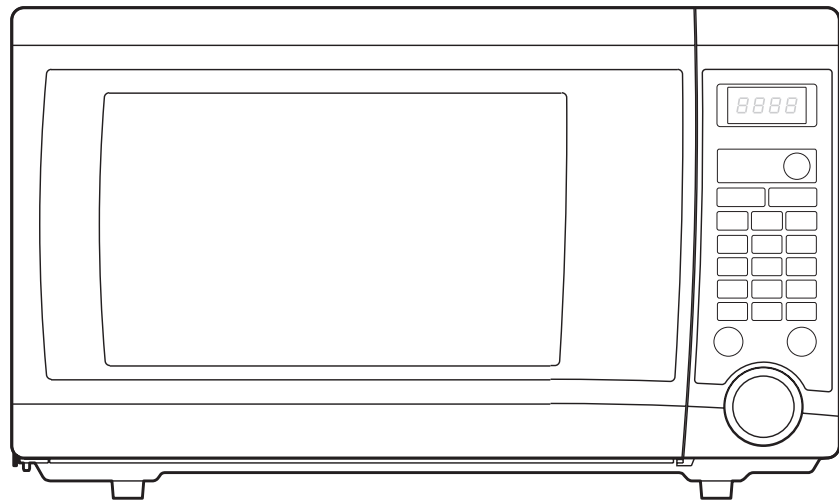


# Criterion™

## 1.1 Cu. Ft. Countertop Microwave Oven

*User's Manual*



Model CCM11MC1B / CCM11MC1W

**PLEASE READ THIS MANUAL CAREFULLY BEFORE USING YOUR  
MICROWAVE OVEN AND KEEP IT FOR FUTURE REFERENCE.**

# Criterion™

## Product Registration

Thank you for purchasing a Criterion product. The first step to protect your new product is to complete the product registration on our website: [www.mcappliance.com/register](http://www.mcappliance.com/register). The benefits of registering your product include the following:

1. Registering your product will allow us to contact you regarding a safety notification or product update.
2. Registering your product will allow for more efficient warranty service processing when warranty service is required.
3. Registering your product could act as your proof of purchase in the event of insurance loss.

Once again, thank you for purchasing a Criterion product.

## PRECAUTIONS TO AVOID POSSIBLE EXPOSURE TO EXCESSIVE MICROWAVE ENERGY

- (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.

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# 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:**

1. Read all instructions before using the appliance.
2. Read and follow the specific "PRECAUTIONS TO AVOID POSSIBLE EXPOSURE TO EXCESSIVE MICROWAVE ENERGY" found on page 1.
3. This appliance must be grounded. Connect only to properly grounded outlet. See "GROUNDING INSTRUCTIONS" found on page 3.
4. Install or locate this appliance only in accordance with the provided installation instructions.
5. Some products such as whole eggs and sealed containers - for example, closed glass jars are able to explode and should not be heated in this oven.
6. Use this appliance only for its intended use as described in this manual. Do not use corrosive chemicals or vapors in this appliance. This type of oven is specifically designed to heat, cook, or dry food. It is not designed for industrial or laboratory use.
7. As with the appliance, close supervision is necessary when used by children.
8. Do not operate this appliance if it has a damaged cord or plug, if it is not working properly, or if it has been damaged or dropped.
9. This appliance should be serviced only by qualified service personnel.  
Contact nearest authorized service facility for examination, repair or adjustment.
10. Do not cover or block any openings on the appliance.
11. Do not store this appliance outdoors. Do not use this product near water — for example, near a kitchen sink, in a wet basement, near a swimming pool, or similar locations.
12. Do not immerse cord or plug in water.
13. Keep cord away from heated surfaces.
14. Do not let cord hang over edge of table or counter.
15. When cleaning surfaces of door or oven use only mild, non-abrasive soaps or detergents applied with a sponge or soft cloth.
16. To reduce the risk of fire in the oven cavity:
  - a) Do not overcook food. Carefully attend appliance when paper, plastic, or other combustible materials are placed inside the oven to facilitate cooking.
  - b) Remove wire twist-ties from paper or plastic bags before placing bag in oven.
  - c) 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.
  - d) Do not use the cavity for storage purposes. Do not leave paper products, cooking utensils, or food in the cavity when not in use.
17. Liquids, such as water, coffee, or tea are able to be overheated beyond the boiling point without appearing to be boiling due to surface tension of the liquid. Visible bubbling or boiling when the container is removed from the microwave oven is not always present. **THIS COULD RESULT IN VERY HOT LIQUIDS SUDDENLY BOILING OVER WHEN A SPOON OR OTHER UTENSIL IS INSERTED INTO THE LIQUID.**

**To reduce the risk of injury to persons:**

  - a) Do not overheat the liquid.
  - b) Stir the liquid both before and halfway through heating it.
  - c) Do not use straight-sided containers with narrow necks.
  - d) After heating, allow the container to stand in the microwave oven for a short time before removing the container.
  - e) Use extreme care when inserting a spoon or other utensil into the container.
18. Do not use this microwave oven to heat corrosive chemicals (for example, sulfides and chlorides). Vapors from such corrosive chemicals may interact with the contact and springs of the safety interlock switches thereby rendering them inoperable.
19. Keep the waveguide cover clean at all times. Wipe the oven interior with a soft damp cloth after each use. If you leave grease or fat anywhere in the cavity it may overheat, smoke or even catch fire when next using the oven.
20. Never heat oil or fat for deep frying as you cannot control the temperature and doing so may lead to overheating and fire.
21. Do not operate the oven without the glass tray in place. Be sure it is properly sitting on the rotating base.

