

# Microwave Oven

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## Simple User manual

- For full manual (in English, Spanish and French), Scan QR code or access online at <https://www.samsung.com>



Scan this with your smartphone.



**SAMSUNG**

## IMPORTANT SAFETY INSTRUCTIONS

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### imagine the possibilities

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Thank you for purchasing this Samsung product.

If you should experience a problem not covered in TROUBLESHOOTING, please visit our website at [www.samsung.com/us/support](http://www.samsung.com/us/support), [www.samsung.com/ca/support](http://www.samsung.com/ca/support), [www.samsung.com/ca\\_fr/support](http://www.samsung.com/ca_fr/support) for additional information. [Samsung Contact Center: 1-800-SAMSUNG (726-7864)]

### Microwave Hood Combination Safety

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**Your safety and the safety of others are very important.**

We have provided many important safety messages in this manual and on your appliance. Always read and obey all safety messages.

#### WARNING

Hazards or unsafe practices that may result in **severe personal injury or death**.

#### CAUTION

Hazards or unsafe practices that may result in **minor personal injury or property damage**.

All safety messages will tell you what the potential hazard is, tell you how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.

## SAVE THESE INSTRUCTIONS

## PRECAUTIONS TO AVOID POSSIBLE EXPOSURE TO EXCESSIVE MICROWAVE ENERGY

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- A. Do not attempt to operate this oven with the door open since open-door operation can result in harmful exposure to microwave energy. It is important not to defeat or tamper with the safety interlocks.
- B. Do not place any object between the oven front face and the door or allow soil or cleaner residue to accumulate on sealing surfaces.
- C. Do not operate the oven if it is damaged. It is particularly important that the oven door close properly and that there is no damage to the:
  - 1) Door (bent),
  - 2) Hinges and latches (broken or loosened),
  - 3) Door seals and sealing surfaces.
- D. The oven should not be adjusted or repaired by anyone except properly qualified service personnel.

### FCC STATEMENT

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#### WARNING

This device complies with part 18 of the FCC Rules.

### CALIFORNIA PROPOSITION 65 WARNING (US ONLY)

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#### WARNING

Cancer and Reproductive Harm - [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).

### PACEMAKERS

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Consumers with pacemakers should consult their physicians if they have concerns regarding use of this product.

## IMPORTANT SAFETY INSTRUCTIONS

When using electrical appliances basic safety precautions should be followed, including the following:

### **▲ WARNING**

To reduce the risk of burns, electric shock, fire, injury to persons, or exposure to excessive microwave energy:

- Read all instructions before using the microwave oven.
- Read and follow the specific “**PRECAUTIONS TO AVOID POSSIBLE EXPOSURE TO EXCESSIVE MICROWAVE ENERGY**” on this page.
- The microwave oven must be grounded. Connect only to a properly grounded and installed outlet. See “**GROUNDING INSTRUCTIONS**” in this manual and in the provided Installation Instructions.
- Install or locate the microwave oven only in accordance with the provided Installation Instructions.
- Some products such as whole eggs in the shell and sealed containers - for example, closed glass jars - can explode if heated rapidly and should never be heated or cooked in a microwave oven.
- As with any appliance, close supervision is necessary when it is used by children.
- Use the microwave oven only for its intended purpose as described in this manual. Do not use corrosive chemicals or vapors in the microwave oven. This type of oven is specifically designed to heat, cook, or dry food. It is not designed for industrial or laboratory use.
- Do not operate the microwave oven if it has a damaged cord or plug, if it is not working properly, or if it has been damaged or dropped.
- The microwave oven should be serviced only by qualified service personnel. Call an authorized service company for examination, repair, or adjustment.

- To reduce the risk of fire in the oven cavity:
  - Do not overcook food. Carefully watch the microwave oven when paper, plastic, or other combustible materials are placed inside the oven to facilitate cooking.
  - Remove wire twist-ties from paper or plastic bags before placing bags in oven.
  - If materials inside the oven ignite, keep oven door closed, turn oven off, and disconnect the power cord, or shut off power at the fuse or circuit breaker panel.
  - Do not use the cavity for storage. Do not leave paper products, cooking utensils, or food in the cavity when not in use.
- Liquids, such as water, coffee, or tea can overheat beyond the boiling point without appearing to boil. Visible bubbling or boiling when the container is removed from the microwave oven is not always present. **THESE VERY HOT LIQUIDS CAN SUDDENLY BOIL OVER WHEN THE CONTAINER IS DISTURBED OR A SPOON OR OTHER UTENSIL IS INSERTED INTO THE LIQUID.**
- To reduce the risk of injury to persons when heating liquids:
  - Do not overheat the liquid.
  - Stir the liquid both before and halfway through heating it.
  - Do not use straight-sided containers with narrow necks.
  - After heating, allow the container to stand in the microwave oven for a short time before removing the container.
  - Use extreme care when inserting a spoon or other utensil into the container.
- Clean Ventilating Hoods Frequently - Grease should not be allowed to accumulate on hood or filter.
- Use care when cleaning the vent-hood filter. Corrosive cleaning agents, such as lye-based oven cleaners, may damage the filter.

