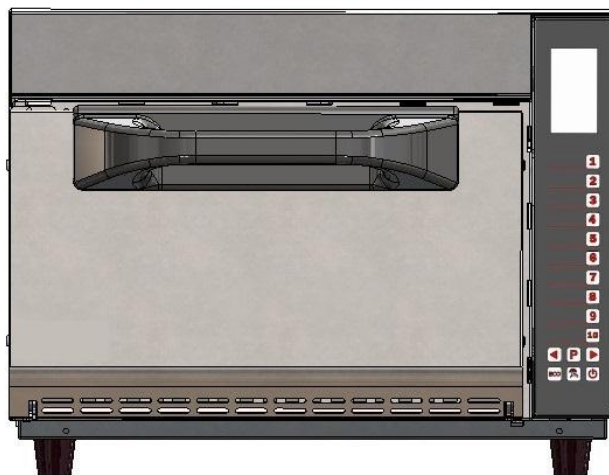




# Installation and User Manual

*Model:*

NP-MWO



## **Important information**

Please fill in the information below and keep this manual for future use.

Model number:

Serial number:

Date of installation:

P/N: 912070184

REF-A

February, 2024

## **Note!**

Product specifications or technical parameters are subject to change without prior notice.

---

## 1. Introduction

Combined cooking can greatly reduce the cooking time compared with the traditional cooking methods such as baking and roasting while ensuring high quality food.

Once the specific parameters of the cooking are determined, you can save it to the controller of the device so that the program can be extracted at any time for running it on precise repetition. Key controller stores product menus up to 10 cooking menu programs,

Multi-step cooking program: In order to provide more flexibility to the user, the device's control system allows the preparation of multi-step cooking programs to ensure that the ingredients are cooked to the highest quality.

Each cooking program can be set up to 3 steps, each step can be set the corresponding time, microwave on/off, surface heating on/off, bottom heating on/off (different functions of the product will also be different).

---

## Key symbols



### **DANGER!**

This symbol highlights dangerous situations which could lead to serious injury or death



### **WARNING!**

This symbol highlights potential dangerous situations which might lead to serious injury or death



### **CAUTION!**

This symbol highlights potential dangerous situations which could lead to light injury



### **DANGER!**

Be careful. Life is at risk. Failure to comply may result in electrical shock



Do not use jet water to clean the equipment.



This device is for indoor use only, do not use outdoors.



This instruction manual is not intended for persons (including children) who are physically, sensually, or mentally impaired, or who are deficient in experience and knowledge. Unqualified operators may cause property damage, personal injury or death.



If the power supply cord is damaged, to avoid danger, it must be replaced by a qualified technician from a repair and parts service company authorized by the manufacturer or similarly qualified personnel. The power supply cord must be oil resistant and the jacketed cord must be no lighter than ordinary neoprene or other synthetic rubber cord (Designation 60245 IEC 57, YZW).

**Prevent microwave exposure**

1. DO NOT open the door during operation, it will cause microwave exposure.
2. DO NOT leave anything between the door seal, must not have any cleansers or other residues on the door seal surface;
3. DO NOT use this device if there is a breakdown. Check and ensure the door can be closed properly, because it is very important and should be checked frequently
  - a) Check the door if it is not deformed;
  - b) Check the door hinges and clasp for cracks and loose;
  - c) Check the door seals and door seal surface is intact.
4. Only qualified service technician is allowed for repair.

**Warning:**

This is a grade A product, it might cause electromagnetic interference at domestic circumstance. Therefore, some supporting measures are required from user.

The instruction manual is to ensure your personal safety and extend the life of your equipment.

**Please read the following safety tips carefully.**

---

## CONTENTS

|                                                  |    |
|--------------------------------------------------|----|
| 1. Introduction .....                            | 2  |
| Key symbols .....                                | 3  |
| 2. Important safety instructions .....           | 6  |
| 3. Security mechanisms to be followed .....      | 7  |
| 4. Installation .....                            | 9  |
| 4.1 Receipt Note: .....                          | 9  |
| 4.2 The location and position of the oven .....  | 9  |
| 4.3 Power supply installation .....              | 10 |
| 4.3.1 Power supply .....                         | 10 |
| 4.3.2 Power supply installation .....            | 10 |
| 4.3.3 Single phase .....                         | 10 |
| 5. Device parameters .....                       | 12 |
| 5.1 Product parameters table .....               | 12 |
| 6. Features .....                                | 12 |
| 7. Operation Instruction .....                   | 14 |
| 7.1 Power Connection .....                       | 14 |
| 7.2 Operation interface .....                    | 15 |
| 7.2.1. Interface .....                           | 15 |
| 7.2.2. Common displays .....                     | 16 |
| 7.2.3. Menu programming .....                    | 16 |
| 7.2.4. Menu cooking .....                        | 18 |
| 7.2.5. Import & Export Recipes .....             | 18 |
| 7.2.6. Manual mode for setting and cooking ..... | 19 |
| 7.2.7. Energy saving mode .....                  | 20 |
| 7.2.8. Shutdown and exit .....                   | 20 |
| 8. Cleaning .....                                | 21 |
| 8.1 Cleaning instruction .....                   | 21 |
| 8.1.1 Rapid cool down method .....               | 21 |
| 8.1.2 Cleaning tools .....                       | 21 |
| 8.1.3 Chamber grill rack & catch pan .....       | 22 |
| 9. Trouble shooting .....                        | 22 |

