
Before You Call for Service: Range/Microwave

Every time a service call is made the vendor bills KPW. Unnecessary calls result in membership prices increasing to cover those costs. To keep membership fees low, please make sure your unit/appliance is broken. **KPW membership services do not cover instruction, misuse, abuse or preventative services.** Unnecessary calls will result in members being charged back for that call. We don't want to do it, and you don't want to pay it, but to be fair to all members, we can't provide free services that aren't covered by our agreement. We know you understand.

Range - Not working/heating:

1. Check the plug – maybe it got accidentally disconnected.
2. Check the breaker.
3. Did you know some ovens can be calibrated to accommodate temperature differences? Check your owner's manual. Compare the setting to an oven thermometer to make sure there is actually a difference. If you have checked, and calibrated, and the temp is still inconsistent or wrong – schedule a service call. Remember, if it isn't BROKEN, you just didn't know how to adjust the settings, YOU will be charged back for the service call.
4. Is it one or both cook functions (bake/broil)
5. Are you getting an error code on the display? If so, note it and relay that when you schedule a service call

Range - Not working/no light:

1. Change the bulb
 - a. **NOTE** – This is NOT a covered benefit. Normal maintenance is the member's responsibility. YOU will be charged back for a service call to change a light bulb inside your appliance

Range – Not working/isn't self cleaning:

1. Is it set correctly? Did you double check the timers and settings?
2. Did you lock the oven door? Some units won't kick in if the door isn't locked.
3. Is it not cleaning or not cleaning as well as you'd like? Some over spills need some elbow grease to clean -the self-cleaning function doesn't always remove everything. Make sure your expectations are in line with the quality of your appliance and it's application. If you call for service and it isn't BROKEN, YOU will be charged back for the call.

Microwave – Not working:

1. Check the plug
2. Check the breaker
3. Check your owner's manual
 - a. **NOTE** – KPW **does not** provide instruction on appliances. If you call for service and it's just that you didn't know how to set/use the appliance – YOU are going to get a charge back for that service call.
4. Check the internet for your manufacturer's instructions on how to use the unit.