## SAVE THESE INSTRUCTIONS

- Do not cover or block any openings on the microwave oven.
- Do not store this microwave oven outdoors. Do not use the microwave oven near water - for example, near a kitchen sink, in a wet basement, or near a swimming pool, or similar locations.
- Do not immerse the cord or plug in water.
- Keep the cord away from heated surfaces.
- Do not let the cord hang over the edge of a table or counter.
- When cleaning surfaces of the door and oven that come together when you close the door, use only mild, nonabrasive soaps, or detergents applied with a sponge or soft cloth.
- Do not put paper products (paper plates, etc.) into the microwave oven when it is operated in toaster mode.
- Oversized foods or oversized metal utensils should not be inserted into the microwave oven as they may create a fire or risk of electric shock.

#### CAUTION

- See door surface cleaning instructions in the “**Microwave Oven Care**” section.
- Do not clean with metal scouring pads. Pieces can come off the pad and touch electrical parts creating a risk of electric shock.
- This microwave oven is suitable for use above both gas and electric cooking equipment.
- You can install this microwave oven above ranges with a maximum width of 36” (91.44 cm).
- Do not place any materials, other than manufacturer’s recommended accessories, in this oven when not in use.
- Do not store anything directly on top of the microwave oven when the microwave oven is in operation.
- Do not cover racks or any other part of the oven with metal foil. This will cause overheating of the oven.

- Dishes and containers can become hot during cooking. Handle with care.
- Hot foods and steam can cause burns. Carefully remove container coverings, directing steam away from your hands and face.
- Remove lids from baby food before heating. After heating baby food, stir well to distribute the heat evenly. Always test the temperature by tasting before feeding the baby. The glass jar or surface of the food may appear to be cooler than the food in the interior, which can be so hot that it will burn the infant’s mouth. Always follow the manufacturer’s directions for use on the container.
- Do not put your face or body close to the appliance while cooking or when opening the door just after cooking.
  - Take care that children do not come too close to the appliance.
  - Failing to do so may result in children burning themselves.
- Keep children away from the door when opening or closing it as they may bump themselves on the door or catch their fingers in the door.
- Do not try to preheat the oven or operate it while empty.
- Do not cook without the glass tray in place on the oven floor. Food will not cook properly without the tray.
- Do not use sealed containers. Remove seals and lids before use. Sealed containers can explode due to buildup of pressure even after oven has been turned off.
- When flambeing foods under the hood, turn the fan on.

## SAVE THESE INSTRUCTIONS

# Electrical Requirements

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Observe all governing codes and ordinances.

## Required:

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- A 120 Volt, 60 Hz, AC only, 15- or 20-amp electrical supply with a fuse or circuit breaker.

## Recommended:

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- A time-delay fuse or time-delay circuit breaker.
- A separate circuit serving only this microwave oven.

## GROUNDING INSTRUCTIONS

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For all cord connected appliances:

The microwave oven must be grounded. In the event of an electrical short circuit, grounding reduces the risk of electric shock by providing an escape wire for the electric current.

The microwave oven 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.

### WARNING

Improper use of the grounding plug can result in a risk of electric shock. Consult a qualified electrician or serviceman if the grounding instructions are not completely understood, or if doubt exists as to whether the microwave oven is properly grounded.

Do not use an extension cord. If the power supply cord is too short, have a qualified electrician or serviceman install an outlet near the microwave oven.

**Plug into a grounded 3 prong outlet only.**

**Do not use an adapter.**

# Settings

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## Set Time/Date

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The Clock is a 12 or 24-hour clock. Use System Settings to change the mode.

### ME11A7710D\*

- Set Time: Touch **More Functions** button, select Set Time, enter current time, select AM or PM and then touch **OK** button.
- Set Date: Touch **More Functions** button, select Set Date, enter today's date and then touch **OK** button.

