PADERNO.

User Manual 1.6-CU. FT. MICROWAVE OVEN WITH EVEN-HEAT INVERTER

Model No. MWO020 Product No. 043-1025-4



Product No. 043-1025-4

The Paderno[™] 1.6-Cu. Ft. Microwave Oven with Even-heat Inverter provides quick, even heating for consistent and delicious results. The multiple pre-set functions take the guesswork out of programming cook power and time. Cooking popcorn, melting butter, reheating leftovers, and defrosting meat are just some of the functions that can be performed with ease and convenience.

Table of Contents

IMPORTANT SAFETY INSTRUCTIONS	4
Technical Information	9
Using Your Microwave Oven	11
Cleaning and Maintenance	17
Troubleshooting	18
Our Guarantee	19

IMPORTANT SAFETY INSTRUCTIONS

When using electrical appliances, basic safety precautions should always be followed.

Important Safeguards

WARNING: To reduce the risk of burns, electric shock, fire, injury to persons or exposure to excessive microwave energy, read and follow these safety instructions:

- Read all instructions before using. Save these instructions for future reference.
- Read and follow the "Precautions to Avoid Possible Exposure to Excessive Microwave Energy".
- This appliance must be grounded. Only connect to properly grounded outlet. See "Grounding Instructions".
- Install or locate this appliance only in accordance with the provided installation instructions.
- Sealed containers or foods (such as whole eggs) should not be heated in the microwave as they may explode.
- 6. Use this appliance only for its intended use as described in the manual. DO NOT use corrosive chemicals or vapours in this appliance. This type of microwave is specifically designed to heat or cook food. It is not designed for industrial or laboratory use.
- Close supervision is necessary when an appliance is used by or near children
- DO NOT operate any appliance with a damaged cord or plug or after the appliance malfunctions,

- or is dropped or damaged in any manner. The appliance should not be repaired or opened by an unlicensed person. Refer to the "Our Guarantee" section regarding the product's warranty before returning the appliance to the point of purchase.
- DO NOT modify this appliance in any way. The appliance should not be repaired or opened by an unlicensed person.
- **10.** DO NOT cover or block any openings on the appliance.
- DO NOT store this appliance outdoors. DO NOT use this product near water.
- **12.** DO NOT immerse cord or plug in water.
- **13.** Keep cord away from heated surfaces.
- **14.** DO NOT let cord hang over edge of table or counter.
- 15. When cleaning the microwave oven, only use mild, non-abrasive soaps or detergents, applied with a soft sponge or cloth.
- 16. To reduce the risk of fire:

 a. DO NOT overcook food. Carefully supervise appliance when paper, plastic, or other combustible materials are placed inside the microwave to facilitate cooking.

- Remove wire twist-ties from paper or plastic bag before placing bag in microwave.
- c. If material inside the microwave ignites, keep the microwave door closed, turn microwave off, and disconnect the power cord, or shit off power at the fuse or circuit breaker panel.
- d. DO NOT use the microwave cavity for storage purposes. DO NOT leave paper products, cooking utensils, or food in the cavity when not in use.
- 17. Liquids, such as water, coffee, or tea may become overheated beyond the boiling point without appearing to be boiling. Visible bubbling or boiling when the container is removed from the microwave is not always present.

WARNING: THIS COULD RESULT IN VERY HOT LIQUID SUDDENLY BOILING OVER WHEN THE CONTAINER IS DISTURBED OR A UTENSIL IS INSERTED INTO THE LIQUID.

- **18.** DO NOT insert oversized food or oversized dishware or containers in the microwave.
- DO NOT insert any type of metal material, including foil, utensils and cookware, in the microwave.
- 20. When cleaning surfaces of the door and microwave, use only mild, nonabrasive soaps, or detergent applied with a sponge or soft cloth. DO NOT use metal scouring pads.

- DO NOT store any materials, other than the manufacturer's recommended accessories, in the microwave when it is not in use.
- 22. As with any appliance, close supervision is necessary when children use the microwave oven.
- 23. If materials inside the microwave oven should ignite, the microwave oven door should be kept closed, the appliance turned off and the power cord disconnected or the power shut off at the fuse or circuit breaker panel.

SAVE THESE INSTRUCTIONS THIS PRODUCT IS INTENDED FOR HOUSEHOLD USE ONLY

Grounding Instructions

This appliance must be grounded. In the event of an electrical short circuit, grounding reduces the risk of electric shock by providing an escape wire for the electric current. This appliance is equipped with a cord having a grounding wire with a grounding plug. The plug must be plugged into an outlet that is properly installed and grounded.