## SAVE THESE INSTRUCTIONS

# FEDERAL COMMUNICATIONS COMMISSION RADIO FREQUENCY INTERFERENCE STATEMENT

**WARNING:**

This equipment generates and uses ISM frequency energy and if not installed and used properly, that is in strict accordance with the manufacturer's instructions, may cause interference to radio and television reception.

It has been type-tested and found to comply with limits for an ISM Equipment pursuant to part 18 of FCC Rules, which are designed to provide reasonable protection against such interference in a residential installation.

However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the followings.

- Reorient the receiving antenna of radio or television.
- Relocate the Microwave oven with respect to the receiver.
- Move the microwave oven away from the receiver.
- Plug the microwave oven into a different outlet so that microwave oven and receiver are on different branch circuits.

THE MANUFACTURER is not responsible for any radio or TV interference caused by UNAUTHORIZED MODIFICATION to this microwave oven. It is the responsibility of the user to correct such interference.

## GROUNDING INSTRUCTIONS

This appliance must be grounded. In the event of an electrical short circuit, the grounding plug reduces the risk of electric shock by providing an escape wire for electric current. This appliance 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 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 appliance is properly grounded, and either :

(1) If it is necessary to use an extension cord, use only a 3-wire extension cord that has a 3-blade grounding plug, and a 3-slot receptacle that will accept the plug on the appliance. The marked rating of the extension cord shall be equal to or greater than the electrical rating of the appliance.

or

(2) 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 appliance.

**WARNING:**

Do not cut or remove the third (ground) prong from the power cord under any circumstances.

# INSTALLATION

## 1. Examine the oven after unpacking.

Check for damage such as a misaligned door, broken door or dent in the cavity.  
If any damage is visible, DO NOT INSTALL, and notify your dealer immediately.

## 2. Level, flat location.

Install the microwave oven on a level, flat surface.

## 3. Ventilation.

Do not block air vents. If they are blocked during operation, the oven may overheat and eventually cause a failure.

For proper ventilation, allow 3 inches of space between oven top, sides, rear and adjacent surfaces.

## 4. Away from radio and TV sets.

Poor television reception and radio interference may result if the oven is located close to a TV, radio, antenna, feeder, etc.

Place the oven as far from them as possible.

## 5. Away from heating appliances and water taps.

Keep the oven away from heat, steam or splashing liquids. These things can adversely affect oven wiring and contacts.

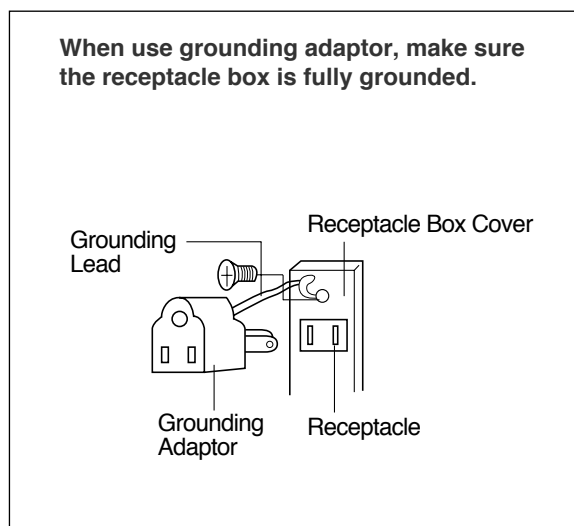
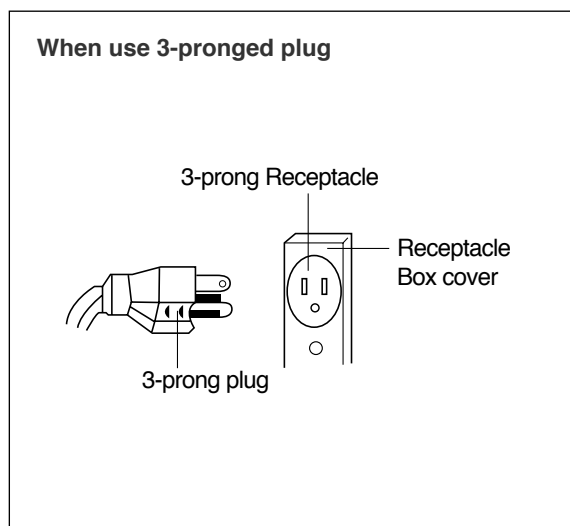
## 6. Power supply.

- Check your local power source.

This microwave oven requires a current of approximately 20 amperes, 120Volts, 60Hz grounded outlet.

1. A short power-supply cord is provided to reduce the risks resulting from becoming entangled in or tripping over a longer cord.
2. Longer cord sets or extension cords are available and may be used if care is exercised in their use.
3. If a long cord or extension cord is used:
  - The marked electrical rating of the cord set or extension cord should be at least as great as the electrical rating of the appliance.
  - The extension cord must be a grounding type 3-wire cord.
  - The longer cord should be arranged so that it will not drape over the counter top or tabletop where it can be pulled on by children or tripped over unintentionally.