---

 **WARNING**

Before use and operation, please carefully read the operating manual, and operate in strict accordance with the safety instructions to reduce the risk of burns, electrical shock, fire, injury to persons, exposed to overdose microwave radiation.

1. READ all instructions before using equipment.
2. This device must be grounded. The grounding wire must be connected to the appropriate grounding outlet seat (see "Electrical connection");
3. Do not operate the equipment by minors;
4. Read and follow the instructions relating to "Guard against high-intensity microwave radiation".
5. Do not remove the cover;
6. Do not remove the parts installed in the interior of the oven;
7. Strictly follow the installation instructions provided on the device to perform the installation and positioning;
8. Only qualified personnel can undertake the maintenance of the equipment. Please contact authorized service providers for equipment inspection, repairs or adjustments
9. Please stop using the oven when the following occurs: The power cord damage / abnormal operation / failure and stop;
10. Do not put the power cord or plug in water, and not close to a heat source.
11. Do not hang the power cord in the sharp edges of the table and cannot be pinched by objects;
12. If there is any damage in the power cord, please ask a qualified technician for service to change
13. Suitable containers are only allowed to be used in the microwave oven.
14. Do not use this oven for heating liquids or other food with a closed container such as glass bottles and eggs in order to avoid bursting.
15. DO NOT USE THIS DEVICE WITHOUT LOADING.
16. Do not block the vents, cooling vents, filters and steam ports;
17. Do not put the oven near water and cannot be use the oven in wet areas;

**safety**

18. To avoid the risk of fire in the oven chamber. Do not **a)** over-baked; **b)** store things in oven chamber; **c)** before putting the paper or plastic bags into the chamber, all metal seals need to be removed and pay attention to the oven operation; **d)** If the items in oven catch fire, do not open the door, shut down device, cut off the oven power supply;
19. When the liquid food is heated above the boiling point, the surface of the liquid does not always occur boiling. The boiling bubble is rarely been seen under normal circumstances when removing the container from the microwave oven. But shaking the container or putting spoon into the liquid, the liquid will boil violently and overflow. It is very easy to get burnt when this happen.
20. When picking and putting hot drink, food or containers, please pay attention to avoid burns;
21. Do not damage the control panel, door, door seals and other parts, if the door seal is damaged, please ask the qualified service technician for repair;
22. Do not hang clothes or wash cloth in any part of the oven.
23. Before heating the liquid food by using microwave or combined function, stir the food in advance to avoid violent boiling.
24. Baby milk bottles and container of the baby food should not be put into oven for heating;
25. Do not heat wine, such as brandy, rum or any other foods containing alcohol to avoid overheat and fire.
26. Oven could not make fried food;
27. Untrained person should not operate the oven without supervised;
28. CHILDREN SHOULD BE SUPERVISED to ensure that they DO NOT play with the appliance.

---

### 3. Security mechanisms to be

**followed**

 **Please read this instruction carefully before operation**

1. Same as other electric appliance, this product needs an overall checking of electric wiring connection at least once every year;
2. Follow cleaning chapter in this manual to clean chamber and door seal frequently, in order to prevent potential fires and leaking hazards;
3. Shut down oven every day after use;
4. Cannot be used for drying cotton and linen;
5. Prevent food catching fire in the chamber while cooking;
6. Transfer food from flammable packages to microwave/oven safe containers before heating;
7. Open its package before heating
8. Egg with shell and other sealed food cannot use this product to heat up otherwise it will have danger of explosion;
9. Food with skin, like potato, apple, sausage, etc. Users should pierce holes or makes cuts on skin before heating by this product.
10. Do not heat the food in the completely sealed container, because the steam generated by heating will cause the container to explode;
11. Remove excess grease during the grilling process or when removing food containers from the oven;
12. If accident arise, glass container has broken in oven, must check and discard the food if unsure;
13. Under any of following circumstance, DO NOT use this oven: door is stuck, cannot close properly/ door body, hinge, clasp or door seal, CANNOT operate WITHOUT food loading



**If there is smoke**

- Shut down the oven
- Cut down main power supply
- Do Not open the door, let fire extinct in the chamber due to lack of oxygen

