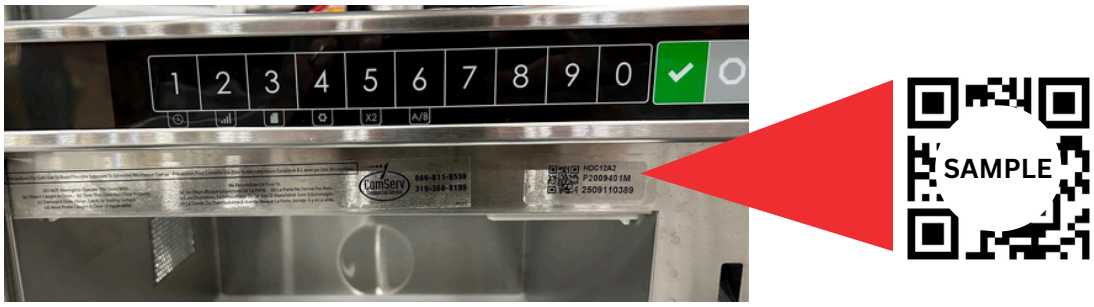
BEST PRACTICES & SERVICE

Refer to your Operations Manual for full instructions on how to use and care for your oven.

For video tutorials with step-by-step instructions on programming, cleaning, and operation, please visit our YouTube site here.

LOCATE YOUR OVEN'S QR CODE TO ACCESS ITS DEDICATED WEBPAGE WITH PROGRAMMING GUIDES, CLEANING INSTRUCTIONS, AND HELPFUL RESOURCES.



KEEP THESE INSTRUCTIONS FOR FUTURE REFERENCE

1,2,3 STEPS TO FAST SERVICE

ACP Warranty Service

STEP ONE
If You Have A Problem With Your Oven:
- Retrieve your oven's model & serial numbers
- Note your store# & location of your oven
- Call the ComServ toll free number
- Explain your service issue
- ComServ will first try to diagnose issue

If Not Resolved –You Will Proceed to Step Two

ComServ Commercial Service
866-811-8559

STEP TWO
ComServ Will Contact ACP Authorized Service Agent:
- Explain your service issue to Service Agent
- Dispatch any identified parts
- Request Service Provider to contact you directly for scheduling

STEP THREE
ComServ Will Dispatch Warranty Service:
- Explain next steps for service agents arrival
- Create a record of your service call/issue
- Monitor service records for completion

Part# 20290201

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WATER BOWL TEST

Oven Performance Test

All Amana and Menumaster microwave oven power outputs are rated using the IEC705 standards. Using the IEC705 test method requires precision measurements and equipment that is not practical to be performed in the field. Using the test shown below will indicate if the oven performance is satisfactory.

Test equipment required:

- 1000 ml test container and thermometer (Amana power test kit R0157397 Fahrenheit / Menumaster power test kit M95D5 Celsius).
- Digital watch / watch with a second hand for use on ovens with electromechanical timers.

Important Notes:

- Low line voltage will cause low temperature rise / power output.
- Ovens must be on a dedicated circuit, properly grounded, and polarized. Other equipment on the same circuit may cause a low temperature rise / power output.
- This test and results are not a true IEC705 test procedures and are only intended to provide servicers with an easy means of determining if the microwave oven cooking output is correct.

Procedure

1. Fill the test container to the 1000 ml line with cool tap water.

NOTE: Water temperature should be approximately 60°F / 16°C

2. Using the thermometer, stir water for five to ten seconds; measure, and record the temperature (T1).
3. Place test container of water in the center of oven cavity and close door.
4. Heat the water for a 33-second full power cycle.

NOTE: Use a digital watch or a watch with a second hand for ovens with electromechanical timers.

5. At end of the cycle, remove test container. Using the thermometer, stir water for five to ten seconds and record temperature (T2).
6. Subtract the starting water temperature (T1), from the ending water temperature (T2) to obtain the temperature rise (ΔT).
7. If the temperature rise (ΔT) meets or exceeds the minimum, the test is complete. If the temperature rise (ΔT) fails to meet the minimum temperature rise, test the line voltage to verify it is correct. Then repeat steps 1-6 making sure to change the water. If the temperature rise (ΔT) fails to meet the minimum temperature rise again the oven will require service.

Minimum Temperature Rise at Thirty -Three (33) Seconds Run Time

ΔT (°F)	Cooking Power Output	ΔT (°F)	Cooking Power Output	ΔT (°C)	Cooking Power Output	ΔT (°C)	Cooking Power Output
10	1000	20	2000	5	1000	11	2000
11	1100	21	2100	5.5	1100	11.5	2100
12	1200	22	2200	6.5	1200	12	2200
14	1400	24	2400	7.5	1400	13	2400
17	1700	25	2500	9.5	1700	13.5	2500
18	1800	27	2700	10	1800	15	2700
19	1900	30	3000	10.5	1900	16.5	3000

ACP INC. Accelerated Cooking Products

AMANA® COMMERCIAL

MENUMASTER® Commercial

COMMON CAUSES OF LOW VOLTAGE AFTER TESTING

- Change of product incoming temperature, weight, or packaging.
- Low incoming power supply voltage.
- Dirty oven cavity/tray issues (broken, cracked, or breached seal).
- Antenna shield missing or improperly installed.
- Antenna/Stirrer system not working, or antenna/stirrer is bent.
- Weak or faulty magnetron or capacitor.