






Microwave oven

User Manual



AFTER SALES SUPPORT

 UK 0333 32 13 106 (National rate)  www.medion.co.uk

 IRE 1 800 992508 (free phone)

MODELL: MD 12350 • PRODUCT CODE: 64732 • 04/2015

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1. Introduction

Thank you for choosing this microwave oven from Crofton™ Professional. You have selected a high-quality product, which satisfies the very highest performance and safety standards. To ensure that you get the best out of this product for many years we recommend that you observe the following instructions.

Please read the user guide, and in particular the safety instructions, thoroughly before using the appliance. You will find a range of important and useful information that should be understood and followed by everyone using the appliance. Keep the guide in a safe place and be sure to enclose it with the appliance if you give it to another user.

2. Package contents



WARNING!

Keep plastic packaging out of the reach of children. There is a risk of suffocation!

After unpacking, ensure that the following parts have been supplied:

- Microwave oven
- Three-legged roller support
- Rotary plate
- Operating instructions and warranty documents

3. Proper use

This device may only be used for warming up appropriate foodstuffs in microwave-suitable containers and dishes.

This device is designed to be used in the household and for similar applications. It is not intended, however, for use

- in commercial kitchens, for employees in shops, offices and other commercial areas;
- on agricultural estates;
- by customers in hotels, motels and other residential facilities;
- in bed & breakfast accommodation.



Please note that we shall not be liable in cases of improper use:

- Do not modify the device without our consent and do not use any auxiliary equipment which we have not approved or supplied.
- Use only spare parts and accessories which we have supplied or approved.
- Follow all the instructions in these operating instructions, especially the safety information. Any other use is deemed improper and can cause personal injury or damage to the product.
- Do not use the device in extreme environmental conditions.

4. Symbols and key words used in these instructions



DANGER!

Warning: immediate mortal danger!

WARNING!

Warning: possible mortal danger and/or serious irreversible injuries!



CAUTION!

Please follow the guidelines to avoid injuries and/or property damage!

CAUTION!

Please follow the guidelines to avoid property damage!



Safety instructions



PLEASE NOTE!

Additional information on using the device.



PLEASE NOTE!

Please follow the guidelines in the operating instructions!



WARNING!

Warning: danger of electric shock!



WARNING!

Warning: danger of hot surfaces!

- Bullet point/information on operating steps and results
- ▶ Tasks to be performed

5. Safety instructions



CAREFULLY READ THE IMPORTANT SAFETY INSTRUCTIONS AND KEEP THEM IN A SAFE PLACE FOR FURTHER USE!

5.1. People not permitted to use this device

- Keep the device and its accessories out of reach of children.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliances by a person responsible for their safety.
- Children should be supervised to ensure they do not play

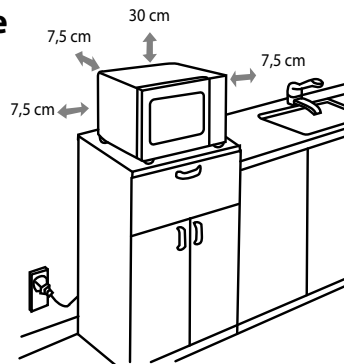
with the appliance. Close supervision is necessary when any appliance is used by or near children.

**WARNING!**

Keep plastic packaging and protective film out of the reach of children. There is a risk of suffocation!

5.2. Setting up and electrical connection

- The microwave oven is designed as a free-standing device and may not be integrated into kitchen units.
- Only connect the microwave to a properly installed and earthed power socket with a voltage of 230-240 V~50Hz using a safety plug which has a 13 Amp fuse. Do not use an extension cable.
- Ensure that the power cable is undamaged and does not run underneath the device or over any hot surfaces or sharp edges.
- The microwave must be set up on a level, stable surface, which is able to carry the weight of the device as well as the food which is to be prepared within it. Only set up the microwave in a safe, dry environment.
- Do not place any objects on the microwave as these may become hot during use. **To ensure adequate ventilation, a minimum safe clearance distance of 30 cm to the top, 7,5 cm at the rear and 7,5 cm on both sides must be observed.** The openings in the device must not be covered or blocked.
- Protect the device from water



Safety instructions

droplets or spray. If the device does become wet then pull out the mains plug immediately.