### ME11A7510D\*

- Set Time: Touch and hold **Clock** button for 3 seconds, enter current time, select AM or PM by touching **Clock** button and then touch **OK** button.

## Child Lock

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Activate to avoid unintended start.

**ME11A7710D\***: Touch **More Functions** button, select Lock and then touch **OK** button. Touch and hold **More Functions** button to deactivate.

**ME11A7510D\***: Touch and hold **Lock** button for 3 seconds. Repeat again to deactivate.

## Eco Mode

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Eco Mode reduces standby power usage. When you touch the **STOP Eco** button once, the display will go out and the microwave shifts to the mode which minimizes power usage. To cancel the **Eco Mode**, touch any other button.

## Smart Control

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To use the OTR's Smart Control, you must download the SmartThings app to a mobile device and follow the app's on-screen instructions. Functions that can be operated using the SmartThings app may not work smoothly if communication conditions are poor or the oven is installed in a place with a weak Wi-Fi signal.

## How to connect the microwave oven

1. Download and open the SmartThings app on your smart device.
2. Follow the app's on-screen instructions to connect your microwave oven.
3. To operate smart control function from the microwave oven, touch and hold **OK** button for 3 seconds.
4. Once the process is complete, the  icon appears on your microwave oven display and the app will confirm you are connected.
5. If the connection icon does not turn on, follow the instruction on the app to reconnect.



Microwave Oven remote control using the SmartThings app	
Microwave Oven Monitoring	• Check the status of the microwave oven
Microwave Oven Remote Control	• Remotely control vent fan speed/cooktop lamp

#### NOTE

- The SmartThings app may not run properly in areas where there is wireless interference.
- The microwave oven will continue to operate even if the Wi-Fi connection is lost.
- Some remotely controlled functions are restricted for safety reasons.
- On iOS devices, when you enter Eco mode or tap the Home button, the Wi-Fi connection can be lost and you may have to reconnect.
- The image can be different from the actual shape.

## Voice Control

To use the microwave oven's Voice Control function, you need Bixby / Amazon Alexa App / Google Assistant App on your mobile device. Check the web manual on the SAMSUNG web site for the voice command.

## System Settings

Settings for the following may be changed. Check the web manual on the SAMSUNG web site for detail System Settings descriptions.

### ME11A7710D\*

Touch and hold **More Functions** button, select a function you want to customize and then change the setting. (Wi-Fi / Screen time out / Time format / Weight unit / Remind end signal / Daylight saving time / Filter remind / My pattern / Demo mode / Reset)

- Sound: Touch **More Functions** button, select Sound and then change the option.

### ME11A7510D\*

Touch **Settings** button, select a function you want to customize, touch **OK**, touch number **1** or **2** to change the option and then touch **OK** button.

(Weight unit / Time format / Sound / Remind end signal / Daylight saving time / Demo mode / Filter remind / Wi-Fi)

# Features

## Kitchen Timer

The kitchen timer can be used as a simple timer in the kitchen.

**ME11A7710D\***: Touch **More Functions** button, select Timer, enter time, and then touch **OK** button.

**ME11A7510D\***: Touch  button, enter time and then touch **OK** button.

## Cooktop Light (High, Low and Off)

You can control light by touching  button. Low setting may be used as a night light.


## Turntable

The turntable may be turned off for manual cooking only. This is helpful when the plates are bigger than the turntable, or when cooking with plates placed on side by side.

**ME11A7710D\***: Touch **More Functions** button, select Turn Table, change option and then touch **OK** button.

**ME11A7510D\***: Touch **Turntable On/Off** button.

## Vent Fan (Boost, High, Mid, Low and Off)

You can control vent fan speed by touching  button. The fan turns on automatically with low speed when the microwave senses heat from the cooktop below. When this occurs, the vent fan cannot be turned off. It may stay on for up to 1 hour to cool the microwave oven.

**Note**: The vent fan's speed may decrease when the oven's cooking function is activated.

# Cookware

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## Recommended cooking utensils

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- **Glass and glass-ceramic bowls and dishes** - Use for heating or cooking.
- **Microwavable plastic wrap** - Use to cover. Leave a small opening for steam to escape and avoid placing it directly on the food.
- **Wax paper** - Use as a cover to prevent spattering.
- **Paper towels and napkins** - Use for short-term heating and covering. They absorb excess moisture and prevent spattering. Do not use recycled paper towels, which may contain metal and can catch fire.
- **Paper plates and cups** - Use for short-term heating at low temperatures. Do not use recycled paper, which may contain metal and can catch fire.
- **Thermometers** - Use only those labeled "Microwave Safe" and follow all directions. Check the food in several places. Conventional thermometers may be used once the food has been removed from the oven.