WARNING: Electric Shock Hazard

Improper use of the grounding can result in electric shock. Do not plug into an outlet until appliance is properly installed and grounded.

Consult a qualified electrician if the grounding instructions are not completely understood, or if doubt exists as to whether the appliance is properly grounded.

Touching some of the internal components can cause serious personal injury or death. DO NOT disassemble this appliance. The appliance should not be repaired or opened by an unlicensed person.

If it is necessary to use an extension cord, use only a 3-wire extension cord that has a 3-blade grounded plug, and 3-slot receptacle that will accept the plug on the appliance. The marked rating of the extension cord shall be equal or greater than the electrical rating of the appliance.

Notes on the Power Cord

A short power-supply cord is provided to reduce risks resulting from becoming entangled in or tripping over a long cord.

Longer cord sets or extension cords are available and may be used if care is exercised in their use.

If a long cord or extension cord is used:

- The marked electrical rating of the detachable power-supply cord or extension cord should be greater than or equal to the electrical rating of the appliance.
- The extension cord must be a grounding-type 3-wire cord.
- The longer cord should be arranged so that it will not drape over the counter top or tabletop where it can be pulled on by children or tripped over.

PRECAUTIONS TO AVOID POSSIBLE EXPOSURE TO EXCESSIVE MICROWAVE ENERGY

- DO NOT attempt to operate this oven with the door open since open door operation can result in harmful exposure to microwave energy. It is important not to defeat or tamper with the safety interlocks.
- 2. DO NOT place any object between the oven front face and the door. DO NOT allow soil or cleaner residue to accumulate on sealing surfaces.
- DO NOT operate the oven if it is damaged. It is particularly important that the oven door is closed properly and that there is no damage to the:
 - a. Door (bent)
 - b. Hinges and latches (broken or loosened)
 - c. Door seals and sealing surfaces
- The oven should not be adjusted or repaired by anyone except properly qualified service personnel.

Radio Interference

- Operation of the microwave oven may cause interference to your radio, television or similar equipment.
- When there is interference, it may be reduced or eliminated by taking the following measures:
 - a. Clean door and sealing surface of the oven.
 - b. Reorient the receiving antenna of radio or television.
 - c. Relocate the microwave oven with respect to the receiver.
 - d. Move the microwave oven away from the receiver.
 - Plug microwave oven into
 a different outlet so that the
 microwave oven and receiver are
 on different branch circuits.

SAVE THESE INSTRUCTIONS

SAFETY PRECAUTIONS FOR SERVICING

This appliance is to be serviced only by a properly qualified electrician.

Do NOT attempt to open or repair the appliance.

PRECAUTIONS TO BE OBSERVED BEFORE AND DURING SERVICING TO AVOID POSSIBLE EXPOSURE TO EXCESSIVE MICROWAVE ENERGY

- Do not operate or allow the microwave oven to be operated with the door open.
- 2. Make the following safety checks on all microwave ovens to be serviced before activating the magnetron or other microwave source, and make repairs as necessary:
 - Interlock operation
 - Proper door closing
 - Seal and sealing surfaces (arcing, wear, and other damage)
 - Damage to or loosening of hinges and latches
 - · Evidence of dropping or abuse.
- 3. Before turning on microwave power for any service test or inspection within the microwave generating compartments, check the magnetron, wave guide or transmission line, and cavity for proper alignment, integrity, and connection.
- 4. Any defective or misadjusted components in the interlock, monitor, door seal, and microwave generation and transmission systems shall be repaired, replaced, or adjusted by procedures described in this manual before the oven is released to the owner.

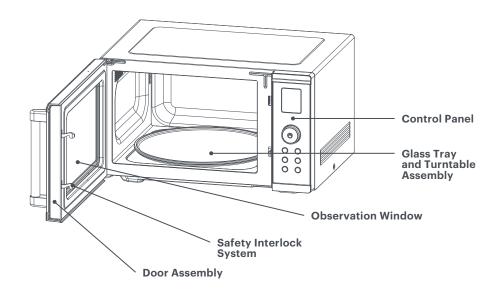
 A microwave leakage check to verify compliance with the Federal Performance Standard should be performed on each oven prior to release to the owner.

