Meat</b>	1 - 200g 2 - 400g 3 - 600g	To cook meat to total weight of approx. 200g, 400g or 600g.
<b>A.8</b>	<b>Fish</b>	1 - 200g 2 - 400g 3 - 600g	To steam fish up to 600g. Wash and remove scales, and make slits in the skin. Put the fish on a shallow dish, season and cover with a thin layer of film to prevent water loss. Stand for 2 minutes once cooked.



# HOW TO USE THE MICROWAVE

2. Turn the ‘**Time/Weight**’ dial to choose the food weight, these are pre-set and listed in the above table.

3. Press the ‘**Start/+30Sec.**’ button to commence cooking.

Make sure you monitor cooking progress as times can vary. Allow the food to stand in the microwave for 1-2 minutes after the cooking cycle is complete.

## **Reheat function**

If you just need a quick reheat, the reheat function is the ideal programme for you. Simply press the **Reheat** button to select 200g, 400g, 600g, 800g or 1000g, then hit the ‘**Start/+30Sec.**’ button to start the cooking.

# HOW TO USE THE MICROWAVE

## **Child lock function**

The child lock function is ideal to stop children from altering cooking times if unsupervised. No buttons will function in this mode.

To set the child lock when in standby, press and hold the '**Stop/Lock**' button for 3 seconds. A loud 'beep' will sound to indicate the lock is now functional.

A symbol of key will illuminate on the display.

To cancel the child lock, again press and hold the '**Stop/Lock**' button for 3 seconds. A loud 'beep' will sound to indicate the microwave is no longer locked.

The current time will continue to display.

## **General information**

- The '**Start/+30Sec.**' button must be pressed again to continue cooking if the door is opened during a cooking cycle.
- Once the cooking programme has been set, if the '**Start/+30Sec.**' button is not pressed within 1 minute the current time will display and the setting will be cancelled.
- The buttons will 'beep' once if they are pressed correctly, if not pressed correctly they will beep twice.
- The buzzer will sound three times to remind you when cooking is finished.

# **HOW TO USE THE MICROWAVE**

## **Utensil information**

- Do not use metal pans or dishes with metal handles.
- Do not use anything with a metal trim.
- Do not use paper-covered wire twist-ties on plastic bags.
- Do not use melamine dishes as they contain a material which will absorb microwave energy. This may cause the dishes to crack or burn, and will slow down the cooking speed.
- Use only cookware that is approved to be used in a microwave oven.
- Do not cook using a container with a restricted opening, such as bottles, as they may explode.
- Do not heat baby bottles with the teat left on. Remove it if replacing the bottle back into the oven.
- Only use thermometers that are approved for microwave ovens.
- Do not use the microwave oven for heating utensils.

# **COOKING TIPS**

## **Defrosting tips**

Microwaves penetrate around 4cm into most food. To maximize defrosting effectiveness follow the below guidelines:

1. For thick foods, turn regularly during operation in order to defrost evenly.
2. If food weighs over 500g, it is advised to turn at least 2 times.
3. Defrosted food should be consumed as soon as possible, it is not advisable to put back into the fridge or freeze again.

**Cooking tips** - The following may affect cooking results:

### **Food arrangement**

If possible, thicker bits of food should be placed around the outside of the dish and the thinner parts toward the centre, spread out as evenly as possible. Do not overlap food if possible as this could result in uneven cooking results.

### **Cooking time**

If you are unsure of cooking times it is advisable to start with a short cooking time and monitor cooking progress before adding further time. Overcooking could lead to a risk of fire. Ensure food is cooked thoroughly before consuming.

### **Cooking food evenly**

Foods such as meat should be turned frequently to ensure more even cooking results. If the food is liquid based, stirring during the cooking time is advisable.

### **Allow standing time**

When the microwave has stopped cooking, leave the food to rest for an adequate length of time to allow for cooking completion and cooling.

