

TROUBLESHOOTING

If you have a problem with your microwave, review the following chart for a possible solution. If the microwave still does not work properly, contact the nearest authorized service center.

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
Microwave will not start	The electrical cord is not plugged in.	Plug in the electrical cord.
	The door is open.	Close the door and try again.
	The wrong operation is set.	Check the instructions and try again.
Arcing or sparking in the microwave	You are attempting to use incorrect materials in the microwave.	Use only microwave-safe materials.
	You are attempting to use the microwave when it's empty.	Do not operate the microwave when it's empty.
	Spilled food remains in the microwave.	Clean the microwave with a wet towel.
Unevenly cooked foods	You are attempting to use incorrect materials in the microwave.	Use only microwave-safe materials.
	The food is not defrosted completely.	Defrost the food completely before attempting to cook it.
	The cooking time or power level is not adequate to cook the food.	Use the correct cooking time and power level.
	The food is not turned or stirred.	Turn or stir the food.
Overcooked foods	The cooking time or power level is not adequate to cook the food.	Use the correct cooking time and power level.
Undercooked foods	You are attempting to use incorrect materials in the microwave.	Use only microwave-safe materials.
	The food is not defrosted completely.	Defrost the food completely before attempting to cook it.
	The cooking time or power level is not adequate to cook the food.	Use the correct cooking time and power level.
	The microwave ventilation ports are blocked or restricted.	Make sure that the ventilation ports are not blocked or restricted.
Improper defrosting	You are attempting to use incorrect materials in the microwave.	Use only microwave-safe materials.
	The cooking time or power level is not adequate to cook the food.	Use the correct cooking time and power level.
	The food is not turned or stirred.	Turn or stir the food.
The vent fan turns on by itself	This protects the microwave from excessive temperatures.	Your microwave is operating normally. The fan cannot be turned off manually during this time.

Specifications

Model	GLOMJB19S2SWZ-10
Rated Voltage	120V/60Hz
Rated Input Power	1500W
Rated Output Power	1000W
Microwave Capacity	1.9 cu.ft
Turntable Diameter	14.2 (inch)
External Dimensions(W×H×D)	29.9 × 17.4 × 16.9 (inch)
Internal Dimensions((W×H×D)	22.3 × 14.9 × 10.9 (inch)