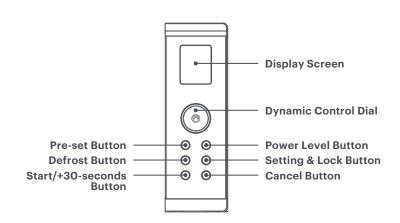
SAVE THESE INSTRUCTIONS

Technical Information

Product Specifications

Rated Voltage	120 V, 60 Hz
Rated Input Power (Microwave)	1350 W
Rated Output Power (Microwave)	1200 W
Microwave Oven Capacity	1.6-Cu. Ft.
Turntable Diameter	12 3/8" (31.5 cm)
External Dimensions (W x D x H)	21 3/4 x 19 1/8 x 13 1/16" (55.3 x 48.6 x 33.1 cm)
Net Weight Approx.	29 lb 9oz (13.4 kg)





Note: Product may vary slightly from illustration.

Using Your Microwave

Quickly and conveniently heat or cook delicious food in your PadernoTM 1.6-Cu. Ft. Microwave Oven with Even-heat Inverter.

Before First Use

Refer to the Cleaning & Maintenance section of this manual. Clean the appliance thoroughly before first use. Remove all packing material and accessories. Examine the microwave oven for any damage. Do not install if microwave oven is damaged.

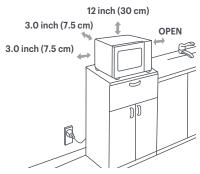
Turntable Installation

- 1. Never place the glass tray upside down. The glass tray should never be restricted.
- Both glass tray and turntable ring assembly must always be used during cooking.



Countertop Installation

- Select a level surface that provides enough open space for the intake and outlet vents.
 - a. There must be at least 7.5 cm (3") of clearance between the oven and any adjacent walls, leaving one side open.
 - b. There must be a clearance of at least 30 cm (12") above the oven.



- c. Do not remove the legs from the bottom of the oven.
- d. Blocking the intake and/or outlet openings can damage the oven.
 e. Place the oven as far away from radios and televisions as possible.
 Operation of microwave oven may cause interference to your radio or television reception.
- 2. Plug your oven into a standard household outlet. Be sure the voltage and the frequency is the same as the voltage and the frequency on the rating label.

WARNING: Do not install oven over a range cooktop or other heat-producing appliance. If installed near or over a heat source, the oven could be damaged and the warranty would be void.

Setting the Clock

- Press the Settings & Lock button on the control panel. The time will flash to indicate it can be selected.
- 2. Rotate the dial to adjust the hours, and click the dial to confirm the selection.

- 3. Rotate the dial to adjust the minutes, and click the dial to confirm the selection.
- Rotate the dial to select between "AM" or "PM", and click the dial to confirm the selection.

NOTE: During clock setting, if no action is taken for 1 minute, the oven will return to standby mode.

Setting the Weight Measurement Units

- 1. After the clock has been set, the units will flash to indicate that they can be set.
- Rotate the dial to select between "LBS", "OZ" or "KG", and click the dial to confirm the selection.

NOTE: During weight measurement unit selection, if no action is taken for 1 minute, the oven will return to standby mode.

Setting the Volume

- After the weight measurement units have been set, the volume icon will flash to indicate the volume can be set.
- Rotate the dial to select between four volume levels: High, Medium, Low and Mute.

Click the dial to confirm the selection.

NOTE: During volume selection, if no action is taken for 1 minute, the oven will return to standby mode.

Setting the Control Screen Lock

- 1. Press and hold the Settings & Lock button for 3 seconds.
- 2. The Lock icon will appear on the screen to indicate the screen is locked.
- Press and hold the Settings and Lock button for 3 seconds to deactivate the screen lock.

Sleep Mode

After 2 minutes of inactivity, the microwave oven will go into sleep mode, where only the time is illuminated. To wake the microwave oven up, rotate or click the dial, or press any button.

Quick Start Cooking

- 1. Press the Start/+30-seconds button to immediately begin heating for 30 seconds. Add an extra 30 seconds by pressing the Start/+30-seconds button during the heating process.
- Alternately, rotate the dial to set to cooking time. Click the dial to confirm the selection, and press the Start/+30seconds button to begin the heating process.
- **3.** The heating process can be canceled by pressing the Cancel button.

Adjusting the Power Level

Select the Power Level button and rotate the dial to select Level 1-10, indicated on the power level bar (Level 1 is the minimum power, Level 10 is the maximum power). Click the dial to confirm the selection.