- Ensure that the microwave is not placed near any heat source or in an area where it could come into contact with water.
- The device is not designed to be operated with an external timer or a separate remote control system.

5.3. Initial operation and use



WARNING

Improper use can lead to injuries and damage to the device.

Therefore, please observe the following safety advice:

- This microwave oven is intended for heating up food and beverages only. CAUTION: Any attempt to dry food or clothing, to heat up warming pads, house slippers, sponges, wet or moist cleaning cloths etc. may cause injuries, combustion or fire.
- WARNING! The touchable surfaces may become very hot during use. There is a risk of burning.
- WARNING! Liquids or other foods may not be heated in closed containers as these could easily explode. Therefore, always remove the seal on bottles and closable containers such as baby bottles before heating.
- This device may only be used for warming up appropriate foodstuffs in microwave-suitable containers and dishes.
- When warming up or cooking meals in flammable plastic or paper containers it is necessary to monitor the microwave constantly due to the risk of fire.
- The microwave is not intended for the preparation of foods

which require frying. The device is also not intended for drying out objects. Caution! This could cause a fire!

- Never use the device when empty, i.e. without items to be cooked inside.
- Only use the accessories that are enclosed or described as suitable in these instructions.
- Never use dishes with metal trimmings, metal utensils or the grill stand in microwave operation as this could damage the device and/or the dishes.
- Use only microwave-suitable dishes. Look for markings such as "Microwave-suitable" or "For the microwave" when purchasing.
- Do not remove any of the microwave's internal panels or the inner coating of the viewing window as this could lead to microwave radiation leakage.
- Never leave the device unattended during operation.
- **WARNING! Delayed boiling!** When heating liquids in the microwave so-called "delayed boiling" can occur, i.e. the liquid has reached boiling temperature without beginning to bubble as boiling liquids normally do.

Agitation, for instance when removing the liquid from the device, can lead to a sudden boiling up of the liquid.

Therefore, take care when moving the liquid container.

There is a risk of scalding!


Always place a glass or ceramic rod in liquids that are to be heated up. This will hinder sudden, belated boiling of the liquid.

- With foods that have a firm skin, e.g. sausages or tomatoes, make small slits in the skin so that they do not burst during cooking.
- Do not try to heat up eggs in their shells or pre-boiled

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eggs unless in specially designed microwave-suitable containers.

- CAUTION! Eggs which are already boiled can explode, even after being removed from the oven.
- Check the temperature before eating food cooked in the microwave. Special care must be taken with baby food and bottles. Always stir or shake the baby food before checking the temperature to avoid burns.
- The device should be cleaned regularly and food residues should be removed.
- Poor device hygiene can lead to damage to the surfaces, which in turn can reduce the lifespan of the device and even lead to dangerous situations.
- Observe the instructions for cleaning the device when cleaning the door seals, the interior cooking area and the neighbouring parts, see page 21.

5.4. Faults



WARNING!

Live components. There is a risk of electric shock. Therefore, please observe the following safety advice:

- Avoid damaging the device or the power cable.
- Always check the power cable and the device before each use.
- If you detect any damage do not use the device under any circumstances. Immediately remove the mains plug from the socket.
- Ensure that a defective device is immediately repaired by a specialist workshop. In order to reduce risks: if the mains cable for this device is damaged then it must be replaced


by the Service Centre or a similarly qualified person.


- **WARNING!** It is dangerous and forbidden for untrained persons to carry out repair or maintenance work that requires the removal of the panels which are in place to prevent the escape of microwave radiation.
- If you see smoke, keep the door closed to prevent fire from breaking out, or to smother flames which have already broken out, and immediately turn off the device by setting the time control dial to the "0" position.
Then pull the mains plug out of the socket straight away.
- **WARNING!** If the housing, panels, door, door seals or the door catch are damaged then do not use the device under any circumstances. In order to reduce risks: have the device repaired immediately by a specialist workshop or contact your Service Centre.
- **WARNING!** Never try to open and/or repair a device component yourself. There is a risk of electric shock.
- In the event of a fault, contact our Service Centre or another suitable specialist workshop.