## Limited use items

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- **Aluminum foil** - Use narrow strips of foil to prevent overcooking of exposed areas. Using too much foil can damage your oven, so be careful.
- **Ceramic, porcelain, and stoneware** - Use these if they are labeled "Microwave Safe". If they are not labeled, test them to make sure they can be used safely. Never use dishes with metallic trim.
- **Plastic** - Use only if labeled "Microwave Safe". Other plastics can melt.
- **Straw, wicker, and wood** - Use only for short-term heating, as they are flammable.

## Not recommended

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- **Glass jars and bottles** - Regular glass is too thin to be used in a microwave and can shatter.
- **Paper bags** - These are a fire hazard, except for popcorn bags that are designed for microwave use.
- **Styrofoam plates and cups** - These can melt and leave an unhealthy residue on food.
- **Plastic storage and food containers** - Containers such as margarine tubs can melt in the microwave.

## To Test If Cookware Is Microwave Safe

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**To Test Cookware/Dinnerware:** Place dish on turntable with 1 cup (250 mL) of water beside it. Program 1 minute of microwave cook time at 100 %.

If dish becomes hot and the water stays cool, do not use the dish in the microwave oven.

# Microwave Oven Use

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For list of preset programs, check web manual on SAMSUNG website.

## Popcorn

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**ME11A7710D\***: Touch **Popcorn** button and then touch **START** button. Sensor will sense the popcorn inside (3-3.5 oz).

**ME11A7510D\***: Touch **Popcorn** button, select the size of popcorn (**1** - 3.5 oz / **2** - 3.0 oz / **3** - 1.5 oz) and then touch **START** button.

## Reheat

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**ME11A7710D\***: Touch **Reheat** button, select food item and then touch **START** button. Sensor will sense the food inside.

**ME11A7510D\***: Touch **Reheat** button, select food item, select amount and then touch **START** button.

## Defrost

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Unwrap food. Touch **Defrost**, enter weight in pounds (0.1 - 6.0) or grams (100 - 2700), and then touch the **START** button. Turn over the food when the microwave oven beeps. Use System Settings to change the mode(pounds or grams).

## Sensor Cook

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**ME11A7710D\***: Select **Sensor Cook** from the display, select food item and then touch **START** button. Sensor will sense the food inside.

## Potato

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**ME11A7510D\***: Touch **Potato** button, select food item, select amount and then touch **START** button.

## Auto Cook

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**ME11A7710D\***: Select **Auto Cook** from the display, select food category, select food item, select amount and then touch **START** button.

**ME11A7510D\***: Touch **Auto Cook** button, select food category, select food item, select amount and then touch **START** button.

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## Microwave

Use **number pad** to enter cooking time. (For ME11A7710D\* model, you might need to select **Microwave** mode.) Touch **START** if you want to operate with High power level. If you want to set another power level, touch **OK** and touch **number pad** refer to the table below and then touch **START** button

No.	1	2	3	4	5	6	7	8	9	10
Power Level	10	20	30	40	50	60	70	80	90	100

For usage of multi-stage cooking, check the web manual on SAMSUNG website.

### +30sec

Touch **+30sec** in standby mode to add 30 seconds of microwave mode for 100% power level, or you can add 30 seconds of cooking time during any manual cooking mode by touching **+30sec** button. (For ME11A7710D\* model, you can add/reduce 10 seconds of cooking time by touching < or > button on manual cooking mode)

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## Microwave Oven Care

### General Cleaning

**IMPORTANT:** Before cleaning, make sure all controls are off and the microwave oven is cool. Always follow label instructions on cleaning products.

To avoid damage to the microwave oven caused by arcing due to soil buildup, keep cavity, microwave inlet cover, cooking rack supports, and area where the door touches the frame clean.

Clean with mild soap, water and a soft cloth or sponge, or as indicated below.

- Grease filters: mild soap and water.
- Door and exterior: mild soap and water, or glass cleaner applied to paper towel.
- Control panel: sponge or soft cloth and water.
- Stainless steel (on some models): mild soap and water, then rinse with clean water and dry with soft cloth, or use stainless steel cleaner.
- Turntable: mild soap and water or dishwasher.

### Replacing Filters and Light Lamps

- Grease filters: Remove grease filters from underside of microwave oven, and clean monthly.
- Charcoal filter: The charcoal odor filter is behind the grease filter at the bottom of the microwave oven. The charcoal filters cannot be cleaned, and should be replaced about every 6 months.
- Cooktop light: The cooktop light is located on the underside of the microwave oven, and is replaceable.
- Cavity light: The cavity light lamp is located under the vent cover at the top of the microwave oven, and is replaceable.

