

warranty

SAMSUNG OVER-THE-RANGE (OTR) MICROWAVE OVEN

Limited warranty to original purchaser

This SAMSUNG brand product, as supplied and distributed by Samsung Electronics America, Inc. (SAMSUNG) and delivered new, in the original carton to the original consumer purchaser, is warranted by SAMSUNG against manufacturing defects in materials and workmanship for a limited warranty period of:

ONE (1) YEAR PARTS AND LABOR, TEN (10) YEARS PARTS WARRANTY FOR MAGNETRON

Samsung will charge a repair fee for replacing an accessory or repairing a cosmetic defect if the damage to the unit and/or damage to or loss of the accessory was caused by the customer. Items this stipulation covers include:

- A Dented, Scratched, or Broken Door, Handle, Out-Panel, or Control Panel
- A Broken or missing Tray, Guide Roller, Coupler, Filter, or Wire Rack

User Replaceable Parts may be sent to the customer for unit repair. If necessary, a Service Engineer can be dispatched to perform service.

This limited warranty begins on the original date of purchase, and is valid only on products purchased and used in the United States. To receive warranty service, the purchaser must contact SAMSUNG for problem determination and service procedures. Warranty service can only be performed by a SAMSUNG authorized service center. The original dated bill of sale must be presented upon request as proof of purchase to SAMSUNG or SAMSUNG's authorized service center.

SAMSUNG will repair or replace this product, at our option and at no charge as stipulated herein, with new or reconditioned parts or products if found to be defective during the limited warranty period specified above. All replaced parts and products become the property of SAMSUNG and must be returned to SAMSUNG. Replacement parts and products assume the remaining original warranty, or ninety (90) days, whichever is longer.

In-home service will be provided during the warranty labor period subject to availability within the contiguous United States. In-home service is not available in all areas. To receive in-home service, the product must be unobstructed and accessible to service personnel. If during in-home service repair can not be completed, it may be necessary to remove, repair and return the product. If in-home service is unavailable, SAMSUNG may elect, at our option, to provide for transportation of our choice to and from a SAMSUNG authorized service center. Otherwise, transportation to and from the SAMSUNG authorized service center is the responsibility of the purchaser.

This limited warranty covers manufacturing defects in materials and workmanship encountered in normal, noncommercial use of this product and shall not apply to the following, including, but not limited to: damage which occurs in shipment; delivery and installation; applications and uses for which this product was not intended; altered product or serial numbers; cosmetic damage or exterior finish; accidents, abuse, neglect, fire, water, lightning or other acts of nature; use of products, equipment, systems, utilities, services, parts, supplies, accessories, applications, installations, repairs, external wiring or connectors not supplied

Problem	Solution
Vent Motor suction force is too weak.	Set the vent mode to high. The Vent Fan will only operate in low speed mode while the microwave is working.
Operating noise is too loud.	The MWO makes noise during operation. This is normal. If you hear an abnormal sound continuously, please contact the Samsung Call Center (1-800-726-7864).
Cook top lamp is too dim.	Set the lamp brightness level to high.
Difficult to replace Charcoal Filter.	Please refer to the instructions for replacing the charcoal filter in the user's manual.
Turntable rotates improperly.	Make sure you have not put too much food on the turntable. If the food is too large or too heavy, the turntable may operate improperly.
A message of "Close Door" appears on the display.	This is because you pressed the Enter/Start button while the door was not closed. Make sure to close the door and press the Enter/Start button again. If the message of "Close Door" still appears, contact us for technical assistance.

appendix

Specifications

Model number	ME21H9900AS/AA	
Oven Cavity : 2.1 cu ft	Timer : 99 minutes, 99 seconds	Controls : 10 power levels, including defrost
Power Source : 120 VAC, 60 Hz	Power Output : 1000 Watts	Power Consumption : 1700 Watts
Net/Shipping Weight	58.7 lbs (26.6 kg) / 65.7 lbs (29.8 kg)	
Outside Dimensions	29 ¹³ / ₁₆ "(W) X 16 ¹⁵ / ₁₆ "(H) X 17 ⁹ / ₁₆ "(D)	
Oven Cavity Dimensions	22 ¹ / ₈ "(W) X 10 ¹³ / ₁₆ "(H) X 14 ¹³ / ₁₆ "(D)	
Shipping Dimensions	33 ¹³ / ₃₂ "(W) X 20 ¹¹ / ₁₆ "(H) X 19 ¹³ / ₃₂ "(D)	

or authorized by SAMSUNG which damage this product or result in service problems; incorrect electrical line voltage, fluctuations and surges; customer adjustments and failure to follow operating instructions, cleaning, maintenance and environmental instructions that are covered and prescribed in the instruction book; problems caused by pest infestations, and overheating or overcooking by user; glass tray or turntable; reduced magnetron power output related to normal aging. SAMSUNG does not warrant uninterrupted or error-free operation of the product.

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Some provinces or territories may or may not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

To obtain warranty service, please contact SAMSUNG at:

1-800-SAMSUNG (726-7864) or www.samsung.com/us/support