# CLEANING THE MICROWAVE

- Before you clean the oven, **turn it off and unplug it.**
- Keep the inside of the oven clean. When food or liquids stick to the oven walls, wipe with a damp cloth. We recommend that you do not use harsh detergent or abrasives.
- On the right hand side wall of the cavity is the waveguide cover, microwaves are passed through this to enable your food to cook. It is important that this waveguide cover is kept clean at all times. To do this wipe with mild detergent and water, then dry.
- You should clean the outside of the oven with a damp cloth. **Do not allow water to seep into the ventilation openings.**
- **Do not allow the control panel to become wet.** Clean with a soft, damp cloth. Do not use detergents, abrasives or spray-on cleaners on the control panel.
- If steam builds up inside or around the outside of the oven door, wipe with a soft cloth. This may happen when the microwave oven is used in humid conditions.
- Regularly remove the glass turntable to clean it, and wash it in warm soapy water. Regularly clean the turntable support and oven floor. Simply wipe the bottom surface of the oven with mild detergent and water, then dry. You can wash the turntable support in mild soapy water.
- When removing the turntable support of the oven, make sure you put it back properly.
- If the inside of the oven smells, put a cup of water with the juice and skin of one lemon in a deep microwave bowl. Microwave it for three minutes, wipe thoroughly and then dry with a soft cloth.
- Failure to maintain the oven in a clean condition, especially if liquid is left under the turntable, could lead to deterioration of the surface that will adversely affect the life of the appliance that may result in a hazardous condition.

# PROBLEM SOLVING



**WARNING: To reduce the risk of personal injury, always unplug the microwave before performing maintenance or trouble shooting checks.**

The microwave oven may cause interference to your radio, TV or similar equipment. If this happens, you can stop the interference by moving the radio, TV or equipment as far away from your microwave oven as possible.

Problem	Potential reason	Potential solution
If the microwave doesn't work	1. Microwave is not plugged in	Make sure the plug is plugged in securely into the mains and the plug is switched on. If it is not, remove the plug from the socket, wait 10 seconds and plug it in again securely.
	2. Plug is not working	The plug socket that the microwave is plugged into may have become faulty. Plug the microwave into another known good plug socket, ensure that the socket is turned on and check if the microwave now works.
	3. The plug has a blown fuse or the mains circuit has a blown fuse/tripped fuse	Check the plug for a blown circuit fuse or a tripped main circuit breaker. If these seem to be working properly, test the socket with another appliance.
	4. Microwave has developed a fault	Contact customer services to talk through the problem to see if any solution for the fault can be found. If not and the product is within its warranty period, then the microwave should be returned to the retailer it was purchased from for a replacement or refund.
If the microwave power will not work	1. Door is not closed	Make sure the door is securely closed. Otherwise, the microwave will not engage or operate.
	2. The power has not been set/the timer dial has not been turned	Set the microwave power by pressing the 'Power' button. Select the time by turning the dial and pressing 'Start' to confirm.
Not heating	Magnetron not working	The component that produces the microwaves is called a magnetron, if food is not being heated or is 'luke' warm then it is likely this component has developed a fault. If the microwave is within its warranty period, please contact customer services for further advice or take the microwave back to the retailer it was purchased from for a refund or replacement.

# PROBLEM SOLVING

Problem	Potential reason	Potential solution
Sparking	1. Burnt on food debris	<p>Spillages or splashes can burn and catch fire, all food that is put into the microwave should be appropriately covered. All spillages or splashes must be cleaned, and all areas of microwave cleaned after each use.</p> <p>Burnt on food debris in the microwave, on the waveguide and the behind the waveguide can cause the microwave to 'spark'. This is because burnt on debris can be focused on by the microwaves and spark.</p> <p>Microwaves must be thoroughly cleaned after every use to ensure no food is burnt on to any part of the microwave.</p>
	2. Metal or foil	<p>No metal or foil should be put inside a microwave as it can cause 'sparking' which can damage the microwave.</p> <p>The only metal accessories that should be used inside the microwave are the ones supplied by the manufacturer.</p>
	3. Pressure build up in food	<p>Food with none porous skins (potatoes for example), must be pierced to allow steam to escape. As the build up of pressure can cause food to burst and create a 'fire hazard'.</p>
Heat spots	Operated empty or with no moisture	<p>Microwaves cannot be run empty, microwaves need moisture to operate correctly.</p> <p>If microwaves are operated empty or are used to heat up plates (this is not permitted), the microwaves can focus on a single point inside the microwave. This can cause a heat spot, which can cause the area to become deformed, warped or start to melt.</p> <p>If microwaves are operated empty or to heat up foreign objects this will void the warranty.</p>