Do not use benzene, thinner or alcohol to clean your microwave oven.

- This may result in discoloration, deformation, damage, electric shock or fire.

Before cleaning or performing maintenance, unplug the appliance from the wall socket and remove food waste from the door and cooking compartment.

- Failing to do so may result in electric shock or fire.

Do not clean the appliance with a steam cleaner.

- This may result in corrosion.



# Troubleshooting

## Check points

If you encounter a problem with your oven, first check the table below and try the recommendations. If a problem persists, or if an information code keeps appearing on the display, contact a local Samsung service center.

Problem	Cause	Action
<b>General</b>		
The buttons cannot be touched properly.	Foreign matter may be caught between the buttons.	Remove the foreign matter and try again.
	For touch models: Moisture is on the exterior.	Wipe the moisture from the exterior.
	Child lock is activated.	Deactivate Child lock.
The time is not displayed.	Power is not supplied.	Make sure power is supplied. Confirm the microwave is plugged in. Check your fuses or circuit breakers.
	The Eco (power-saving) function is set.	Turn off the Eco function.
The oven does not work.	Power is not supplied.	Make sure power is supplied. Confirm the microwave is plugged in. Check your fuses or circuit breakers.
	The door is open.	Close the door and try again.
	The door open safety mechanisms are covered by foreign matter.	Remove the foreign matter and try again.
The oven stops while in operation.	The user has opened the door to turn food over.	After turning the food over, touch the <b>START</b> button again to start operation.

Problem	Cause	Action
The power turns off during operation.	The oven has been cooking for an extended period of time.	After the oven has cooked for an extended period of time, let the oven cool.
	The cooling fan is not working.	Listen for the sound of the cooling fan.
	Trying to operate the oven without food inside.	Put food in the oven.
	There is not enough ventilation space around the oven.	There are intake/exhaust outlets on the front and rear of the oven for ventilation. Check the installation guide and make sure that the microwave is far enough away from walls and cabinets for proper ventilation.
There is no power to the oven.	Several appliances or devices are plugged into the same outlet.	Unplug all other appliances or devices from the outlet.
	Power is not supplied.	Make sure power is supplied. Confirm the microwave is plugged in. Check your fuses or circuit breakers.
There is a popping sound during operation.	Cooking food in a sealed container or using a container with a tight lid may cause popping sounds.	Do not cook food in sealed containers or in containers with tight lids. Expanding steam from the cooking food can cause the containers to burst or the lids to pop off.
The oven exterior gets too hot during operation.	There is not enough ventilation space around the oven.	There are intake/exhaust outlets on the front and rear of the oven for ventilation. Check the installation guide and make sure that the microwave is far enough away from walls and cabinets for proper ventilation.
	Objects are on top of the oven.	Remove all objects on the top of the oven.
The door cannot be opened properly.	Food residue is stuck between the door and oven interior.	Clean the oven and then open the door.

Problem	Cause	Action
The oven does not heat.	The oven may not work if too much food is being cooked or improper cookware is being used.	To test the oven, put one cup of water in a microwave-safe container, put the container in the oven, and then run the microwave for 1-2 minutes to check whether the water is heated. If the water is heated, reduce the amount of food and start the function again. Use a cooking container with a flat bottom.
Heating is weak or slow.	The oven may not work if too much food is being cooked or improper cookware is being used.	To test the oven, put one cup of water in a microwave-safe container, put the container in the oven, and then run the microwave for 1-2 minutes to check whether the water is heated. If the water is heated, reduce the amount of food and start the function again. Use a cooking container with a flat bottom.
The warm function does not work.	The oven may not work if too much food is being warmed or improper cookware is being used.	To test the oven, put one cup of water in a microwave-safe container, put the container in the oven, and then run the microwave for 1-2 minutes to check whether the water is heated. If the water is heated, reduce the amount of food and start the function again. Use a cooking container with a flat bottom.
The thaw function does not work.	The oven may not work if too much food is being thawed or improper cookware is being used.	To test the oven, put one cup of water in a microwave-safe container, put the container in the oven, and then run the microwave for 1-2 minutes to check whether the water is heated. If the water is heated, reduce the amount of food and start the function again. Use a cooking container with a flat bottom.