Using the Defrost Function

Weight Defrost

- Press the Defrost button once.
- Rotate the dial to select between "Meat", "Poultry" or "Fish". Click the dial to confirm the selection.
- Rotate the dial to select the desired weight. Click the dial to confirm the selection.
- **4.** Press the Start/+30-seconds button to begin defrosting.

Time Defrost

- 1. Press the Defrost button twice.
- 2. Rotate the dial to adjust the defrosting time. Click the dial to confirm the selection.
- **3.** Press the Start/+30-seconds button to begin defrosting.

Using the Pre-set Function

- Press the Pre-set button once.
- Rotate the dial to cycle through the preset options. Click the dial to confirm the selection. Some pre-sets will require two selections (Melt, Soft, and Stew).
 - a. Popcorn
 - b. Melt Select between Butter, Chocolate or Cheese
 - c. Soft Select Butter or Ice Cream
 - d. Stew Select Chicken or Curry
 - e. Keep Warm
 - f. Favourites Select between 3 saved Favourites settings
- **3.** Rotate the dial to adjust the weight. Click the dial to confirm the selection.
- **4.** Press the Start/+30-seconds button to begin the heating process.

Menu	Sort	Weight
Popcorn	Popcorn	13/4 oz (50 g)
		3 oz (85 g)
		3 1/2 oz (100 g)
Melt	Butter	1 Stick (1/2 cup)
		2 Sticks (1 cup)
		3 Sticks (1 1/2 cups)
	Chocolate	4 oz (113 g)
		8 oz (227 g)
	Cheese	4 oz (113 g)
		8 oz (227 g)
Soften	Butter	1 Stick (1/2 cup)
		2 Sticks (1 cup)
		3 Sticks (1 1/2 cups)
	Ice Cream	8 oz (227 g)
		16 oz (454 g)
Stew	Chicken	8 oz (227 g)
	Curry	16 oz (454 g)
Keep Warm	N/A	N/A

Setting Your Favourites

- Press the Pre-set button and rotate the dial to "Favourites". Click the dial to confirm the selection.
- 2. Rotate the dial to select between Favourites 1-3. Click and hold the dial for 3 seconds to enter settings mode.
- 3. Select desired cooking time and power level. Click the dial to confirm selection.
- Once the Favourite is set, choose the Favourite from the pre-set menu and select Start/+30-seconds to begin the cooking process using those settings.

NOTE: The Favourites will not be lost when electricity is off.

Using the Autocook Menu

Menu	Weight Range	Additional Instructions
Sensor Reheat	8-18 oz (227-510 g)	When reheating a casserole, add 3 to 4 tablespoons (44–59 ml) of water and cover with a lid or vented plastic wrap before heating. Stir after reheating is finished. When reheating a plate of food, cover with a lid or vented plastic wrap before heating. Stir after reheating is finished.
Frozen Pizza	6-10 oz (170-283 g)	Use this Autocook function for baking frozen pizza. Follow the manufacturer's direction for preparation and add more cooking time, if needed.
Fresh Vegetables	8-18 oz (227-510 g)	Vegetable pieces should all be the same size for even cooking. Wash the vegetables thoroughly and place them in a dish. For every ½ Cup (75 g) of vegetables, add 1 tablespoon (14 ml) of water. Cover the dish with a lid or vented plastic wrap before cooking. If desired, add salt or butter after cooking.
Potato	1–3 Potatoes, 6–8 oz (170–227 g) each potato	Pierce each potato 6 times around the surface, using a fork. Line the turntable with paper-towel, and place the place the potatoes around the edge. DO NOT cover. If additional time is needed, continue cooking manually. Let stand in microwave oven for 5 minutes after cooking.
Meat	8–18 oz (227–510 g)	Stir ground meat in a bowl before cooking. Cover with a lid or vented plastic wrap before cooking

- 1. Press the Pre-set button twice.
- 2. Rotate the dial to select from the Autocook menu. Click the dial to confirm the selection.
 - a. Sensor Reheat
 - b. Frozen Pizza
 - c. Fresh Vegetables
 - d. Potato
 - e. Meat
- **3.** Press the Start/+30-seconds to begin cooking process.

NOTE: Avoid pausing the cooking cycle when using Sensor Reheat to prevent sensor error.

Multi-Stage Cooking

Two cooking stages can be set prior to cooking. In multi-stage cooking, if one section is defrosting, then defrosting will be placed in the first section automatically. When the first stage is finished, the oven will sound once and enter the next stage.