## 7. The minimum height of free space necessary above the top surface of the oven is about 4 inches.

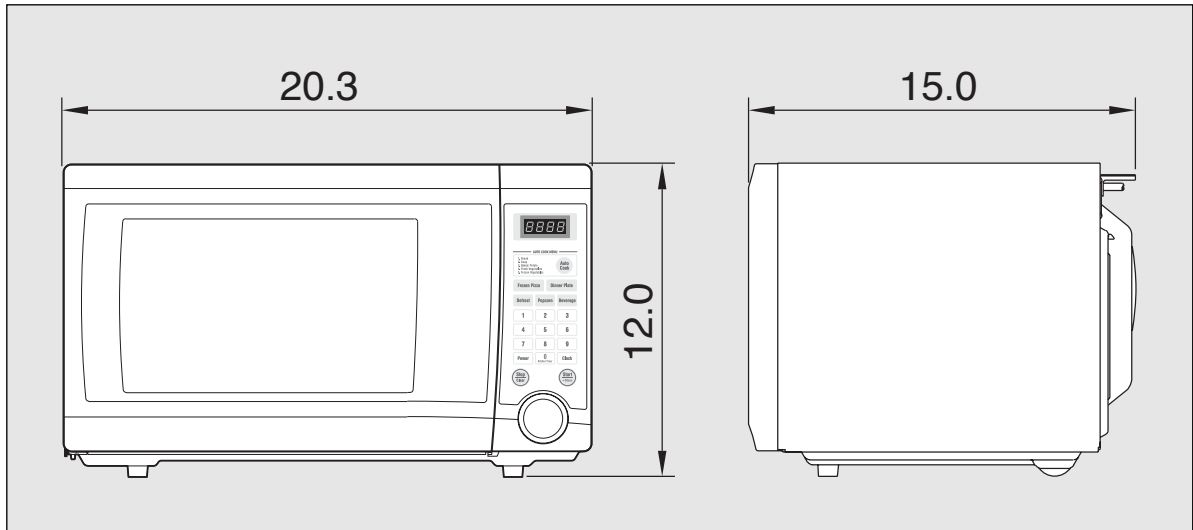


“THE CANADIAN ELECTRICAL CODE DOES NOT ALLOW THE USE OF THE GROUNDING ADAPTOR”

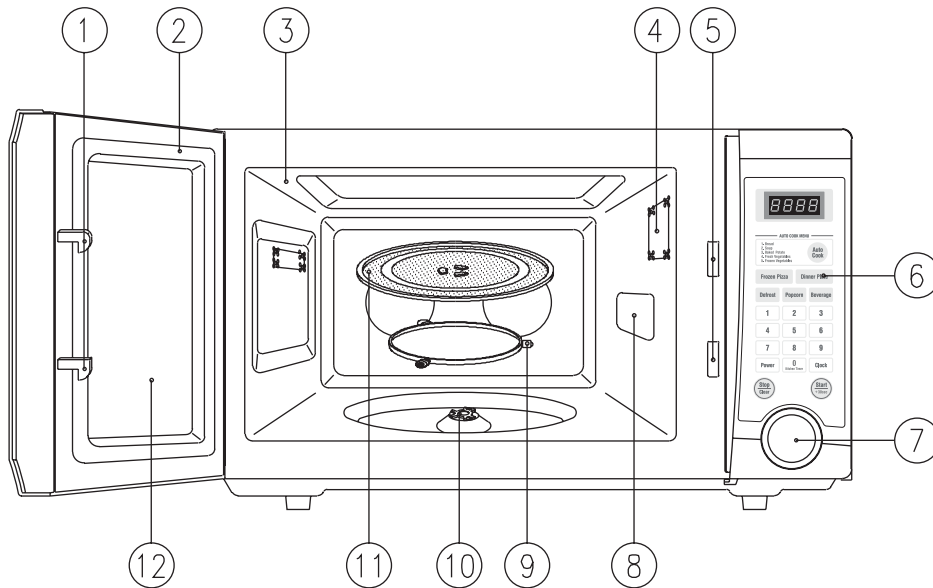
## SPECIFICATIONS

POWER SUPPLY		120V AC, 60Hz SINGLE PHASE WITH GROUNDING
MICROWAVE	INPUT POWER	1500 W
	ENERGY OUTPUT	1000 W
	FREQUENCY	2,450MHz
OUTSIDE DIMENSIONS (W x H x D)		20.3 x 12.0 x 15.0 in.
CAVITY DIMENSIONS (W x H x D)		14.0 x 9.4 x 14.1 in.
CAVITY VOLUME		1.1 cu.ft
NET WEIGHT		APPROX. 25.8 lbs.
TIMER		59 min. 99 sec.
POWER SELECTIONS		10 Levels

\* Specifications are subject to change without notice.