Problem	Cause	Action
The interior light is dim or does not turn on.	The door has been left open for a long time.	The interior light may automatically turn off when the Eco function operates. Close and reopen the door or touch the <b>STOP</b> button.
	The interior light is covered by foreign matter.	Clean the inside of the oven and check again.
A beeping sound occurs during cooking.	If the Auto Cook function is being used, this beeping sound means it's time to flip the food.	After turning over the food, touch the <b>START</b> button again to restart operation.
The oven is not level.	The oven is installed on an uneven surface.	Make sure the oven is installed on flat, stable surface.
There are sparks during cooking.	Metal containers are used during cooking or thawing.	Do not use metal containers.
When power is connected, the oven immediately starts to work.	The door is not properly closed.	Close the door and check again.
There is electricity coming from the oven.	The power source or power outlet is not properly grounded.	Make sure the power source and power outlet are properly grounded.
There is water dripping.	Water or steam may be generated by the cooking or defrosting process, depending on the food. This is not an oven malfunction.	Let the oven cool and then wipe with a dry dish towel.
There is steam through a crack in the door.	Water or steam may be generated by the cooking or defrosting process, depending on the food. This is not an oven malfunction.	Let the oven cool and then wipe with a dry dish towel.
There is water left in the oven.	Water or steam may be generated by the cooking or defrosting process, depending on the food. This is not an oven malfunction.	Let the oven cool and then wipe with a dry dish towel.
The brightness inside the oven varies.	Brightness changes depending on power output changes according to function.	Power output changes during cooking are not malfunctions. This is not an oven malfunction.

Problem	Cause	Action
Cooking is finished, but the cooling fan is still running.	To ventilate the oven, the cooling fan continues to run for about 3 minutes after cooking is complete.	This is not an oven malfunction.
Touching the <b>START</b> button operates the oven.	This happens when the oven was not operating.	The microwave oven is designed to start operating when you touch the <b>START</b> button if it was not operating.
<b>Turntable</b>		
While turning, the turntable comes out of place or stops turning.	There is no roller ring, or the roller ring is not properly in place.	Install the roller ring and then try again.
The turn table drags while turning.	The roller ring is not properly in place, there is too much food, or the container is too large and touches the inside of the microwave.	Adjust the amount of food. Do not use containers that are too large.
The turn table rattles while turning and is noisy.	Food residue is stuck to the bottom of the oven.	Remove any food residue stuck to the bottom of the oven.

## Replacement Parts and Cleaning Supplies

Following is a list of available parts and supplies which may be purchased separately. Please refer to the cover for contact and model identification information.

### Replacement Parts

- Grease filter
- Oven lamp (LED)
- Cooktop light lamp (LED)
- Glass tray
- Charcoal filter
- Roller guide ring
- Exhaust adaptor

### Cleaning Supplies

- Heavy Duty Degreaser
- All-Purpose Appliance Cleaner
- Stainless Steel Cleaner and Polish

## Warranty(USA)

### SAMSUNG OVER-THE-RANGE (OTR) MICROWAVE OVEN LIMITED WARRANTY TO ORIGINAL PURCHASER WITH PROOF OF PURCHASE

This SAMSUNG brand product, as supplied and distributed by SAMSUNG ELECTRONICS AMERICA, INC. (SAMSUNG) and delivered new, in the original carton to the original consumer purchaser, is warranted by SAMSUNG against manufacturing defects in materials or workmanship for the limited warranty period, starting from the date of original purchase, of:

#### One (1) Year Parts and Labor Ten (10) Years Magnetron Part (Part Only)

This limited warranty is valid only on products purchased and used in the United States that have been installed, operated, and maintained according to the instructions attached to or furnished with the product. To receive warranty service, the purchaser must contact SAMSUNG at the address or phone number provided below for problem determination and service procedures. Warranty service can only be performed by a SAMSUNG authorized service center. The original dated bill of sale must be presented upon request as proof of purchase to SAMSUNG or SAMSUNG's authorized service center to receive warranty service. SAMSUNG will provide in-home service within the contiguous United States during the warranty period at no charge, subject to availability of SAMSUNG authorized servicers within the customer's geographic area. If in-home service is not available, SAMSUNG may elect, at its option, to provide transportation of the product to and from an authorized service center. If the product is located in an area where service by a SAMSUNG authorized servicer is not available, you may be responsible for a trip charge or required to bring the product to a SAMSUNG authorized service center for service.

To receive in-home service, product must be unobstructed and accessible to the service agent.