### 3.1 Chart of Suitable Containers

Manufacturer will list a few containers that allowed under specific conditions below, please check carefully and be aware before use.

| Heat-resistant containers                               |   |                                                                                                          |
|---------------------------------------------------------|---|----------------------------------------------------------------------------------------------------------|
| Tempered glass                                          | √ | Containers with metal ornaments<br>CANNOT be used                                                        |
| Glass ceramics                                          | √ |                                                                                                          |
| Ceramic (enamel, pottery, ceramics)                     | √ |                                                                                                          |
| Metal plate                                             |   |                                                                                                          |
| Metal plate (cannot use all the other metal containers) | X | DO NOT USE METAL CONTAINER.                                                                              |
| Plastic containers                                      |   |                                                                                                          |
| Special plastic containers suitable for oven use        | √ | Not able to be used when temperature reach a certain heat.<br>Please refer to the manual of manufacturer |
| Tableware                                               |   |                                                                                                          |
| Do not use flammable container(paper /cardboard)        | X |                                                                                                          |
| Foil Paper                                              | X |                                                                                                          |
| Other containers                                        |   |                                                                                                          |
| Sealing tap, label                                      | X | When heating, you cannot have any cooking utensils inside the oven.                                      |
| Tableware                                               | X |                                                                                                          |
| Temperature Sensor                                      | X |                                                                                                          |

### 3.2 Handle the device correctly



**Correct method of product disposal (recycling of electronic and electrical products). What is adopted in the EU and other European countries is a waste sorting and recycling system.**

If the symbol to the left appears on the product or on the description, it means that the product cannot be disposed of with other household waste at the end of its useful life. To prevent possible harm to the environment or personal safety caused by uncontrolled waste disposal, please recycle this type of waste separately from other waste to promote recycling of resources. Home users can consult the retailer that sold this product or the relevant local government department for an environmentally recycling method for this product. Commercial users need to consult the supplier and check the relevant terms of the purchase contract, this product can not be disposed of with other commercial waste.

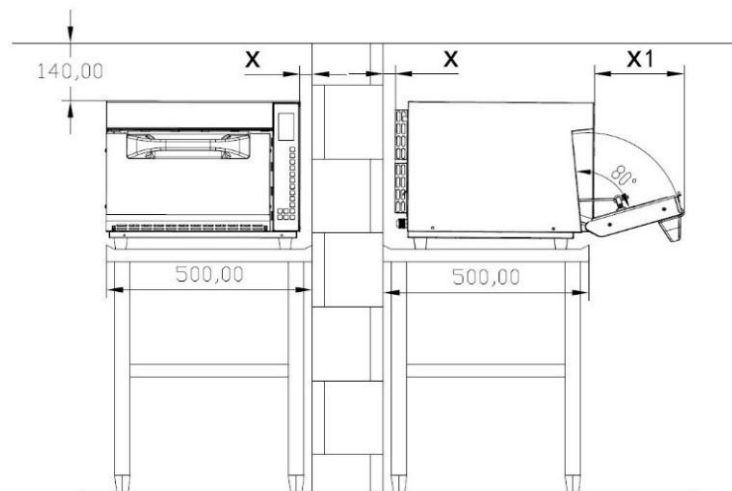
---

## 4. Installation

### 4.1 Receipt Note:

1. Upon receipt, check whether there is any significant damage on appearance. If yes, contact with Transport Company.
2. Open the package, tear off/remove the stainless steel protective film from the unit. Then dispose the package waste in a proper way.

### 4.2 The location and position of the oven



1. Choose a location far away from heat. Do not place the oven near fryer, Griddle, etc. If the heat sources are next to the oven, a heat shield must be set to over the top of the oven.
2. Place the oven in a non-slip, non-flammable platform, the platform shall be horizontal, stable, and can support the weight of the entire oven. A clearance around the oven must be at least 30 mm (X) and top clearance must be at least 140mm for dissipating the heat of the oven.
3. In front of the oven there should be sufficient distance (X1) for the door opening.
4. **Air inlet is underneath the oven door, the temperature into the oven is as low as possible, it is very important. If the inlet air is preheated by stove, oven, griddle, fryer, etc. It will reduce the performance of the oven, thereby shortening the life of the oven.**
5. Except to the label pasted by the manufacturer and labels allowed to be pasted by the manufacturer, do not attach any stickers or labels on the oven.

## CAUTION!

1. Handle the oven properly, complying with national or local regulations regarding handling heavy objects, **DO NOT CARRY THE DOOR HANDLE AS THE FOCAL POINT**. Otherwise it will damage the oven or cause injury. Our company will not be liable for any claims arising from falling of the oven, and not responsible for such injury that may cause.
2. When the oven not being used, cut off the power supply, store the oven in a dry, cool place, do not stack up the oven.

