



# MicroFridge® with Safe Plug® Troubleshooting

## Refrigerator

### Refrigerator Completely Dead (No Power)

- Make sure the blue plug from the refrigerator is plugged into the blue outlet on the back of the microwave and the black microwave cord is plugged into a wall outlet or strip. Check the outlet for power by plugging something else into it. Try unplugging the refrigerator cord from the back of the oven and plugging it in directly to a live outlet. If the refrigerator comes on, the outlet on the oven is defective and it should be replaced and sent for service.
- On units with knob dial microwave ovens, make sure the timer knob has returned all the way to the off position. Turn it by hand to make sure. No power will be supplied to the refrigerator unless this knob has traveled all the way to the off position.
- Check the temperature control knob inside the refrigerator, and make sure it is turned on.
- If none of these methods are effective to determine cause, the problem is most likely a defective overload protector, PTC starter (thermistor) or defective thermostat. Replace the unit and send it for service.

### Noisy Refrigerator

- Check drip tray on back of refrigerator, just above the compressor. Make sure the two pegs on the plastic drip tray are snapped securely into the two holes on the back of the refrigerator. Also check that all screws are tight on the condenser brackets, etc. Both these things can sound like a dying compressor.
- If the compressor hums and gets hot to the touch it is likely locked up. The refrigerator will need to be replaced.
- If there is a loud knocking sound coming from compressor one or more rotors, which balance the motor, have become detached (usually due to the unit being dropped). Replace the unit and send it for service.

### Refrigerator Runs But Won't Cool

- This is most likely due to low or no refrigerant charge. Replace the unit and send for service.

### Refrigerator Section Not Cooling, Freezer Section OK

- This is due to a restriction or blockage in gas line usually due to laying unit down when moving. This problem cannot be repaired, and the unit should be replaced.

### Everything Freezing in Refrigerator Section

- This is almost always due to a defective thermostat. The unit should be replaced and sent for service.

### Compressor Runs Constantly

- Look for a gap around door caused by defective gasket or door being misaligned. This problem typically results in abnormal frost build-up.
- If gaskets and doors are working properly, the unit probably has a faulty thermostat. Replace the unit and send it for service.



### Entire Unit is Off Balance or Wobbly

- Check under refrigerator for obstructions.
- Look for missing leg or legs that need to be adjusted. Replace missing leg or adjust any that are uneven by screwing them in or out to level the unit.

## Microwave

### Oven Completely Dead

- Check to make sure it is plugged into a working outlet.
- Fuse may have blown.
- Door interlock switches may be defective or out of alignment.
- Defective timer control.
- If the door switches are defective the oven light could still work and the display could light up.

### Oven Comes On (Light & Turntable Work) but Doesn't Heat

- This is due to defective magnetron or transformer and the unit must be replaced.
- Could also be a faulty switch not just a defective magnetron.

### Oven Sparking Inside

- Check for evidence of exposed metal inside the microwave while cooking.
- There may be a pinhole in the wave-guide cover located on the right side of the microwave. If this is kept clean, it prevents sparking.

### No Power at Outlet for Refrigerator

- Defective outlet on back of oven.
- Could be a defective board also.



### If you receive "ERR1" error code:

Wait for 5min to resolve; the ERR1 error occurs when too much smoke is detected. The smoke sensor will reset within 5 minutes. If the issue is not resolve; open the microwave door and unplug the unit from the wall, wait for 30 seconds, close the door and plug back in.

**Customer Service**  
**(800)-637-7567**