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6. About microwaves

Microwaves are high-frequency electromagnetic waves which have a warming effect on the food within the oven. Microwaves heat all non-metallic objects. Therefore, do not place any metallic objects in the microwave. This heating effect works better the higher the water content of the foodstuff.

To ensure optimal distribution of heat, let food stand for a minute or two in the microwave after cooking.

6.1. The effect of microwaves on foodstuffs

- Microwaves penetrate foodstuffs to a depth of up to 3cm.
- They heat up water, fat and sugar molecules (foodstuffs with a higher water content are heated more intensively).
- This heat then works its way – slowly – throughout the food and has a defrosting, heating and cooking effect on the food.
- The cooking area and the air within are not heated (the food container is heated mainly by the hot food).
- Each foodstuff requires a certain amount of energy to cook or defrost. As a rule of thumb we can say: high output – short time or low output – long time.

6.2. The microwave oven

- A microwave generator, the so-called magnetron, generates the microwaves and directs them into the cooking area.
- The inner walls and the viewing window reflect the microwaves inwards so that they cannot escape from the interior.
- The microwave output and the cooking time can be set in several steps.
- After the cooking time has elapsed, or when the door is opened, the magnetron turns off immediately.



7. Cooking and heating up in the microwave

7.1. General notes

- To arrange food so that it cooks properly place the food with the largest pieces towards the outer edge.
- Note the exact cooking or heating times.
- Choose the shortest available cooking or heating time and extend it if necessary.



WARNING!

Overcooked food can start to smoke or even catch fire.

- Cover food during cooking or heating with a cover that is suitable for the microwave. Covering the food helps avoid splashes; furthermore the food is more evenly cooked.
- Foods such as chicken pieces or hamburgers should be turned once during cooking to speed up cooking. Larger pieces such as joints or roasting chickens must be turned at least once.
- It is also important to reposition food, e.g. with meatballs: After half of the cooking time has expired, the food should be repositioned from top to bottom and from the middle to the outside.
- After heating, stir the food if possible to ensure even temperatures, otherwise let the food stand for a short time.

7.2. Microwave-suitable materials

You can buy special dishes and accessories for your microwave. Look for markings such as “Microwave-suitable” or “For the microwave”. You can also use your existing dishes – if the material is suitable.

7.2.1. Suitable materials

- Porcelain, glass ceramic and heatproof glass.
- Plastics which are heatproof and microwave-suitable (caution: plastics may become discoloured by foods or become warped by the heat).
- Baking paper.

7.2.2. Materials that are partially suitable

- Stoneware and ceramics. Use clay containers only for defrosting and for short cooking times because the air and water content of the material could cause the clay to crack or break.



Cooking and heating up in the microwave

- Dishes with gold or silver décor should only be used when the manufacturer has labelled it "microwave-suitable".
- Never use aluminium foil in large quantities. It can however be used e.g. in small pieces to cover sensitive parts. You can also cover the corners of containers to prevent overcooking as the microwave energy is primarily concentrated on the corners. Maintain a distance of 2.5 cm between the foil and the internal wall.
- Aluminium containers (e.g. those for ready-to-serve meals) are suitable, but they must be at least 3cm high to be used in the microwave.

7.2.3. Unsuitable materials

- Metal, i.e. metal pots, pans and lids.




CAUTION!

Metal in the cooking area can lead to sparks! These can damage the device or the viewing window!

- Dishes with metal parts (handles, decoration or bottoms) or with gold or silver décor can also lead to sparks during microwave operation.
- Crystal or lead crystal can shatter, coloured glass may become discoloured.
- Any materials which are not heatproof can lose shape or even burn.



Please note!

To test whether a dish is suitable for use in the microwave, put some water in the container and place it in the microwave. Set the programme control dial to  and then set the time control dial to 1 minute. The device will now operate in microwave operation for 1 minute. If you ascertain that the container is hotter than the food, then it is not suitable for the microwave. Microwave-suitable dishes are only warmed by the heat of the food



WARNING!

As soon as you notice sparks, flashes or even fire, then turn off the microwave immediately by setting the time control dial to the "0" position.