## 4.3 Power supply installation

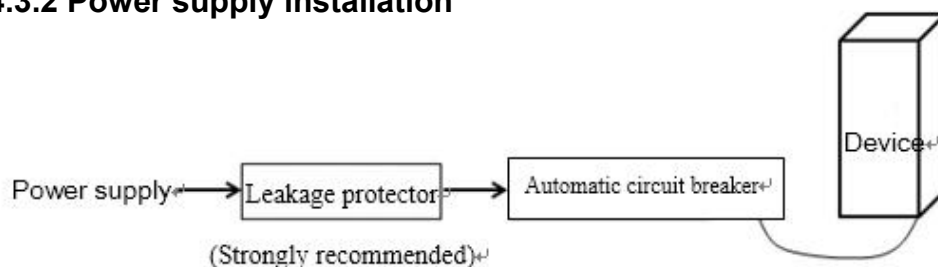
### 4.3.1 Power supply

**Strongly recommend oven installs circuit breaker and leakage protector, and the decoupling current of the leakage protector cannot be less than 30 mA.**

At least choose electrical signal sensitive standard type (B class standard) circuit breaker. Jump signal will occur when user open a freezer, fridge and other appliance (includes microwave). Strongly recommend Circuit Breaker (C class standard), which is designed for products like this oven. While there are many ovens, each must connect to a suitable capacity Circuit Breaker

This product adopts EN61000-3-11 standard. It might interfere power supply system, so acquire permission of power supply department before connecting. If necessary, use low-impedance power supply.

### 4.3.2 Power supply installation

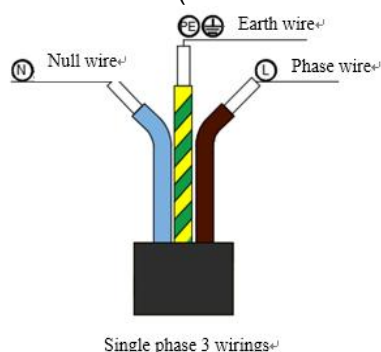


Connect the device to the automatic circuit breaker first and then to the power supply, see the diagram above.

### 4.3.3 Single phase

The connection of single-phase power supply is shown in the picture.

The circuit breaker (Class C standard) has a rated current of more than 20A.





When connecting the power cord, make sure the connection of each core wire is firm and the power cord is locked tightly. Even if the power cord is affected by external forces, the wiring terminals should not be loose, otherwise it may cause danger. The supply cord shall be oil-resistant sheathed cable, not lighter than that of ordinary neoprene or other equivalent synthetic rubber sheathed cord (YZW). If the power cord is damaged, it must be replaced with one of the same specifications



If the power supply is outside, please pay attention to the water proof and dust proof measures



To avoid the risk due to worn power cord, bushing must be installed at the outlet of the power cord and at the hole through which the power cord passes



This product must be grounded, or it may cause electric shock or even death.  
The electrical wiring of the equipment must be connected to a separate power supply according to the electrical parameter of the device by a qualified electrical technician.  
Each device must be fitted with a double-way insulated switch with an appropriate rated capacity and contact spacing more than 3mm.



When connecting the ground wire, ensure that the power cord is connected to the ground wire terminal when acted upon by external forces. There is a ground bolt in the electrical box of the appliance, see the common symbol above.



#### **Equipotential**

The appliance is equipped with an equipotential connection bolt to which a balanced connection lead must be connected to provide adequate protection against potential differences. This bolt is located at the rear of the appliance and has the following generic symbol next to it.



When the length of the power cord is insufficient, please REPLACE with a new power cord with sufficient length. DO NOT CONNECT TWO POWER CORDS TOGETHER FOR EXTENSION



Connecting the equipment appliance to the wrong power source can damage the appliance and void the warranty.

The electrical connections of this appliance must comply with local and national laws and regulations.

**Consult a qualified electrician if doubt exists on electric connection.**

---

## 5. Device parameters

### 5.1 Product parameters table

|                                |                                      |
|--------------------------------|--------------------------------------|
| <b>Model</b>                   | <b>NP-MWO</b>                        |
| <b>Dimension(mm)</b>           | <b>470x543x360</b>                   |
| <b>Chamber(mm)</b>             | <b>260x200x80</b>                    |
| <b>Capacity(L)</b>             | <b>4</b>                             |
| <b>Net Weight(KG)</b>          | <b>37</b>                            |
| <b>Voltage(V)</b>              | <b>208-240V</b>                      |
| <b>Frequency</b>               | <b>50/60Hz</b>                       |
| <b>Rated Power(kW)</b>         | <b>3.3</b>                           |
| <b>Controller</b>              | <b>Digital CTL+3" screen</b>         |
| <b>Menu Storage</b>            | <b>10</b>                            |
| <b>Cooking stage</b>           | <b>3</b>                             |
| <b>Cooking Mode</b>            | <b>Heat radiation + microwave</b>    |
| <b>*Microwave power (kW)</b>   | <b>1.5</b>                           |
| <b>Heat radiant power (kW)</b> | <b>1.7 kW (Upper 1.0+ Lower 0.7)</b> |
| <b>Microwave range</b>         | <b>ON / OFF</b>                      |
| <b>Heat radiant grades</b>     | <b>High / Low / Off</b>              |
| <b>IP Rating</b>               | <b>IPX3</b>                          |
| <b>Max. Temperature</b>        | <b>250°C</b>                         |
| <b>Power cord</b>              | <b>3*1.5 mm<sup>2</sup></b>          |

