

EN INSTALLING DOOR HOOK ASSEMBLY SUPPORT BRACKET: 00635127

The information provided in this document is intended for trained, qualified personnel only. The proper function and the safety of the appliance can be affected by an improper repair, and even serious threats to life or physical condition may arise. BSH Home Appliances Corporation is not liable for damages caused by improper repairs performed by unauthorized parties. Local codes and standards apply and must be observed. Contact the Technical Support Team for further assistance.

On some traditional (non-convection) microwaves, there have been reports of latch failures due to instability and movement of the door hook assembly when the door is closed, which prevents the latch key from engaging properly. Symptoms include...

- Door is difficult to close
- Door won't open
- Light stays on when the door is closed, but microwave won't operate
- Metal frame holding the door hook assembly is bent

An additional support bracket has been designed to resolve these issues by restricting movement of the door hook assembly.

WARNING ⚠

Unlike many other appliances, the microwave oven is a high voltage, high current device. It is free from danger in ordinary use, though extreme care should be taken during repair. Follow all safety instructions included in the Repair Manual, including the procedure to discharge the high voltage capacitors. See *QuickFinder* for additional repair information.

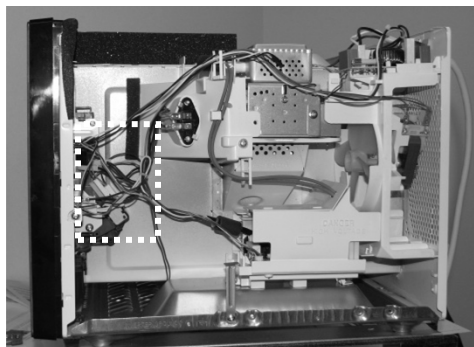
1. Disconnect power to the microwave and remove outer housing.

2. Discharge the high voltage capacitors: using a screwdriver with an insulated handle, touch chassis ground, then short the inverter output terminal of the magnetron filament terminals.

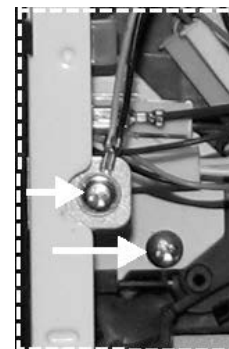


MAGNETRON
FILAMENT TERMINAL INSULATED HANDLE
SCREWDRIVER

3. Remove the screw securing the ground wire and remove the lower screw securing the door hook assembly.

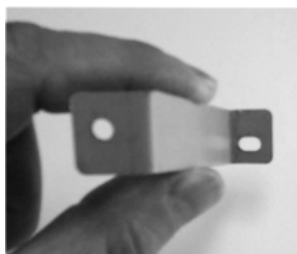


Right side view of microwave



Close-up view of ground screw (L) and lower door hook screw

4. Position the support bracket as shown, aligning the end with the elongated hole to the screw hole in the door hook assembly; align the other end with the ground wire screw hole.



5. Using the original screws removed in step 3, secure the bracket to the door hook assembly, then with the ground wire terminal in front of the other bracket screw hole, secure both the ground wire and the bracket with the second screw.



Bracket (and ground wire) secured

6. Replace housing, restore power and test operation.

For authorized servicers, additional assistance is available by contacting our Technical Support Team at (800) 444-9091. Visit QuickFinder at <http://portal.mch.bshg.com/portal>.

The following models produced prior to July 2014 may be affected...

BM281710, BM281730, HF35M630, HMB5020, HMB5050, HMB5060, HMB5051, HMB5061, MBEB, MBES, MBESLFTD