7.2.4. Overview of suitable materials

The following list is a general guide to help you choose the correct cooking dishes:

Cooking dishes	Microwave
Heatproof glass	Yes
Non-heatproof glass	No
Heatproof ceramic	Yes
Microwave-suitable plastic dishes	Yes
Kitchen paper	Yes
Metal	No
Aluminium foil/containers	Suitable in some circumstances

7.2.5. Size and shape of microwave-suitable containers

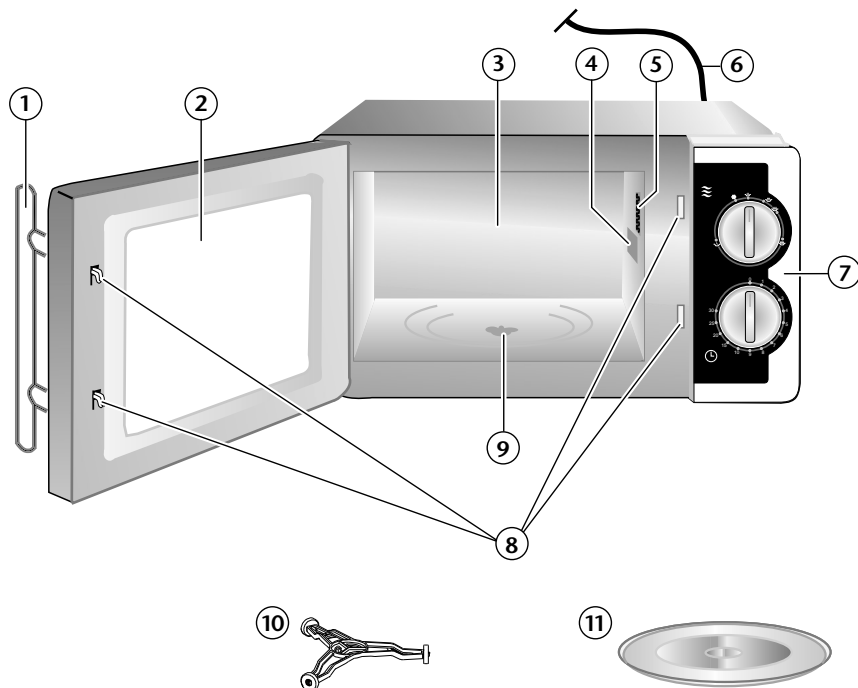
Flat, broad containers are better than narrow, tall ones. "Flat" foods can be cooked more evenly.

Round or oval containers are better than angular ones. There is a danger of local overheating in the corners.



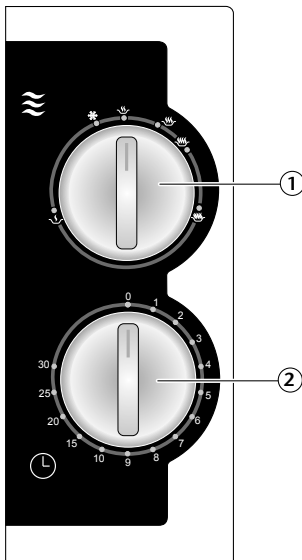
8. An overview of the device

8.1. Description of the parts



- 1) Door handle
- 2) Viewing window
- 3) Cooking area
- 4) Magnetron panel - DO NOT REMOVE!
- 5) Lighting
- 6) Mains cable
- 7) User controls
- 8) Door lock
- 9) Rotary hub
- 10) Three-legged roller support
- 11) Rotary plate

8.2. Operating elements



- 1) Power control dial: select the power output level
- 2) Time control dial: select a cooking time of between 0 – 30

9. Before the first use of the microwave

9.1. Setting up the device

Ensure that all packaging materials have been removed from inside the device and the interior of the door.



Warning!

The panel in front of the magnetron on the right side of the interior cooking area is not part of the packaging and must not be removed!

Check the microwave for any damage – e.g. if the door is crooked or bent, door seals and other seals are damaged, hinges and the closing mechanism are defective or loose, or if the interior of the device or the door are dented or damaged. If you discover any damage, do not use the microwave. In this case please contact our Service Centre.

- Do not place the microwave near to any heat sources, in a location prone to wetness or high humidity, or in the immediate vicinity of inflammable materials.
- The feet must not be removed.



CAUTION!

The microwave has been designed for indoor use and may not be used outside!