\* Microwave power output approximate device nameplate

## 6. Features

1. Digital CTL+3" screen. Please see "7. Operation instruction" chapter

After connecting the product power cord, the 3-inch display will light up with two buzzes;

Notice: Turn off switch on screen does not mean cut off internal power supply;

2. USB connector

Easy to alter menus in product, there is a USB connector underneath the front door;

3. Power cord

The power cord is located on the back of the oven, single phase three wire with plug.

4. Rating plate

Locate at the back, it contains product model, series number, and power specification;

5. The vent

Locate at the back. The air flow is used to cool the internal components. Do not block the vent, it won't cause the microwave leakage into the environment.

---

6. The upper heating element

Located at the top of the chamber, the normal operation will produce high temperature, pay attention to prevent from getting scalded, DO NOT TOUCH!

7. The lower heating element

Located at the bottom of the bore, the normal operation will produce high temperature, pay attention to prevent from getting scalded, DO NOT TOUCH!

8. Chamber grill rack

It can be linked in and out of the chamber when the door is opened and closed, and the food can be pushed or pulled out of the chamber. It can also be taken out independently. It is a movable hook structure, and can be washed in the dishwasher.

9. Door

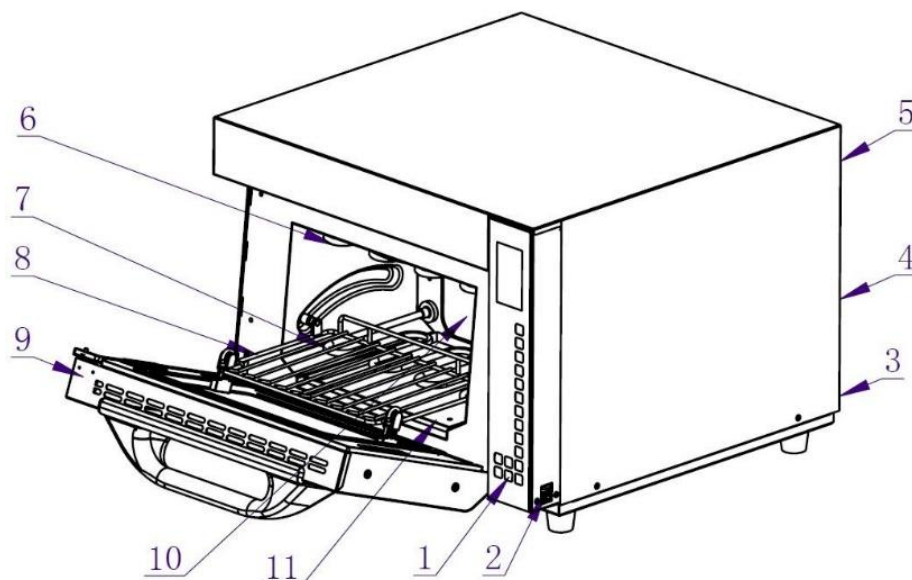
The door body is equipped with four safety interlocking micro-switches, which have the function of well-made and preventing energy loss. Do not place heavy objects on the door, please keep the door body clean (see "Cleaning" section). Pull down to the outside of the oven to open the oven door.

10. Chamber

The chamber is made of stainless steel and should be cleaned in strict accordance with the guidelines in the "Cleaning and Maintenance" section of this manual.

11. Enamel catching pan

Located below the chamber grill rack and lower heating element, it is used to catch food debris and oil stains falling on the grill rack, and can be removed and cleaned in the dishwasher.



---

## USB port location

It locates underneath the control panel.

### Step 1: Take off air filter

Move the small handle on the air filter upward to see the USB port;



### Step 2: Insert the USB

Insert USB to download or update recipes, pictures, etc.