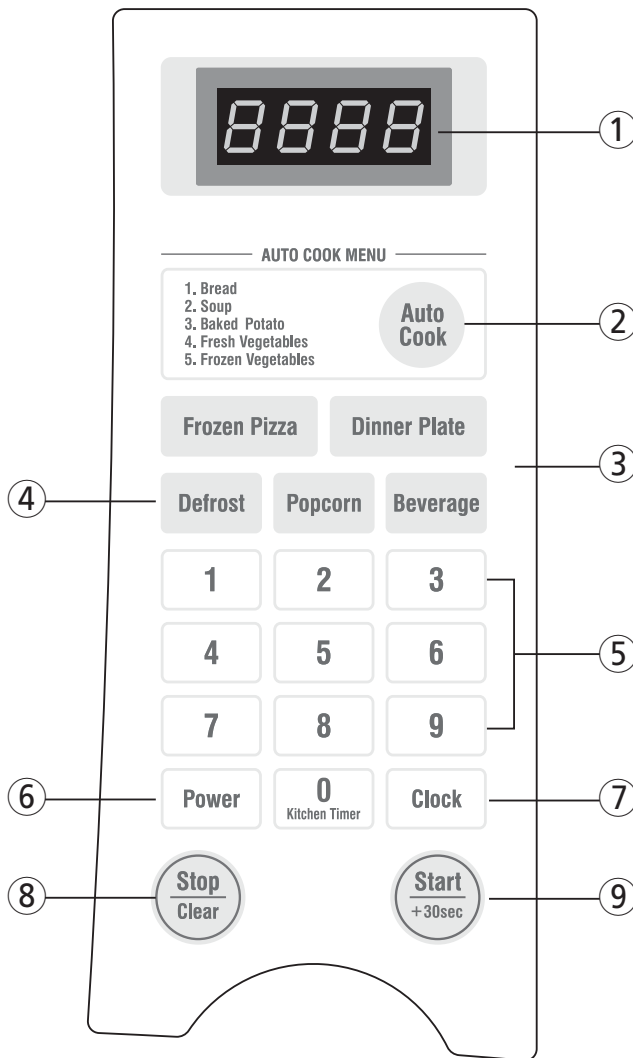
## FEATURES DIAGRAM



- ① **Door latch** - When the door is closed, it will automatically shut off. If the door is opened while the oven is operating, the magnetron will automatically shut off.
- ② **Door seal** - The door seal surfaces prevent microwaves escaping from the oven cavity.
- ③ **Oven cavity**
- ④ **Oven lamp** - Automatically turns on during oven operating.
- ⑤ **Safety interlock system**
- ⑥ **Control panel**
- ⑦ **Door open button** - To open the door push the door open button.
- ⑧ **Waveguide cover** - Protects the microwave outlet from splashes of cooking foods.
- ⑨ **Roller guide** - This must always be used for cooking together with the glass cooking tray.
- ⑩ **Coupler** - This fits over the shaft in the center of the oven cavity floor. This is to remain in the oven for all cooking.
- ⑪ **Glass cooking tray** - Made of special heat resistant glass. The tray must always be in proper position before operating. Do not cook food directly on the tray.
- ⑫ **Viewing screen** - Allows viewing of food. The screen is designed so that light can pass through, but not the microwave.



## FEATURES DIAGRAM (continued)



① **DISPLAY** - Cooking time, power level, indicators and current time are displayed.

② **AUTO COOK** - Used to cook or reheat many of favorite food.

③ **ONE TOUCH** - Used to cook or reheat specific quantites of food.

④ **DEFROST** - Used to defrost foods for weight and time.

⑤ **TIME SET PAD** - Used to set the cooking time and the current time.

⑥ **POWER** - Used to set power level.

⑦ **CLOCK** - Used to set clock.

⑧ **STOP / CLEAR** - Used to stop the oven operation or to delete the cooking data.

⑨ **START / +30 SEC** - Used to start the oven and also used to set a reheat time.

# OPERATION PROCEDURE

This section includes useful information about oven operation.

- 1** Plug power supply cord into a standard 3-pronged 15 Amp, 120V AC 60Hz power outlet.
- 2** After placing the food in a suitable container, open the oven door and put it on the glass tray. The glass tray and roller guide must always be in place during cooking.
- 3** Close the door. Make sure that it is firmly closed.
- 4** The oven light is on when the microwave oven is operating.
- 5** The oven door can be opened at any time during operation by pulling the handle of door. The oven will automatically shut off.
- 6** Each time a pad is touched, a BEEP will sound to acknowledge the touch.
- 7** The oven automatically cooks on full power unless set to a lower power level.
- 8** The display will show “ : 0” when the oven is plugged in.
- 9** Time clock returns to the present time when the cooking time ends.
- 10** When the STOP/CLEAR pad is touched during the oven operation, the oven stops cooking and all information retained. To erase all information(except the present time), touch the STOP/CLEAR pad once more. If the oven door is opened during the oven operation, all information is retained.
- 11** If the START pad is touched and the oven does not operate, check the area between the door and door seal for obstructions and make sure the door is closed securely. The oven will not start cooking until the door is completely closed or the program has been reset.

Make sure the oven is properly installed and plugged into the electrical outlet.

## WATTAGE OUTPUT CHART

- The power-level is set by touching the Micro Power pad. The chart shows the display, the power level and the percentage of power.

Touch the Micro Power pad	Power level (Display)	Approximate Percentage of Power
once	P-HI	100%
twice	P-90	90%
3 times	P-80	80%
4 times	P-70	70%
5 times	P-60	60%
6 times	P-50	50%
7 times	P-40	40%
8 times	P-30	30%
9 times	P-20	20%
10 times	P-10	10%
11 times	P-00	0%

# CONTROLS

## SETTING THE CLOCK

When the oven is first plugged in, the display will show “:0” and a tone will sound. If the AC power ever goes off, the display show “ : 0” when the power comes back on.