During the applicable warranty period, a product will be repaired, replaced, or the purchase price refunded, at the sole option of SAMSUNG. SAMSUNG may use new or reconditioned parts in repairing a product, or replace the product with a new or reconditioned product. Replacement parts and products are warranted for the remaining portion of the original product's warranty or ninety (90) days, whichever is longer. All replaced parts and products are the property of SAMSUNG and you must return them to SAMSUNG.

This limited warranty covers manufacturing defects in materials or workmanship encountered in normal household, noncommercial use of this product and shall not cover the following: damage that occurs in shipment, delivery, installation, and uses for which this product was not intended; damage caused by unauthorized modification or alteration of the product; product where the original factory serial numbers have been removed, defaced, changed in any way, or cannot be readily determined; cosmetic damage including scratches, dents, chips, and other damage to the product's finishes; damage caused by abuse, misuse, overheating due to overcooking, glass tray or turntable, pest infestations, accident, fire, floods, or other acts of nature or God; damage caused by use of equipment, utilities, services, parts, supplies, accessories,

applications, installations, repairs, external wiring or connectors not supplied or authorized by SAMSUNG; damage caused by incorrect electrical line current, voltage, fluctuations and surges; damage caused by failure to operate and maintain the product according to instructions; in-home instruction on how to use your product; service to correct installation not in accordance with electrical or plumbing codes or correction of household electrical or plumbing (i.e., house wiring, fuses, or water inlet hoses); and reduced magnetron power output related to normal aging.

The cost of repair or replacement under these excluded circumstances shall be the customer's responsibility.

Samsung will charge a repair fee for replacing an accessory or repairing cosmetic damage if the damage to the unit and/or damage to or loss of the accessory was caused by the customer. Items this covers include:

- Dented, scratched, or broken door, handle, out-panel, or control panel
- Broken or lost tray, guide roller, coupler, filter, or wire rack

Parts that SAMSUNG has determined can be replaced by the user may be sent to the customer for installation. In SAMSUNG's discretion, an authorized servicer can be dispatched to perform such installation.

#### **EXCLUSION OF IMPLIED WARRANTIES**

IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO ONE YEAR OR THE SHORTEST PERIOD ALLOWED BY LAW. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific rights, and you may also have other rights, which vary from state to state.

#### **LIMITATION OF REMEDIES**

YOUR SOLE AND EXCLUSIVE REMEDY IS PRODUCT REPAIR, PRODUCT REPLACEMENT, OR REFUND OF THE PURCHASE PRICE AT SAMSUNG'S OPTION, AS PROVIDED IN THIS LIMITED WARRANTY. SAMSUNG SHALL NOT BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO TIME WAY FROM WORK, HOTELS AND/OR RESTAURANT MEALS, REMODELING EXPENSES, LOSS OF REVENUE OR PROFITS, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED, AND EVEN IF SAMSUNG HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Some states do not allow exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific rights, and you may also have other rights, which vary from state to state.

SAMSUNG does not warrant uninterrupted or error-free operation of the product. No warranty or guarantee given by any other person, firm, or corporation with respect to this product shall be binding on SAMSUNG.

To obtain warranty service, please contact SAMSUNG at:

Samsung Electronics America, Inc.  
85 Challenger Road  
Ridgefield Park, NJ 07660

**1-800-SAMSUNG (726-7864) and [www.samsung.com/us/support](http://www.samsung.com/us/support)**

## **Warranty(CANADA)**

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### **SAMSUNG OVER-THE-RANGE (OTR) MICROWAVE OVEN LIMITED WARRANTY TO ORIGINAL PURCHASER**

This SAMSUNG brand product, as supplied and distributed by Samsung Electronics Canada, Inc. (SAMSUNG) and delivered new, in the original carton to the original consumer purchaser, is warranted by SAMSUNG against manufacturing defects in materials and workmanship for a limited warranty period of:

#### **One (1) Year Parts and Labor**

#### **Five (5) Years Parts Warranty for Magnetron**

Samsung will charge a repair fee for replacing an accessory or repairing a cosmetic defect if the damage to the unit and/or damage to or loss of the accessory was caused by the customer. Items this stipulation covers include:

- A dented, scratched, or broken door, handle, out-panel, or control panel
- A broken or missing tray, guide roller, coupler, filter, or wire rack

This limited warranty begins on the original date of purchase, and is valid only on products purchased and used in the Canada. To receive warranty service, the purchaser must contact SAMSUNG for problem determination and service procedures. Warranty service can only be performed by a SAMSUNG authorized service center. The original dated bill of sale must be presented upon request as proof of purchase to SAMSUNG or SAMSUNG's authorized service center.