# PROBLEM SOLVING

Problem	Potential reason	Potential solution
Condensation or excess water	1. Food that is being cooked	By the very nature of how a microwave works, it 'excites' the water molecules in the food it is heating, causing them to move about and generate heat from within the food. Often when the food heats up it reaches the point where steam is released. Dependent on the food type being heated (and its water content level), the length of time being heated for – and so the amount of steam generated – it is inevitable that some of the steam will condense and form back into water droplets within the microwave cavity. This can usually be found on the inner walls or most commonly on the back of the glass door. If not cleaned up, these droplets can start to form small 'pools' of water.
	2. Cooling vents covered	Cooling vents allow the heat and steam to escape from the microwave. These cannot be covered as it can cause excessive water to settle inside the microwave or the microwave to overheat. The installation instructions in the instruction manual must be followed or the warranty will be void.
Paint damage/peeling	Maintenance	If the microwave is within its warranty period, please contact customer services for further advice or take the microwave back to the retailer it was purchased from for a refund or replacement.
Light not working	Bulb not working	Due to the construction of microwaves and certain 'dangerous' components inside, the light bulb can only be changed by a qualified service engineer. If the microwave is within its warranty period, please contact customer services for further advice or take the microwave back to the retailer it was purchased from for a refund or replacement
Over heating	Cooling vents covered	Cooling vents allow the heat and steam to escape from the microwave. These cannot be covered as it can cause excessive water to settle inside the microwave or the microwave to overheat. The installation instructions in the manual must be followed or the warranty will be void.
Too noisy	1. Glass turntable fitted incorrectly	Check that the glass turntable has been placed correctly on the turntable and is not hitting the walls/doors of the microwave during operation.
	2. Dishes/plate are too large for the microwave	Check that the dishes/plates are the correct size for the microwave and that they are not hitting the walls/door of microwave during operation.





# **PROBLEM SOLVING**

Problem	Potential reason	Potential solution
Door not shutting/ locking	1. Glass turntable fitted incorrectly	Check that the glass turntable has been placed correctly on the turntable and is not stopping the door from shutting correctly.
	2. Latches have become deformed	If the microwave is within its warranty period, please contact customer services for further advice or take the microwave back to the retailer it was purchased from for a refund or replacement.
Turntable not rotating	1. Turntable coupling not fitted or tape not removed	Check that the turntable coupling is fitted correctly and the transportation tape has been removed.
	2. Turntable roller ring not fitted or fitted incorrectly	Check that the coupling has been placed under the turntable and that it is positioned correctly.
	3. Glass turntable fitted incorrectly	Check that the glass turntable has been placed correctly on the turntable.
	4. Turntable has developed a fault	If the microwave is within its warranty period, please contact customer services for further advice or take the microwave back to the retailer it was purchased from for a refund or replacement.

## **RECYCLING**

Legislation in some localities mandates that e-waste (anything with a plug, battery or cord) is disposed of through controlled recycling facilities and must not be disposed of in general household waste. For more information about recycling of electrical and battery operated appliances, please contact your local council or your local household waste disposal service.

# WARRANTY AND CUSTOMER SERVICES

## **Spectrum Brands Australia Pty Ltd**

Locked Bag 3004 Braeside  
Victoria 3195 Australia

## **Customer Service in Australia**

Toll Free: 1800 623 118

Email: [consumer.enquiry@russellhobbs.com.au](mailto:consumer.enquiry@russellhobbs.com.au)

Website: [www.spectrumbrands.com.au](http://www.spectrumbrands.com.au)

## **Spectrum Brands New Zealand Ltd**

PO Box 9817 Newmarket  
Auckland 1149 New Zealand

## **Customer Service in New Zealand**

Toll Free: 0800 736 776

Email: [info@russellhobbs.co.nz](mailto:info@russellhobbs.co.nz)

Website: [www.spectrumbrands.co.nz](http://www.spectrumbrands.co.nz)

## **Spectrum Brands Australia Pty Ltd and Spectrum Brands New Zealand Ltd Warranty Against Defects**

In this warranty:

**Australian Consumer Law** means the Australian consumer law set out in Schedule 2 to the Competition and Consumer Act 2010;

**CGA** means the New Zealand Consumer Guarantees Act 1993;

**Goods** means the product or equipment which was accompanied by this warranty and purchased in Australia or New Zealand, as the case may be;

