Solo Microwave - Frequently asked questions

Q. How do microwaves work?

A. Microwaves do not make any heat themselves but only cause water molecules in food to vibrate. This vibration produces heat that cooks the food. This is why your food will come out of the microwave piping hot, when your utensils inside the microwave stay much cooler.

A. Microwaves cannot go through metal, so the inside of the appliance is lined with metal. The door is lined with a fine metal mesh which stops microwaves getting through.

Q. How do I get the best cooking results?

A. Make sure any covered food is vented when cooking it, to allow steam to be released.

A. Food with none porous skins (potatoes and eggs for example), must be pierced to allow steam to escape. As the build-up of pressure can cause food to burst.

A. When cooking, stir the food halfway through the cooking time, as this will help cook the food more evenly.

A. Leave the food to stand for 2 minutes after cooking, as the heat will continue to spread through the food.

Q. Why does my microwave have a lot of moisture in it after cooking?

A. By the very nature of how a microwave works, it 'excites' the water molecules in the food it is heating, causing them to move about and generate heat from within the food. Often when the food heats up it reaches the point where steam is released. Dependant on the food type being heated, its water content level and the length of time being heated for, it is inevitable that some of the steam will condense and form back into water droplets within the microwave cavity. This can usually be found on the inner walls or most commonly on the back of the glass door and underneath the glass turntable. If not cleaned up, these droplets can start to form small 'pools' of water, and could cause the rusting if not cleaned.

A. Cooling vents allow the heat and steam to escape from the microwave. These cannot be covered as it can cause excessive water to settle inside the microwave or cause the microwave to overheat.

The installation instructions in the instruction manual must be followed or the warranty will be void.

Q. Can I warm plates and wheat bags in my microwave?

A. No, this is not recommended, as microwaves make water molecules vibrate and it is this that causes the heat cooks the food. Plates and wheat bags do not contain water and therefore should not be warmed/heated up in a microwave, as this can cause damage to the appliance, or cause the wheat bags to set on fire.

Q. Why is my microwave making a lot of noise?

A. Some noise will be expected from the microwave, as there is an internal fan that runs to keep it cool and draw out excess steam.

A. Check that the glass turntable has been placed correctly on the turntable coupling and is not hitting the walls/doors of the microwave during operation.

A. Check that the dishes/plates are the correct size for the microwave and that they are not hitting the walls/door of microwave during operation.

Q. What happens if I run my microwave with nothing inside?

A. Microwaves should not be run empty, as microwaves need moisture to operate correctly. If microwaves are operated empty or are used to heat up items with no water content (such as plates, wheat bags, etc.). The microwaves can focus on a single point inside the microwave. This can cause a heat spot, which can cause the area to become deformed, warped or start to melt.

A. If microwaves are operated empty or to heat up foreign objects this will void the warranty.

Q. How should I clean my microwave?

A. Avoid using scouring pads, steel wool or other abrasives. Warm soapy water and a sponge should get rid of all moisture and food spillages.

Q. My microwave does not work?

A. Make sure the microwave is plugged in securely to the mains supply and the socket is switched on.

A. Check the fuse in the plug has not blown.

A. The plug socket that the microwave is connected to may have become faulty. Plug the microwave into another known good socket, ensure that the socket is turned on and check if the microwave now works.

A. Contact customer services to talk through the problem to see if any solution for the fault can be found.

Q. My microwave has started to spark?

A. No metal objects (spoons, folks, etc.) or foil should be put inside a microwave as it can cause 'sparking' which can damage the microwave. Care should be taken to avoid using crockery with metal decoration or trim.

A. Spillages or splashes can burn and cause sparks. All food that is put into the microwave should be appropriately covered, all spillages or splashes must be cleaned, and all areas of microwave cleaned after each use. Burnt on food debris in the microwave, on the waveguide cover and the behind the waveguide can cause the microwave to 'spark'.

Microwaves must be thoroughly cleaned after every use to ensure no food is burnt on to any part of the microwave. If the microwave does 'spark' the waveguide must be replaced. The microwave must be cleaned thoroughly and then contact customer services for a replacement waveguide cover.

The replacement waveguide cover should be fitted and the microwave should operate normally.