SAMSUNG will repair or replace this product, at our option and at no charge as stipulated herein, with new or reconditioned parts or products if found to be defective during the limited warranty period specified above. All replaced parts and products become the property of SAMSUNG and must be returned to SAMSUNG. Replacement parts and products assume the remaining original warranty, or ninety (90) days, whichever is longer.

In-home service will be provided during the warranty labor period subject to availability within the contiguous Canada. In-home service is not available in all areas. To receive in-home service, the product must be unobstructed and accessible to service personnel. If during in-home service repair can not be completed, it may be necessary to remove, repair and return the product. If in-home service is unavailable, SAMSUNG may elect, at our option, to provide for transportation of our choice to and from a SAMSUNG authorized service center. Otherwise, transportation to and from the SAMSUNG authorized service center is the responsibility of the purchaser.

This limited warranty covers manufacturing defects in materials and workmanship encountered in normal, noncommercial use of this product and shall not apply to the following, including, but not limited to: damage which occurs in shipment; delivery and installation; applications and uses for which this product was not intended; altered product or serial numbers; cosmetic damage or exterior finish; accidents, abuse, neglect, fire, water, lightning or other acts of nature; use of products, equipment, systems, utilities, services, parts, supplies, accessories, applications, installations, repairs, external wiring or connectors not supplied or authorized by SAMSUNG which damage this product or result in service problems; incorrect electrical line voltage, fluctuations and surges; customer adjustments and failure to follow operating instructions, cleaning, maintenance and environmental instructions that are covered and prescribed in the instruction book; problems caused by pest infestations, and overheating or overcooking by user; glass tray or turntable; reduced magnetron power output related to normal aging. SAMSUNG does not warrant uninterrupted or error-free operation of the product.

THERE ARE NO EXPRESS WARRANTIES OTHER THAN THOSE LISTED AND DESCRIBED ABOVE, AND NO WARRANTIES WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL APPLY AFTER THE EXPRESS WARRANTY PERIODS STATED ABOVE, AND NO OTHER EXPRESS WARRANTY OR GUARANTY GIVEN BY ANY PERSON, FIRM OR CORPORATION WITH RESPECT TO THIS PRODUCT SHALL BE BINDING ON SAMSUNG. SAMSUNG SHALL NOT BE LIABLE FOR LOSS OF REVENUE OR PROFITS, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS, OR ANY OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE OR INABILITY TO USE THIS PRODUCT, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED, AND EVEN IF SAMSUNG HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST SAMSUNG BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE PRODUCT SOLD BY SAMSUNG AND CAUSING THE ALLEGED DAMAGE. WITHOUT LIMITING THE FOREGOING, PURCHASER ASSUMES ALL RISK AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO PURCHASER AND PURCHASER'S PROPERTY AND TO OTHERS AND THEIR PROPERTY ARISING OUT OF THE USE, MISUSE OR INABILITY TO USE THIS PRODUCT SOLD BY SAMSUNG NOT CAUSED DIRECTLY BY THE NEGLIGENCE OF SAMSUNG. THIS LIMITED WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER OF THIS PRODUCT, IS NONTRANSFERABLE AND STATES YOUR EXCLUSIVE REMEDY.

Some provinces or territories may or may not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

To obtain warranty service, please contact SAMSUNG at:  
**1-800-SAMSUNG (726-7864) or [www.samsung.com/ca/support](http://www.samsung.com/ca/support) (English),**  
**[www.samsung.com/ca\\_fr/support](http://www.samsung.com/ca_fr/support) (French)**

## Memo

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# Memo

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# Memo

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Scan the QR code\* or visit  
[www.samsung.com/spsn](http://www.samsung.com/spsn)  
to view our helpful  
How-to Videos and Live Shows

\*Requires reader to be installed on your smartphone

Scan this with your smartphone

## QUESTIONS OR COMMENTS?

COUNTRY	CALL	OR VISIT US ONLINE AT
U.S.A Consumer Electronics	1-800-SAMSUNG (726-7864)	<a href="http://www.samsung.com/us/support">www.samsung.com/us/support</a>
CANADA	1-800-SAMSUNG (726-7864)	<a href="http://www.samsung.com/ca/support">www.samsung.com/ca/support</a> (English) <a href="http://www.samsung.com/ca_fr/support">www.samsung.com/ca_fr/support</a> (French)



DE68-04568C-00

Please be advised that the Samsung warranty does NOT cover service calls to explain product operation, correct improper installation, or perform normal cleaning or maintenance.