Example: To defrost food for 5 minutes first and then cook the food 3 minutes with level 8.

- 1. In standby status or sleep mode, press defrost button twice.
- 2. Rotate the dial to input the 5 minutes.
- 3. Click the dial to confirm the time.
- **4.** Keep pressing power level button to select level 8.
- Click the dial to confirm the selected power.
- 6. Rotate the dial to choose 3 minutes.
- Click the dial to confirm the cooking time.
- 8. Press start button to start cooking.

Hints & Tips

Use the following for best results when cooking or reheating food:

- 1. The room temperature should be less than 35°C (95°F).
- 2. The weight of the food should be more than 4 oz (110 g).
- 3. The cavity, glass tray and utensils should be kept dry before adding food.
- **4.** Food should be covered but should have a vent to allow for steam to escape.
- To pause the cooking cycle, the door can be opened. To resume cooking, close the door and press the Start/+30-second button.

- Avoid pausing the cooking cycle when using the Autocook function to prevent sensor error when cooking.
- Food should be left to stand after cooking is finished.
- 8. The oven will need time to cool after being used for long periods of time, and may not operate if the cavity temperature is too high. Leave it for a few minutes before beginning the next heating operation.

Tips for Using Sensor Reheat

Note the following requirements for different foods.

- Casseroles: Add 3-4 Tablespoons (44-59 ml) of water to the dish before heating, cover with a lid or vented plastic wrap.
- Canned food: Empty contents into a microwave-safe casserole dish or serving bowl, cover with a lid or vented plastic wrap. After reheating, let the food stand for a few minutes before removing from the microwave.

Microwave-Safe Materials

CAUTION: Personal Injury Hazard

Tightly closed containers could explode. Closed containers should be opened and plastic pouches should be pierced before cooking.

To test if a dish or container can be used in the microwave oven, try the following.

- Fill a microwave-safe container with 1 cup (250 ml) of cold water along with the item in question.
- 2. Cook on maximum power for 1 minute.
- 3. Carefully feel the item. If the empty item is warm, do not use it for microwave cooking.
- **4.** Do not exceed 1 minute cooking time.

Below is a summary of materials that can be used in the microwave oven:

Item	Notes	
Browning Dish	Follow manufacturer's instructions. The bottom of browning dish must be at least 3/16" (5 mm) above the turntable. Incorrect usage may cause the turntable to break.	
Dinnerware	Microwave-safe only. Follow manufacturer's instructions. Do not use cracked or chipped dishes.	
Glass Jars	Always remove the lid. Only use to heat food until warm. Most glass jars are not heat resistant and may break.	
Glassware	Heat-resistant oven glassware only. Make sure there is no metallic trim. Do not use cracked or chipped glassware.	
Oven Cooking Bags	Follow manufacturer's instructions. Do not close with metal tie. Make slits to allow steam to escape.	
Paper Plates and Cups	Use for short-term cooking or reheating only. DO NOT leave oven unattended while cooking.	
Paper Towels	Use to cover food for reheating and absorbing fat. Use for short-term cooking only. Supervise during use.	
Parchment Paper	Use a cover to prevent splattering or a wrap for steaming.	
Plastic	Microwave-safe only. Follow the manufacturer's instructions. Should be labeled "Microwave Safe". Some plastic containers soften, as the food inside gets hot. "Boiling Bags" and tightly closed plastic bags should be slit, pierced or vented as per directions on package.	
Plastic Wrap	Microwave-safe only. Use to cover food during cooking to retain moisture. Do not allow plastic wrap to touch food.	
Thermometers	Microwave-safe only (meat and candy thermometers).	
Wax Paper	Use as a cover to prevent splattering and retain moisture.	

Below is a summary of materials that should **NOT** be used in the microwave oven:

Item	Notes	
Aluminum Tray	May cause arcing. Transfer food to microwave-safe dish.	
Food Carton with Metal Handle	May cause arcing. Transfer food to microwave-safe dish.	
Metal or metal-trimmed dishware	May cause arcing and a fire in the microwave oven. Metal shields the food from microwave energy.	
Metal twist ties	May cause arcing and a fire in the microwave oven.	
Paper bags	May cause fire in the microwave oven.	
Plastic Foam	Plastic Foam may melt or contaminate the liquid inside when exposed to high temperature.	
Wood	Wood will dry out when used in the microwave oven and may split or crack.	