**Clock**

1. Touch the CLOCK pad.  
This is a 12 hour clock system.
2. Touch the CLOCK pad once more.  
This is a 24 hour clock system.
3. Enter the correct time of day by touching the TIME SET pads in sequence.
4. Touch the CLOCK pad.

**NOTE :** This oven has multiple clock systems. If you want 12 hour clock system, omit this step.

The display stops blinking, and the colon starts blinking. If you selected 12 hour clock system, this digital clock allows you to set from 1:00 to 12:59. If you selected 24 hour clock system, this digital clock allows you to set from 0:00 to 23:59.

**NOTE:** If you attempt to enter an incorrect time, the time will not be set and a error signal tone will sound. Touch the CLOCK pad and re-enter the time.

## KITCHEN TIMER

This feature operates as a kitchen timer and can be used at stand-by mode when the oven is not in use.



**0**  
Kitchen Timer

1. Press and hold number 0 pad for about 3 seconds.
2. Enter the time you want to count down.

" - - : - - " will appear in the display.

The display will show what you entered.

**NOTE :** The maximum time of kitchen timer is 59 minutes 99 seconds. (59:99).



**Start**  
+30sec

3. Press START pad to start.

When the time is up, the oven will beep.

## WEIGHT DEFROSTING

When DEFROST is selected, the automatic cycle divides the defrosting time into periods of alternating defrost and stand times by cycling on and off.

Defrost

1. Touch the DEFROST pad.  
This is the weight defrosting mode.

The display will show you " 0.0 " .

2. Touch the TIME SET pads for inputing the desired weights.

The display will show you what you touched.

3. Touch the START pad.

**NOTE:** Your oven can be programmed for 0.5lb. ~ 6.5lb. in Weight defrosting mode.

The defrosting time is automatically determined by the weight inputed.

When you touch the START pad, the display counts down the time to show you how much defrosting time is left. The oven beeps during the defrosting cycle to signal that the food needs to be turn over or rearranged. When the defrosting time ends, you will hear 3 beeps.

## TIME DEFROSTING

When DEFROST is selected, the automatic cycle divides the defrosting time into periods of alternating defrost and stand times by cycling on and off.

Defrost

1. Touch the DEFROST pad twice.  
This is the time defrosting mode.

The display will show you " : 0" .

2. Touch the TIME SET pads for inputing the desired time.

The display will show you what you touched.

3. Touch the START pad.

**NOTE:** Your oven can be programmed for 59minutes 99seconds.(59:99).

When you touch the START pad, the display counts down the time to show you how much defrosting time is left. The oven beeps during the defrosting cycle to signal that the food needs to be turn over or rearranged. When the defrosting time ends, you will hear 3 beeps.

## COOKING IN ONE STAGE

**Power**

1. Touch the POWER pad.  
(Select the desired power level.)

The display will show what you touched.

**NOTE:** If step 1 is omitted, the oven will cook at full power.

2. Touch the TIME SET pads for the cooking time.

The display will show what you touched.

**NOTE:** Your oven can be programmed for 59 minutes 99 seconds.(59:99)

3. Touch the START pad.

When you touch the START pad.

The display counts down the time to show how much cooking time is left. When the cooking time ends, you will hear 3 beeps.

**NOTE :** Using lower power levels increases the cooking time which is recommended for foods such as cheese, milk and slow cooking of meats.

## COOKING IN TWO STAGES

All recipes require frozen foods to be defrosted fully before cooking.

**Defrost**

1. Touch the DEFROST pad.  
(Select the weight defrosting mode or the time defrosting mode.)

The display will show what you touched.

2. Touch the TIME SET pads for the defrosting time or weight you want.

**Power**

3. Touch the POWER pad.  
(Select the desired power level.)

“P-HI” is displayed. The display will show what you touched.

4. Touch the TIME SET pads for the desired cooking time.

The display will show what you touched.

5. Touch the START pad.

The display counts down the time remaining in DEF mode. When the oven beeps, turn over, break apart and/or redistribute the food. At the end of DEF mode, the oven will beep and start M/W cook. The display counts down the time remaining in M/W mode. When M/W cook ends, you will hear 3 beeps.

When the defrost cook is going on, if you touch the DEFROST pad, the display shows you “dEF” in 3 second.

When the defrost or MW cook is going on, if you touch the POWER pad, the display shows you the current power level in 3 seconds.

## +30 sec

+30 sec allows you to reheat for 30 seconds at 100% (full power) by simply touching the +30 sec pad. By repeatedly touching the +30 sec pad, you can also extend reheating time to 5 minutes by 30 second increments.



1. Touch the +30 sec pad.

When you touch the +30 sec pad, “:30” is displayed, and the oven starts reheating

## ONE TOUCH COOKING

One touch cooking allows you to cook or reheat many of your favorite foods by touching just one pad. To increase quantity, touch the chosen pad until the number in the display is same as desired quantity to cook.