9.2. Cleaning the device for the first time

- ▶ In order to remove any dust residue from the packaging and any other possible residues from the manufacturing process, wipe out the interior and the inner side of the viewing window with a slightly moist, soft cloth before using the device for the first time. Ensure that no liquids penetrate into the device and dry the surfaces completely afterwards.
- ▶ Clean the glass rotary plate and the roller ring in warm water with a little washing up liquid and then dry off these parts completely.

9.3. Inserting accessories

- ▶ Place the three-legged roller support over the drive axle in the centre of the recess in the cooking area.
- ▶ Place the rotary plate onto the three-legged roller support so that the rollers support the smooth area of the glass.
- Connect the microwave using the mains plug to a convenient and easily accessible 230-240 V~50 Hz earthed wall socket.



Please note!

During first use you may notice faint odours. These smells are not dangerous and will disappear after a short time. Ensure adequate ventilation e.g. by opening a window.









10. Operation

10.1. Cooking with microwaves

Set the programme control dial to the required power output level

The following power output levels are available:

Symbol	Programme	Output (watts)
	Low	119 W
	Defrost	280 W
	Medium - Low	336 W
	Medium	462 W
	Medium - High	595 W
	High	700 W

- ▶ Turn the time control dial to set the desired time and start the cooking process. The longest cooking time is 30 minutes.

10.1.1. End of the cooking process

At the end of the cooking process, i.e. the time control dial has returned to the "0" position, you will hear a signal tone.

- ▶ Open the door and remove the cooked food.



WARNING!

As the food or containers may be very hot, always use oven gloves or a protective cloth when removing food from the oven.

10.1.2. Interrupting a programme

If you want to turn or stir the food, for instance mid-way through the cooking process, it is often necessary to interrupt the programme.

- ▶ Open the door to interrupt the programme.
- ▶ Once the door has been closed again, the cooking process will continue.
- ▶ Set the time control dial to "0" in order to prematurely stop the programme completely.

11. Cleaning and care


Damage can be caused to the device surfaces due to a lack of care. This can lead to the lifespan of the device being reduced or to dangerous situations. Therefore, clean the microwave oven regularly and remove all food residues.

- Before starting the cleaning process, switch off the microwave and remove the mains plug.
- Keep the interior of the device clean. Wipe away splashes or spilled liquids that come into contact with the interior walls with a damp cloth. A mild cleaning solution can be used for stubborn dirt. Do not use sprays or other corrosive cleaning products. These products can attack, scratch or dull the door surface.
- The external surfaces should be cleaned with a damp cloth. In order to avoid functional parts inside the microwave being damaged, ensure that no water penetrates into the device through the ventilation openings.
- A mild cleaning solution should be used for cleaning the door parts, the viewing window and, particularly, the closing mechanism including the seals. Proceed here with extreme caution so that the parts do not become damaged.
- The user control area may not become wet. Clean it using a soft, damp cloth. Leave the door open when cleaning the user controls to avoid accidentally switching on the device.
- If mist should form on the interior or exterior surfaces of the device then wipe it away with a soft cloth.
- Mist can form if the microwave is operated during periods of high humidity. This is completely normal.
- Sometimes the rotary plate needs to be removed from the device to clean it. Rinse the plate in warm soapy water or in a dishwasher.
- Then dry the rotary plate thoroughly with a soft cloth. If you remove the rotary plate from the rotary hub then ensure that it has been replaced correctly after cleaning.
- The rotary hub and the bottom surface of the cooking chamber should be cleaned regularly to avoid the rotary plate sticking or jumping over food residues.
- Simply wipe the base of the device with a mild cleaning solution. The rotary hub can be cleaned in mild soapy water or in a dishwasher. Any remaining aromas in the microwave oven can be removed by placing a glass of water together with the juice and rind of a lemon in a deep container suitable for microwave cooking and then heating it in the microwave for 5 minutes. Finally, wipe the microwave thoroughly and dry it with a soft cloth.
- If you have to replace the light in the microwave oven, please contact a qualified specialist workshop or the Service Centre.

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12. End of operation

After the end of the cooking process, the time will be displayed in the display field. You can then open the door and remove the food. The device switches itself off automatically when the cooking process is finished. Check that the interior lighting for the microwave oven is switched on when the door is opened and then automatically goes out after a while.

