No.	Fault Symptom	Possible Causes	Inspection Methods	Solution
1	Fails to Power On / Cannot Start	1. Power plug loose or disconnected 2. Power cord damaged 3. Fuse blown 4. Door switch malfunction 5. Main control board failure	1. Check if the plug is securely inserted 2. Inspect the power cord for damage 3. Check home fuse/circuit breaker 4. Ensure the door is closed tightly 5. Try testing with a different outlet	Follow the check steps, and replace the damage parts. 1. Reinsert the power plug securely 2. Replace the power cord 3. Replace the fuse 4. Adjust/replace the door switch 5. Contact customer service to replace the main control board
2	Machine Not Working	1. Power plug loose or disconnected 2. Power cord damaged 3. Fuse blown 4. Door switch malfunction 5. Electrical parts malfunction	1. To check the plug loose 2. To check the plug damage 3. To check the Fuse 4. To check Interlock part whether press the microswitch 5. To check High Voltage Transformer 6. To check High Voltage Diode 7. To check High Voltage Capacitor 8. To check Magnetron.	Follow the check steps, and replace the damage parts. 1. Reinsert the power plug securely 2. Replace the power cord 3. Replace the fuse 4. Adjust/replace the door switch 5. Replace the damage parts
3	Heating Is Normal but the Turntable Does Not Rotate	1. Turntable motor is damaged 2. Foreign objects in the turntable track 3. Worn turntable coupler 4. Turntable not properly placed	1. Check if the turntable is stuck 2. Inspect the track for foreign objects 3. Manually rotate the turntable to test 4. Verify the placement of the turntable	1. Remove foreign objects from the track 2. Reinstall the turntable 3. Replace the turntable coupling 4. Replace the turntable motor
4	Poor Heating Performance / Food Is Not Hot	1. Power Setting Too Low 2. Magnetron Aging/Damaged 3. High-Voltage Diode Fault 4. High-Voltage Capacitor Fault 5. Excessive Food in Oven Cavity	1. Check Power Setting 2. Listen for Normal Operation Sound 3. Measure High-Voltage Section Voltage 4. Check Magnetron Operation Status	1. Increase power level 2. Reduce food amount, heat in batches 3. Replace Magnetron 4. Replace high-voltage Diode 5. Replace high-voltage Capacitor
5	Abnormal Noise	1. Wear of the turntable motor bearings 2. Loose or deformed fan blades 3. Loose Magnetron installation 4. Foreign objects in the oven cavity 5. Uneven placement of the turntable	1. Identify the source of the noise 2. Check if the turntable is stable 3. Check for foreign objects in the oven cavity 4. Manually turn the fan after disconnecting power	1. Reinstall the turntable 2. Remove foreign objects from the oven cavity 3. Tighten the magnetron screws 4. Replace the turntable motor 5. Replace/adjust fan blade
6	Door Cannot Close / Closes Improperly	1. Door hook deformed/damaged 2. Door switch position misaligned 3. Door hinge loose 4. Seal strip aged and deformed 5. Oven cavity deformed	1. Check if the door hook is deformed 2. Observe if the door aligns when closed 3. Check the condition of the seal strip 4. Test if the door switch triggers	1. Correct/replace door hook 2. Adjust door switch position 3. Tighten/replace hinge 4. Replace sealing strip 5. Contact Service for oven cavity Inspection
7	Display Abnormalities / Key Failure	1. Control Panel Moisture 2. Key Contact Oxidation 3. Display Cable Loose Connection 4. Main Control Board Malfunction 5. Unstable Power Voltage	1. Check Display Content 2. Record Fault Code 3. Inspect Environmental Humidity 4. Power-off and Reset Test	1. Power-off drying treatment 2. Clean button contacts 3. Reinsert or reconnect flex cables 4. Replace control panel 5. Replace main control board
8	Heating Stops Midway	1. Timer setting issues 2. Overheat protection activated 3. Poor contact with door switch 4. Magnetron overheating 5. Power voltage fluctuation	1. Check timer settings 2. Check ventilation and cooling 3. Listen for door switch sound 4. Measure operating current	1. Reset the timer 2. Improve ventilation conditions 3. Replace the door switch 4. Wait for cooling before use 5. Use a voltage stabilizer
9	Oven Lamp Does Not Light	1. Bulb Burnout 2. Poor Lamp Holder Contact 3. Door Switch Failure 4. Control Circuit Issue	1. Observe Bulb Condition 2. Inspect Lamp Holder Connection 3. Test Door Switch 4. Check Control Signal	1. Replace Bulb 2. Clean/Adjust Lamp holder 3. Replace door switch 4. Repair control circuit

10	Burnt Smell/Smoke	1. Food Burnt 2. Residue in Cavity 3. Electrical Components Burnt Out 4. Magnetron Damaged 5. Internal Circuit Short Circuit	1. Immediately Stop Using 2. Check Oven Cavity Condition 3. Identify Source of Smell 4. Inspect Electrical Components	1. Remove burnt food 2. Thoroughly clean Cavity 3. Replace burnt components 4. Replace Magnetron 5. Repair Circuits
11	Microwave Leakage Alert	1. Poor Door Seal 2. Damaged Door Hook/Door Lock 3. Damaged Shielding Mesh 4. Warped Oven Cavity 5. Faulty Door Switch	1. Use Microwave leakage detector 2. Inspect door seal 3. Inspect door hook and door lock 4. Inspect door frame	1. Replace Seal Strip 2. Replace door Hook/Door Lock 3. Replace door 4. Contact Service for inspection
12	Sparking Inside the Oven	1. Users use metal containers, aluminum foil, and utensils with metal edges 2. Too much food residue 3. Mica sheet damage 4. Cavity coating peeling off 5. Machine parts damaged	1. Remove all metal containers, aluminum foil, and utensils with metal edges 2. Carbonized food residue: Clean the interior walls and ceiling of the oven 3. Mica sheet damage: Check if the waveguide cover (mica sheet) is burned or damaged 4. Coating peeling: The coating on the interior walls of the oven is peeling, causing sparking 5. To check the Magnetron antenna burnt out	1. Immediately stop using the oven 2. Remove all metal objects, thoroughly clean the cavity, removing food residue 3. Check the mica sheet for damage, replace if burned 4. Inspect the interior wall coating, seek professional repair if damaged 5. Replace the Magnetron.
13	Button Malfunction	1. Dirty Keypad 2. Faulty touch panel 3. Control board issues 4. Moisture impact	1. Dirty Keypad: Clean the surface of the keys 2. Faulty Touch Panel: Damaged touch sensors 3. Control Board Issues: Fault in the key matrix circuit 4. Moisture Impact: Keypad malfunction due to moisture	1. Clean the control panel area with a dry cloth 2. Ensure your hands are dry 3. Power cycle and try again 4. If it continues to malfunction, the control panel needs to be replaced
14	Food Is Burnt	Function Menu / Temperature Setting Too High Or Too Low, Or Whether Food Is Placed Evenly	To check the user manual to set correct level	1. Guide Users to Set the Correct Temperature Level; 2. Guide Users to Place Food Evenly.