### Beverage

1. Touch the BEVERAGE pad once for 1 cup, twice for 2 cups or three times for 3 cups.

When you touch the BEVERAGE pad once, “1” is displayed. After 1.5 seconds, the display is changed into cooking time and the oven starts cooking.

#### \* BEVERAGE \* (200 ml/cup)

- 1 cup (mug) : Touch the BEVERAGE pad once.
- 2 cups (mugs): Touch the BEVERAGE pad twice within 1.5 seconds.
- 3 cups (mugs): Touch the BEVERAGE pad three times within 1.5 seconds.

### Frozen Pizza

1. Touch the FROZEN PIZZA pad once for 7 oz pizza or twice for 14 oz pizza.

When you touch the FROZEN PIZZA pad once, “7” is displayed. After 1.5 seconds, the display is changed into the cooking time and the oven start cooking

#### \* FROZEN PIZZA \*

- 7 oz : Touch the FROZEN PIZZA pad once.
- 14 oz : Touch the FROZEN PIZZA pad twice within 1.5 seconds.

- NOTE:**
1. Use only one frozen pizza at a time
  2. Use only frozen pizza made for microwave ovens.
  3. If the cheese of frozen pizza does not melt sufficiently, cook a few seconds longer.
  4. Some brands of frozen pizza may require more or less cooking time.

## ONE TOUCH COOKING (CONTINUED)

### Dinner Plate

1. Touch Dinner Plate pad once for 12 oz of dinner plate or twice for 15 oz of dinner plate.

When you touch Dinner pad once, "12" is displayed.  
After 1.5 seconds, the display is changed into the cooking time and the oven starts cooking.

#### \* DINNER PLATE \*

- 12 oz : Touch Dinner Plate pad once.
- 15 oz : Touch Dinner Plate pad twice within 1.5 seconds.

### Popcorn

1. Touch POPCORN pad once for 3.5 oz bag of popcorn or twice for 3.0 oz bag of popcorn.

When you touch POPCORN pad once, "3.5" is displayed.  
After the 1.5 seconds, the display is changed into the cooking time and the oven starts cooking.

#### \* POPCORN \*

- 3.5 oz : Touch Popcorn pad once.
- 3.0 oz : Touch Popcorn pad twice within 1.5 seconds.

- NOTE:**
1. Use prepackaged room-temperature microwave popcorn.
  2. Place bag in oven according to manufacturer's directions.
  3. Pop only one bag at a time.
  4. After popping, open bag carefully: popcorn and steam are extremely hot.
  5. Do not reheat unpopped kernels or reuse bag.
  6. Do not leave oven unattended while popping popcorn.

**CAUTION :** If prepackaged popcorn is of a different weight than the recommended weight, do not use the popcorn pad. Follow the manufacturer instruction.

## AUTO COOK

AUTO COOK allows you to cook or reheat many of your favorite foods by repeatedly touching the AUTO COOK pad. When you touch the AUTO COOK pad once, "AC-1" will be displayed. By repeatedly touching this pad, you can select other food category as shown in below.

### Auto Cook

1. Touch the AUTO COOK pad once for 4pcs of BREAD. AC-1 will be displayed.
2. Touch the AUTO COOK pad twice for 12 oz of SOUP. AC-2 will be displayed.
3. Touch the AUTO COOK pad three times for 3ea of BAKED. POTATO. AC-3 will be displayed.
4. Touch the AUTO COOK pad four times for 7 oz of FRESH VEGETABLE. AC-4 will be displayed.
5. Touch the AUTO COOK pad five times for 7 oz of FROZEN VEGETABLE. AC-5 will be displayed.

Then touch the START pad. The display will be changed into cooking time of quantity and the oven starts cooking.

## CHILD SAFETY LOCK

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The safety lock prevents unwanted oven operation such as by small children.  
To set, touch and hold the STOP/CLEAR pad for 3 seconds, a beep sounds.  
To cancel, touch and hold the STOP/CLEAR pad for 3 seconds, a beep sounds.

---

## TO SET POWER SAVE MODE

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1. Touch the STOP/CLEAR pad.  
“:0” or clock appears in the display.
  2. Touch and then hold the CLOCK pad for 3 seconds.  
The display will turn off and a beep sounds.  
To operate the oven in power save mode, touch any key.  
Then “:0” or clock will be shown and the operation of all function key will be same as in the normal mode.  
But if there is no operation within 10 seconds in clear mode, all the contents of display will disappear.
  3. To cancel power save simply repeat setting procedure. When the display is on.  
The power save mode will be canceled and a beep sounds.  
The oven is again available for normal use.
- 

## TO STOP THE OVEN WHILE THE OVEN IS OPERATING

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1. Touch the STOP/CLEAR pad.
  - You can restart the oven by touching the START pad.
  - Touch the STOP/CLEAR pad once more to erase all instructions.
  - You must enter in new instructions.
2. Open the door.
  - You can restart the oven by closing the door and touching the START pad.

**NOTE:** Oven stops operating when door is opened.

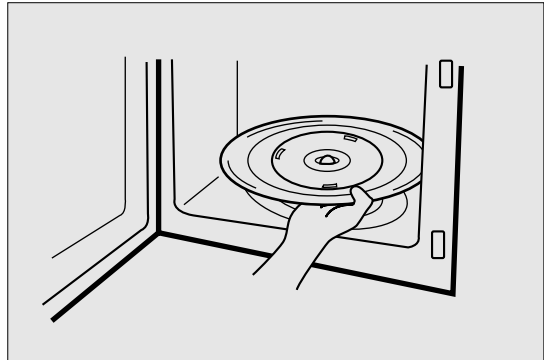


# CARE OF YOUR MICROWAVE OVEN

The oven should be cleaned regularly and any food deposits removed.