If you do not use the device for a long period of time, pull out the mains plug and store the device in a dry location.

13. Troubleshooting

Problem	Possible cause	Solution
The device does not start the cooking process.	The mains plug is not properly inserted.	Pull out the mains plug, wait 10 seconds and then plug it in again.
	The fuse is blown or the power interrupter has tripped.	Exchange the fuse or reset the power interrupter (contact our service centre for assistance here).
	The socket is defective.	Check the socket by plugging in another device.
The device does not warm up.	The door is not closed.	Close the door.
Noise or vibration occurs when the rotary plate turns.	The rotary hub or the base of the microwave oven is dirty.	Clean the device.



WARNING!

In the event that the light in the cooking area breaks, this may only be replaced by persons trained to complete work on microwaves or by our customer service department in order to avoid any possible danger.

14. Disposal



Device

According to Directive 2012/19 / EU do not dispose of the product in the household rubbish at the end of its service life. Take it to a local collection point for used appliances in order to comply with environmental regulations. Contact your local authority to find out where your nearest collection point is located.

- ▶ Before disposal cut off the cable.



Packaging

Your microwave is wrapped in packaging to protect it against transportation damage. Packaging materials are raw materials and can therefore be reused or recycled.

15. Technical specifications

Nominal voltage:	230 - 240 V~ 50 Hz
Power consumption:	1200 W
Power output	
Microwave:	700 W
Microwave frequency:	2450 mHz
Protection Class:	I (This appliance must be earthed)

Dimensions (W x H x D) in cm

Exterior dimensions:	ca. 45,3 x 32 x 26,2
Cooking area volume:	17 litres
Net weight:	approx. 13 kg



Subject to technical changes.



16. Declaration of conformity



Medion AG hereby declares that product MD 12350 conforms to the following European requirements:

- EMC Directive 2004/108/EC
- Low Voltage Directive 2006/95/EC
- Ecodesign Directive 2009/125/EC
- RoHS Directive 2011/65/EU.

Full declarations of conformity are available at www.medion.com/conformity.

17. Legal notice

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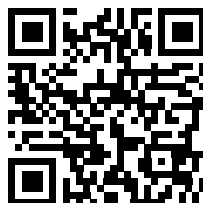
Am Zehnthof 77

45307 Essen

Germany

The operating manual can be reordered via the service hotline and is available for download via the service portal at www.medion.com/gb/service/start/.

You can also scan the QR code above and download the operating manual onto your mobile device via the service portal.





WARRANTY CARD

Microwave oven MD 12350

Please indicate which model you have purchased!

Silver
MSN 5004 9172

Black
MSN 5004 9188

Your details:

Name _____

Address _____

 _____ Email _____

Date of purchase* _____

*We recommend you keep the receipt with this warranty card.

Location of purchase _____




Description of malfunction:


Return your completed warranty card to:

Medion Electronics Ltd.
120 Faraday Park, Faraday Road, Dorcan
Swindon SN3 5JF, Wiltshire
United Kingdom

To contact us by email please visit the
„Service and Support“ section of our
website at www.medion.co.uk.

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YEAR
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Dear Customer,

Warranty period:	3 years from date of purchase. 6 months for wear parts and consumables under normal and proper conditions of use (e.g. rechargeable batteries).
Costs:	Free repair/exchange or refund. No transport costs.
Hotline:	No additional charge for fixed network calls.

ADVICE:

Please contact our service hotline by phone, e-mail or fax before sending in the device. This allows us to provide support in the event of possible operator errors.

In order to make a claim under the warranty, please send us:

- the original receipt and the warranty card properly completed.
- the product with all components included in the packaging.

The warranty does not cover damage caused by:

- Accident or unanticipated events (e.g. lightning, water, fire).
- Improper use or transport.
- Disregard of the safety and maintenance instructions.
- Other improper treatment or modification.

After the expiry of the warranty period, you still have the possibility to have your product repaired at your own expense. If the repair or the estimate of costs is not free of charge you will be informed accordingly in advance.

This warranty does not affect your statutory rights. In the event that a product is received for repair, neither the service company nor the seller will assume any liability for data or settings possibly stored on the product by the customer.