Cleaning and Maintenance

Cleaning

- **1.** Before cleaning, unplug the microwave oven and allow it to cool completely.
- Remove the turntable from the microwave and wash it with warm, soapy water. Use only mild, non-abrasive soaps, or detergent applied with a sponge or soft cloth. DO NOT use metal scouring pads. Thoroughly dry the turntable before placing it back into the microwave.
- Using a damp cloth, clean the exterior and interior of the microwave oven. DO NOT allow water or soap to drip into the ventilation ports.
- **4.** NEVER immerse the microwave in water or any other liquid.
- **5.** The microwave should be cleaned regularly.

Troubleshooting

Check possible troubleshooting concerns below and potential solutions. If the microwave oven still does not work properly, contact customer service.

Issue	Possible Cause	Possible Remedy
Microwave Oven will not start	a. Electrical cord for oven is not plugged in. b. Door is open. c. Wrong operation is set.	a. Plug into the outlet. b. Close the door. c. Check instructions.
Arcing or Sparking	a. Materials to be avoided in Microwave Oven were used. b. The oven is operated when empty. c. Spilled food remains in the cavity.	a. Use the microwave-safe cookware only. b. Do not operate oven when empty. c. Clean cavity with wet towel.
Unevenly Cooked Foods	a. Materials to be avoided in microwave oven were used. b. Food is not defrosted completely. c. Cooking time or power level is not suitable. d. Food is not turned or stirred.	a. Use microwave-safe cookware only. b. Completely defrost food. c. Adjust cooking time or power level. d. Turn or stir food.
Overcooked Foods	a. Cooking time or power level is not suitable.	a. Adjust cooking time or power level.
Undercooked Foods	a. Materials to be avoided in microwave oven were used. b. Food is not defrosted completely. c. Oven ventilation ports are restricted. d. Cooking time or power is not suitable.	a. Use microwave-safe cookware only. b. Completely defrost food. c. Check to see that oven ventilation ports are not restricted. d. Adjust cooking time or power level.
Improper Defrosting	a. Materials to be avoided in microwave oven were used. b. Cooking time or power level is not suitable. c. Food is not turned or stirred.	a. Use microwave-safe cookware only.b. Adjust cooking time or power level.c. Turn or stir food.

Our Guarantee

If you experience any issues with your Paderno[™] 1.6-Cu. Ft. Microwave Oven with Even-heat Inverter, please refer to the warranty terms below to determine the corrective course of action.

1-Year Limited Warranty

Padinox Inc. ("Paderno") has been fuelling your passion for cooking since 1979. This iconic Canadian brand gives you outstanding durability and performance, so you can concentrate on the important things, like what to make next.

That's why we stand by all our products! Starting from the date of purchase, Paderno warrants that your Kitchen Appliance is free from any manufacturing defects in materials or workmanship for a period of 1 year.

This warranty is only offered on Paderno appliances sold and used in Canada. The Paderno warranty covers all costs related to restoring the proven defective product through the repair or replacement of any defective part and necessary labour so that it conforms to its original specifications. A replacement product may be provided instead of repairing a defective product at Paderno's discretion.

The Paderno warranty does not apply to appliances that have been used commercially or in non-household applications. The warranty does not cover damages resulting from misuse or abuse of the product and/or uses inconsistent with this Use and Care manual, attempts at repair, theft, use with unauthorized attachments or failure to follow the instructions provided with the product. This warranty becomes void if attempts at repair are made by non-authorized third parties and/or if spare parts, other than those provided by Paderno, are used. You may also arrange

for service after the warranty expires at an additional cost. There are no other express warranties except as set forth herein and any applicable implied warranties of merchantability and fitness (or those provided for by law) are limited in duration to the period of coverage of this express written limited warranty.

CONTACT:

If you have any trouble with the product during the warranty period, please visit us online at www.Paderno.com or contact us at: 1-800-263-9768 or via email customer.service@padinox.ca

Padinox Inc. Toronto Canada M4P 2V8

A receipt indicating the purchase date is required for any claims, so please keep it in a safe place. We recommend that you register your product on our website - https://www.paderno.com/pages/product-registration

Although greatly appreciated, the product registration is not required to activate any warranty and product registration does not eliminate the need for the original proof of purchase.

り PADERNO

Cook. For life.

Valued by professional chefs and passionate home cooks alike, PADERNO™ offers an exceptional level of durability and performance guaranteed.

Connect with us at paderno.com to learn more and register your product.

For questions and concerns, please contact: Customer.service@padinox.ca 1-800-263-9768