## 7. Operation Instruction

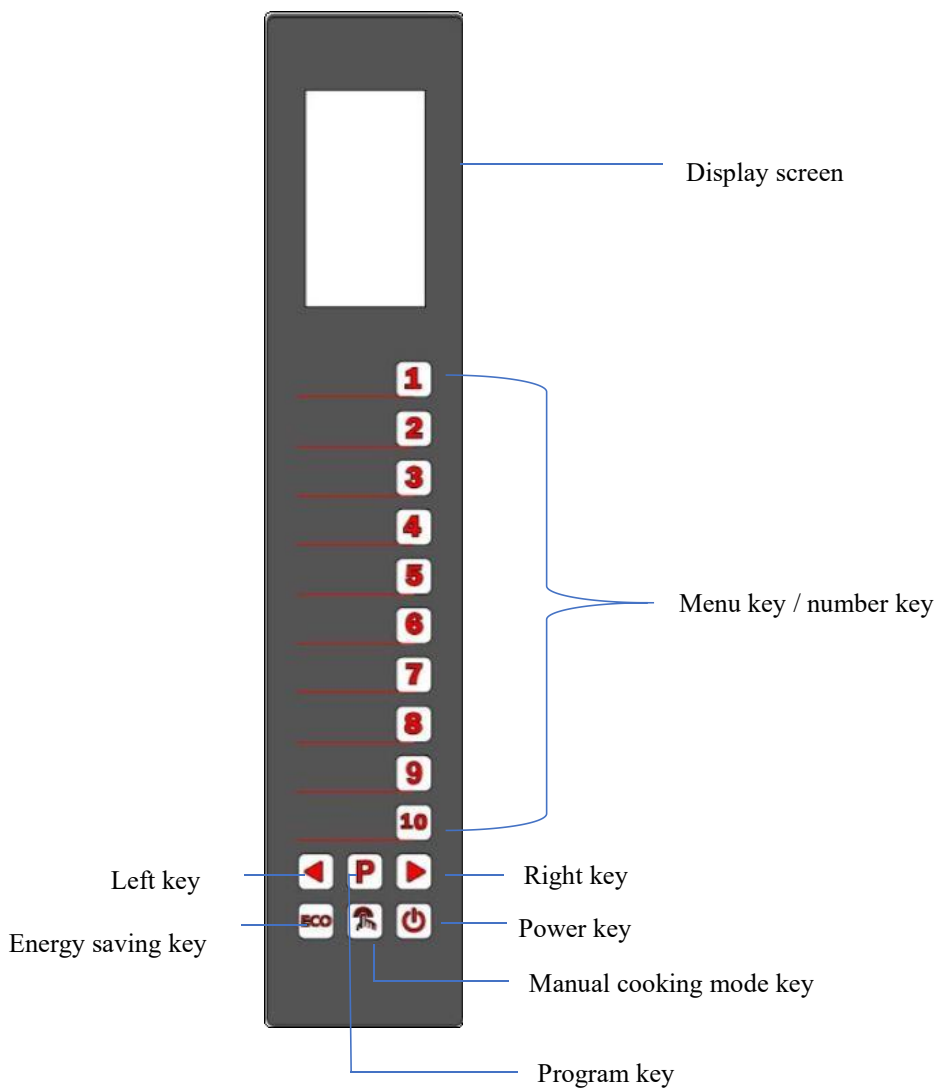
### 7.1 Power Connection

| Steps | Action                 | Reference                                                                           | Details                                                                                                  |
|-------|------------------------|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|
| 1     | Connect to main power  |  | Single phase 3 wirings                                                                                   |
| 2     | Switch on power button |  | After the power is turned on, the display screen light on refer to the figure, accompanied by two buzzes |

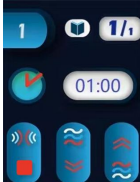
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## 7.2 Operation interface

### 7.2.1. Interface



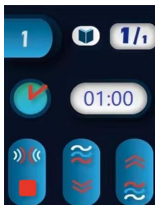
### 7.2.2. Common displays

| Displays                                                                           | Description and function                                                                                                                                                   |
|------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   | Power Off<br>(Long press the right button on the shutdown interface to set the preheating temperature, press the digital key to enter, click the program key to determine) |
|   | Rapid preheating                                                                                                                                                           |
|  | Ready to cook                                                                                                                                                              |

### 7.2.3. Menu programming

After power-on, long press the power button to enter the preheating, and enter the cooking interface when the preheating temperature is reached. Then long press the program button to enter the menu setting