Failure to maintain the oven in a clean condition could lead to deterioration of the surface that could adversely affect the life of the appliance and possibly result in a hazardous situation.

- 1 Turn the oven off before cleaning.
- 2 Keep the inside of the oven clean. When food spatters or spilled liquids adhere to oven walls, wipe with a damp cloth. Mild detergent may be used if the oven gets very dirty.  
The use of harsh detergent or abrasives is not recommended.
- 3 The outside oven surface should be cleaned with soap and water, rinsed and dried with a soft cloth. To prevent damage to the operating parts inside the oven, water should not be allowed to seep into the ventilation openings.
- 4 If the Control Panel becomes wet, clean with a soft, dry cloth. Do not use harsh detergents or abrasives on Control Panel.
- 5 If steam accumulates inside or around the outside of the oven door, wipe with a soft cloth. This may occur when the microwave oven is operated under high humidity conditions and in no way indicates malfunction of the unit.
- 6 It is occasionally necessary to remove the glass tray for cleaning. Wash the tray in warm sudsy water or in a dishwasher.
- 7 The roller guide and oven cavity floor should be cleaned regularly to avoid excessive noise. Simply wipe the bottom surface of the oven with mild detergent water or window cleaner and dry. The roller guide may be washed in mild sudsy water.

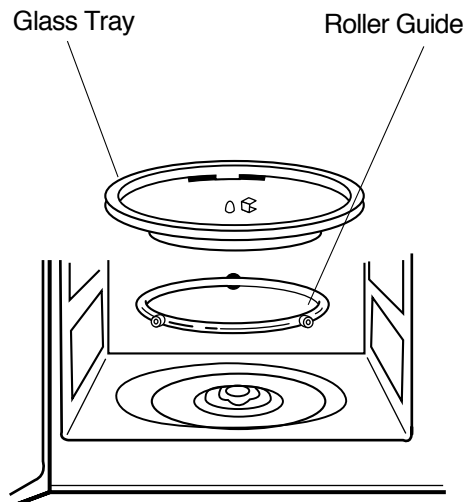


## ROLLER GUIDE

- 1 The ROLLER GUIDE and oven floor should be cleaned frequently to prevent excessive noise.
- 2 The ROLLER GUIDE MUST ALWAYS be used for cooking together with the Glass Tray.

## GLASS TRAY

- 1 DO NOT operate the oven without the Glass Tray in place.
- 2 DO NOT use any other Glass Tray with this oven.
- 3 If Glass Tray is hot, ALLOW TO COOL before cleaning or placing it in water.
- 4 DO NOT cook directly on the Glass Tray.



## BEFORE YOU CALL FOR SERVICE

Refer to following checklist, you may prevent an unnecessary service call.

### \* The oven doesn't work :

1. Check that the power cord is securely plugged in.
2. Check that the door is firmly closed.
3. Check that the cooking time is set.
4. Check for a blown circuit fuse or tripped main circuit breaker in your house.

### \* Sparking in the cavity;

1. Check utensils. Metal containers or dishes with metal trim should not be used.
2. Check that metal skewers or foil does not touch the interior walls.

If there is still a problem, contact our customer support department at 888 775-0202 or visit us on the web at [www.mcappliance.com](http://www.mcappliance.com).

## CARE AND CLEANING

Although your oven is provided with safety features, it is important to observe the following:

1. It is important not to defeat or tamper with safety interlocks.
2. Do not place any object between the oven front face and the door or allow residue to accumulate on sealing surfaces. Wipe the sealing area frequently with a mild detergent, rinse and dry. Never use abrasive powders or pads.
3. When opened, the door must not be subjected to strain, for example, a child hanging on an opened door or any load could cause the oven to fall forward to cause injury and also damage to the door. Do not operate the oven if it is damaged, until it has been repaired by a competent service technician. It is particularly important that the oven closes properly and that there is no damage to the:
  - i) Door(bent)
  - ii) Hinges and Hookes(broken or loosened)
  - iii) Door seals and sealing surfaces.
4. The oven should not be adjusted or repaired by anyone except a properly competent service technician.
5. The oven should be cleaned regularly and any food deposits removed;
6. Failure to maintain the oven in a clean condition could lead to deterioration of the surface that could adversely affect the life of the appliance and possibly result in a hazardous situation.

## QUESTIONS AND ANSWERS

**\* Q : I accidentally ran my microwave oven without any food in it. Is it damaged?**

A : Running the oven empty for a short time will not damage the oven. However, it is not recommended.

**\* Q : Can the oven be used with the glass tray or roller guide removed?**

A : No. Both the glass tray and roller guide must always be used in the oven before cooking.

**\* Q : Can I open the door when the oven is operating?**

A : The door can be opened anytime during the cooking operation. Then microwave energy will be instantly switched off and the time setting will maintain until the door is closed.