**Manufacturer, We or us** means:

1. for Goods purchased in Australia, Spectrum Brands Australia Pty Ltd ABN, 78 007 070 573; or
2. for Goods purchased in New Zealand, Spectrum Brands New Zealand Ltd, as the case may be, contact details as set out at the end of this warranty;

**Supplier** means the authorized distributor or retailer of the Goods that sold you the Goods in Australia or in New Zealand; and

**You** means you, the original end-user purchaser of the Goods.

1. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law, or the CGA. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
2. The benefits provided by this Warranty are in addition to all other rights and remedies in respect of the Goods which the consumer has under either the Australian Consumer Law or the CGA. The original purchaser of the Goods is provided with the following Warranty subject to the Warranty Conditions:
3. We warrant the Goods for all parts defective in workmanship or materials for a period of 2 years from the date of purchase (Warranty Period).

If the Goods prove defective within the Warranty Period by reason of improper workmanship or material, we may, at our own discretion, repair or replace the Goods without charge.

# WARRANTY CONDITIONS

1. The Goods must be used in accordance with the manufacturer's instructions. This Warranty does not apply should the defect in or failure of the Goods be attributable to misuse, abuse, accident or non-observance of manufacturer's instructions on the part of the user. As far as the law permits, the manufacturer does not accept liability for any direct or consequential loss, damage or other expense caused by or arising out of any failure to use the Goods in accordance with the manufacturer's instructions.
2. Exhaustible components (such as batteries, filters and brushes) of the Goods are included under this Warranty only where there is a defect in workmanship or materials used.
3. The warranty granted under clause 3 is limited to repair or replacement only.
4. Any parts of the Goods replaced during repairs or any product replaced remain the property of the manufacturer. In the event of the Goods being replaced during the Warranty Period, the warranty on the replacement Goods will expire on the same date as for the Warranty Period on the original Goods which are replaced.
5. In order to claim under the warranty granted under clause 3 you must:
  - a) Retain this warranty with your receipt/proof of purchase; and
  - b) Return the Goods to us at the relevant address or to the Supplier by prepaid freight within the Warranty Period accompanied with (i) the legible and unmodified original proof of purchase, which clearly indicates the name and address of the Supplier, the date and place of purchase, the product name or other product serial number and (ii) this warranty.
6. This warranty is immediately void if:
  - a) Any serial number or appliance plate is removed or defaced;
  - b) The Goods have been serviced or otherwise repaired by a person not authorised to do so by us or where non approved replaced parts are used.
7. The Goods are designed for domestic use only. The Goods must be connected to the electrical voltage requirements as specified in the ratings label located on the Goods.
8. This warranty does not cover the cost of claiming under the warranty or transport of the Goods to and from the Supplier or us.
9. This warranty is only valid and enforceable in Australia against Spectrum Brands Australia Pty Ltd and in New Zealand against Spectrum Brands New Zealand Ltd.

Contact us or the Supplier for further details.

## **REGISTER YOUR PRODUCT ONLINE**

Registration of your product is for marketing purposes only, not warranty registration.

If you live in Australia, please visit: <https://au.russellhobbs.com/product-registration>

If you live in New Zealand, please visit: <https://www.russellhobbs.co.nz/product-registration>

Registration entitles you to receive these benefits: Product information; Hints and tips; Recipes and news; Information on special price offers and promotions.

# **WARRANTY CONDITIONS**

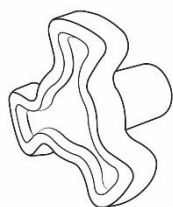
Please retain your receipt as proof of purchase for any warranty claims.

Any questions? Please contact Customer Service for advice.

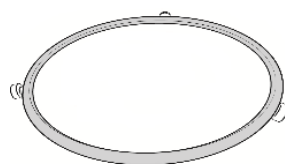
# **SPARE PARTS**

To check the availability of the following spare parts, simply contact our friendly Customer Services team.

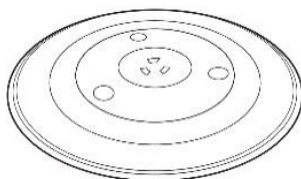
**Turntable coupling**



**Turntable ring**



**Glass turntable**



# NOTES

# NOTES