For example, set menu number 1:

| Step | Action                                                                                                                                                                                             | Displays                                                                            | Instruction                                                                                                                                                                                          |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Long press  for 3 seconds                                                                                       |  | The number  in the upper left corner of the screen flashes, indicating that the menu Settings have been entered |
| 2    | Press Menu key  /Number key  |                                                                                     | Select the menu to set (1-10)                                                                                                                                                                        |
| 3    | Press                                                                                                           |  | When the time flashes, enter a number to set the cooking time for this section of the menu                                                                                                           |

|   |                                                                                           |                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                 |
|---|-------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4 | Press    | <p>Figure 1 </p> <p>Figure 2 </p>                                                                                                        | Select the microwave switch (click right key to switch the switch state; Figure 1 is on, Figure 2 is off)                                                                                                                                                                                                                                       |
| 5 | Press    | <p>Figure 1 </p> <p>Figure 2 </p> <p>Figure 3 </p>      | The setting of strong mode and weak mode of the upper heating tube (press the left button to return to the previous setting step; Press the right button to switch off/weak/strong mode; Figure 1 is off, Figure 2 weak mode, Figure 3 strong mode)                                                                                             |
| 6 | Press  | <p>Figure 1 </p> <p>Figure 2 </p> <p>Figure 3 </p> | Setting the strong mode and weak mode of the lower heating tube (press the left button to return to the previous setting step; Press the right button to switch off/weak/strong mode; Figure 1 is off, Figure 2 weak mode, Figure 3 strong mode)                                                                                                |
| 7 | Press  |                                                                                                                                                                                                                         | <p>Enter the menu Settings in the next stage. You can set a total of three stages. For details about the menu Settings, see Step 3-6</p> <p>※ It is recommended to use a three-stage heating procedure when baking food with this device, which has a better effect (avoid turning on the microwave in the whole process of one procedure).</p> |

|   |                                                                                         |                                                                                   |                                                                                                                                          |
|---|-----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| 8 | Press  |  | After finishing setting menus,<br>long press  to save |
|---|-----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|

## 7.2.4. Menu cooking

After preheating, put in the food and then press any menu key for more than 0.5s to start cooking (**DO NOT** start cooking without food in the oven), such as cooking menu 1:

| Step | Action                                                                                                              | Displays                                                                            | Instruction                                                                                                                      |
|------|---------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| 1    | Press                              |                                                                                     | After pressing menu 1, the time starts to count down. During cooking, press the power button to cancel cooking                   |
| 2    | Open the door or press Menu key  |  | It will ring three times when cooking is finished, and will interrupt cooking if you open the door or press the cooking menu key |

## 7.2.5. Import & Export Recipes

Importing the recipe to the device using USB as follows:

| Step | Action                                                                                                                 | Displays                                                                            | Instruction                                             |
|------|------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------|
| 1    | Hold the key  in the shutdown state |  | The screen displays “import recipe” and “export recipe” |

|   |                                                                                         |                                                                                   |                                         |
|---|-----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------|
| 2 | Press  |  | Importing recipe                        |
| 3 | (Wait for a while...)                                                                   |  | Importing completed, safe to remove USB |

Exporting the recipe by using USB as follows:

| Step | Action                                                                                                                 | Displays                                                                            | Instruction                                             |
|------|------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------|
| 1    | Hold the key  in the shutdown state |   | The screen displays “import recipe” and “export recipe” |
| 2    | Press                               |  | Exporting recipe                                        |
| 3    | (Wait for a while...)                                                                                                  |  | Exporting completed, safe to remove USB                 |

### 7.2.6. Manual mode for setting and cooking

Press and hold the manual cooking mode button to enter the menu Settings. After the Settings are completed, put the food in the menu and then press the manual mode cooking button to start cooking (**DO NOT** start cooking without food in the oven).

| Step | Action                                                                                        | Displays                                                                          | Instruction                                                                                                                                              |
|------|-----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Long press   |  | The upper left corner shows  means the oven is in manual cooking mode |
| 2    | Press        |                                                                                   | Manual mode menu Settings are the same as menu programming steps 3-6                                                                                     |
| 3    | Press        |                                                                                   | Setup complete                                                                                                                                           |
| 4    | Press  again |                                                                                   | Start cooking the menu in manual cooking mode. During cooking, you can press the Power button to cancel cooking                                          |

### 7.2.7. Energy saving mode

In the preheating process and cooking interface, press the energy saving key to enter the energy saving mode, and then press the energy saving key to exit the energy saving mode; In the energy saving mode, long press the right button to set the energy saving temperature, and then press the program key to confirm. The energy-saving mode is shown as shown in Figure 1 below, and the energy-saving temperature setting is shown as shown in Figure 2 below:



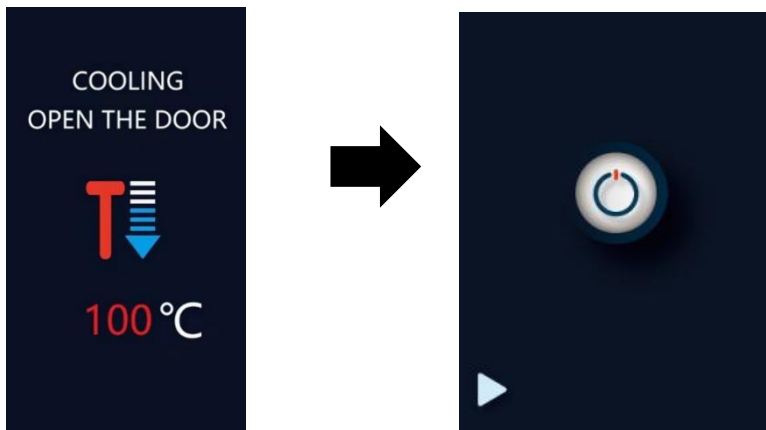
Figure 1



Figure 2

### 7.2.8. Shutdown and exit

When the device is not in use, long press the key  to exit cooking and prompt to open the door for heat dissipation. After the heat dissipation is completed, return to the boot screen, the display process is as follows:



※This device can not cook pure meat, fish and frozen foods, otherwise it will cause equipment failure.

※ The maximum height of the foods is 80mm;

## 8. Cleaning

### 8.1 Cleaning instruction

⚠ WARNING: MAKE SURE APPIANCE IS UNPLUGGED AND COOLDOWN BEFORE CLEANING

⚠ Warning: Must have cool down process for oven and components before cleaning, otherwise it will cause burn injury

#### 8.1.1 Rapid cool down method



When cooking finished, long press key, prompting the door to open heat dissipation;

⚠ **Note!** Do not clean oven during its cooling. The whole process approximately requires 30 minutes.

⚠ **Warning:** The maximum temperature of this oven can be up to 280 °C, if not proper cooling might cause body injuries.

#### 8.1.2 Cleaning tools

In order to ensure oven's high efficiency, Chamber, Door and Chamber grill rack need to keep cleaned every day.

Daily cleaning can make sure it reach hygiene standard, keep equipment intact, improve operating efficiency and extend life of the unit.



---

### Cleaning tools

Non-corrosive oven use cleanser, heatproof gloves, rubber gloves, non-abrasive nylon scrub pad, cleaning cloths and rags, goggles and dust masks

**Caution:** When cleaning the oven, please wear rubber gloves. Do not use sharp tools and strong abrasive cleaning on any part of the oven.

### 8.1.3 Chamber grill rack & catch pan

Chamber grill rack, chamber enamel catch pan can be removed separately from the oven and can be cleaned in the dishwasher.



**Caution:** DO NOT use caustic cleanser on any parts of the oven, if not it will result in permanent damage to this oven.

## 9. Trouble shooting

Although we have made every effort to ensure the continuous and efficient operation of your equipment, failure is inevitable. Before calling the fault repair service, check it according to the following table, some problems are very easy to eliminate.

| Symptom                                           | Possible reason                                                               | Treatment                                                            |
|---------------------------------------------------|-------------------------------------------------------------------------------|----------------------------------------------------------------------|
| Oven has not electricity                          | Main power is disconnected                                                    | Turn on the main power and restart the oven                          |
|                                                   | Oven plug cord has not plug in                                                | Check if it is plugged in                                            |
|                                                   | Hi-limiter is tripped                                                         | Hi-limiter locates at the back of oven, reset it and reboot the oven |
| Oven does not heat up                             | The door is not closed properly.                                              | Clear barrier, close the door properly.                              |
|                                                   | Does not switch on oven                                                       | Switch on oven and heat up                                           |
| Close door but it still pop up "Door Open" notice | Food block the door from closing                                              | Clean barrier, close the door properly.                              |
|                                                   | Did not close the door properly                                               | Repeat open and close to check if it is properly close               |
|                                                   | Door interlock switch is malfunction                                          | Call for service support                                             |
| The foods are not cooked well or up to standard   | Oven is dirty (a lot grease, carbon and food debris will wear down microwave) | Follow cleaning instruction to clean up                              |

|                                   |                                                                                          |                                                                                                                                                         |
|-----------------------------------|------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                   | Choose wrong menu                                                                        | Check if have chosen the correct menu or program (3-stages-menus is recommended for cooking)                                                            |
|                                   | Food was not at the right initial condition (Frozen or chilled)                          | Make sure it is at the suggested condition before put into oven                                                                                         |
|                                   | Food SPEC is not correct                                                                 | Ensure food weight and size are standard                                                                                                                |
| Shown temperature probe is broken | Temperature probe is malfunction                                                         | Call for service support                                                                                                                                |
| Cooking temperature is low        | Check the inside wall of the oven chamber and the surface of the heater for food residue | Cleaning daily to ensure they are not blocked, no food residue attached on the heater<br>⚠️ Note: there is no warranty for glass or ceramic oven parts. |
|                                   | Oven did not heat up completely                                                          | Heat up oven to preset temperature and leave it idle for 5 minutes                                                                                      |
|                                   | Heating element is malfunction                                                           | Call for service support                                                                                                                                |
| Magnetron is too hot              | Cool air did not enter into oven                                                         | Remove substance and dust that are blocking at inlet                                                                                                    |