**\* Q : Why do I have moisture in my microwave oven after cooking?**

A : The moisture on the side of your microwave oven is normal. It is caused by steam from cooking food hitting the cool oven surface.

**\* Q : Does microwave energy pass through the viewing screen in the door?**

A : No. The metal screen bounces back the energy to the oven cavity. The holes are made to allow light to pass through. They do not let microwave energy pass through.

**\* Q : Why do eggs sometimes pop?**

A : When baking or poaching eggs, the yolk may pop due to steam build-up inside the yolk membrane. To prevent this, simply pierce the yolk with a toothpick before cooking. Never cook eggs without piercing their shells.

**\* Q : Why this standing time recommended after the cooking operation has been completed?**

A : Standing time is very important.  
With microwave cooking, the heat is in the food, not in the oven. Many foods build up enough internal heat to allow the cooking process to continue, even after the food is removed from the oven. Standing time for joints of meat, large vegetables and cakes is to allow the inside to cook completely, without overcooking the outside.

**\* Q : What does “standing time” mean?**

A : “Standing time” means that food should be removed from the oven and covered for additional time to allow it to finish cooking. This frees the oven for other cooking.

**\* Q : Why does my oven not always cook as fast as the microwave cooking guide says?**

A : Check your cooking guide again, to make sure you've followed directions exactly ; and to see what might cause variations in cooking time. Cooking guide times and heat settings are suggestions, to help prevent over-cooking... the most common problem in getting used to a microwave oven. Variations in the size, shape and weights and dimensions could require longer cooking time. Use your own judgement along with the cooking guide suggestions to check whether the food has been properly cooked just as you would do with a conventional cooker.

**\* Q : Will the microwave oven be damaged if it operates while empty?**

A : Yes. Never run it empty.

**\* Q : Can I operate my microwave oven without the turntable or turn the turntable over to hold a large dish?**

A : No. If you remove or turn over the turntable, you will get poor cooking results. Dishes used in your oven must fit on the turntable.

**\* Q : Is it normal for the turntable to turn in either direction?**

A : Yes. The turntable rotates clockwise or counterclockwise, depending on the rotation of the motor when the cooking cycle begins.

**\* Q : Can I pop popcorn in my microwave oven? How do I get the best results?**

A : Yes. Pop packaged microwave popcorn following manufacture's guidelines. Do not use regular paper bags. Use the “listening test” by stopping the oven as soon as the popping slows to a “pop” every 1 or 2 seconds. Do not repop unpopped kernels. Do not pop popcorn in glass cookware.

# Criterion™

## Limited Warranty

MC Appliance Corporation warrants each new Countertop Microwave Oven to be free from defects in material and workmanship, and agrees to remedy any such defect or to furnish a new part(s), at the company's option, for any part(s) of the unit that have failed during the warranty period. Parts and labor expenses are covered on this unit for a period of one year from the date of purchase. A copy of the dated sales receipt or invoice is required to receive warranty service by an authorized service agent. In addition, MC Appliance Corporation warrants the magnetron (parts only) to be free from defects in material and workmanship for a period of eight years. The consumer is responsible for all labor and transportation expenses related to the diagnosis and replacement of the magnetron after the initial one-year warranty expires. In the event the unit requires replacement or refund under the terms of this warranty, the consumer is responsible for all transportation expenses to return the unit to our factory prior to receiving a replacement unit or refund. A copy of the dated sales receipt/invoice is required to receive warranty service, replacement or refund.

This warranty covers appliances in use within the continental United States, Alaska, Hawaii and Puerto Rico. This warranty does not cover the following:

- Damages due to shipping damage or improper installation.
- Damages due to misuse or abuse.
- Content losses due to failure of the unit.
- Inside components such as turntable, roller guide, light bulbs, etc.
- Repairs performed by unauthorized service agents.
- Service calls that do not involve defects in material and workmanship such as instructions on proper use of the product or improper installation.
- Replacement or resetting of house fuses or circuit breakers.
- Failure of this product if used for other purposes than its intended purpose.
- Disposal costs for any failed unit not returned to our factory.
- Any delivery/installation costs incurred as the result of a unit that fails to perform as specified.
- Expenses for travel and transportation for product service if your appliance is located in a remote area where service by an authorized service technician is not available.
- The removal and reinstallation of your appliance if it is installed in an inaccessible location or is not installed in accordance with published installation instructions.
- Refunds for non repairable products are limited to the price paid for the unit per the sales receipt.

### Limitations of Remedies and Exclusions:

Product repair in accordance with the terms herein, is your sole and exclusive remedy under this limited warranty. Any and all implied warranties including merchantability and fitness for a particular purpose are hereby limited to one year or the shortest period allowed by law. MC Appliance Corporation is not liable for incidental or consequential damages and no representative or person is authorized to assume for us any other liability in connection with the sale of this product. Under no circumstances is the consumer permitted to return this unit to the factory without the prior written consent of MC Appliance Corporation.

Some states prohibit the exclusion or limitation of incidental or consequential damages, or limitations on implied warranties. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Model	Parts & Labor	Magnetron (Parts Only)	Type of Service
CCM11MC1B	One Year	Eight Years	Carry In
CCM11MC1W	One Year	Eight Years	Carry In

For Service or Assistance please call **888-775-0202** or visit us on the web at **www.mcappliance.com** to request warranty service or order parts.