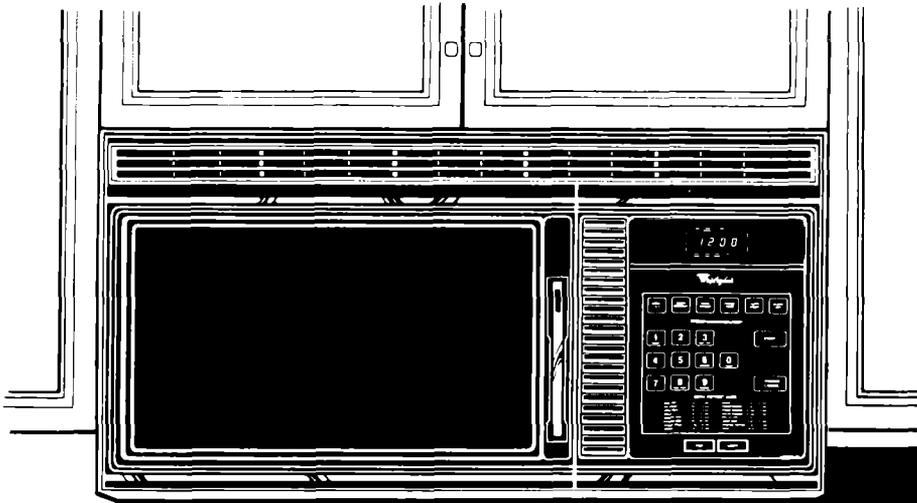


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# use & care guide

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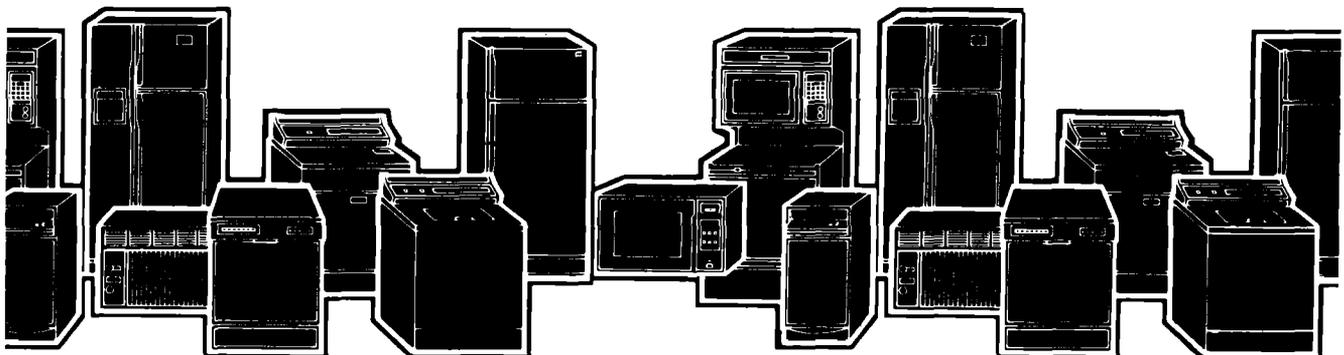


## MICROWAVE HOOD COMBINATION

The Whirlpool logo, consisting of a stylized swirl above the brand name 'Whirlpool' in a serif font.

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Freezers, Refrigerator-Freezers, Ice Makers, Dishwashers, Built-In Ovens and Surface Units, Ranges, Microwave Ovens, Trash Compactors, Room Air Conditioners, Dehumidif



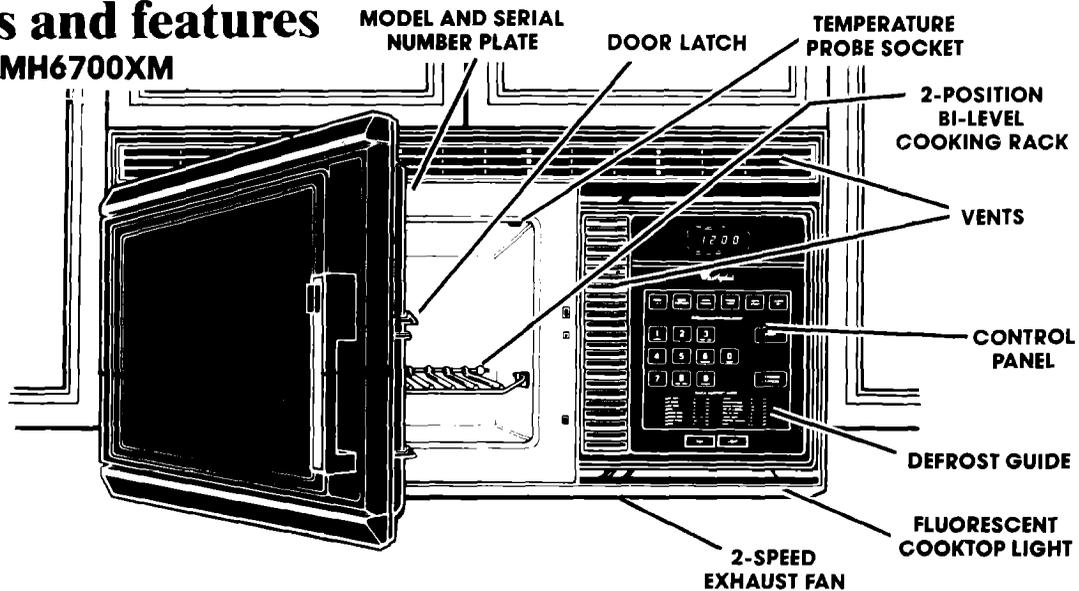
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## Parts and features

### Model MH6700XM



### Copy your Model and Serial Numbers here...

If you need service or call with a question, have this information ready:

- Complete** Model and Serial Numbers (from the plate just behind the microwave oven door on the oven frame).
- Purchase date from sales slip.

Copy this information in these spaces. Keep this book, your warranty and sales slip together in a handy place. There is no warranty registration to return. Proof-of-purchase is all that is required for in-warranty service.

Model Number \_\_\_\_\_

Serial Number \_\_\_\_\_

Purchase Date \_\_\_\_\_

Service Company Phone Number \_\_\_\_\_

Fill out and return the "Microwave Registration Card" inside the oven. If the card is missing, please send the model number of your microwave oven, with your name and address to...

Whirlpool Corporation  
Microwave Registration Department  
Administrative Center  
2000 U.S. 33 North  
Benton Harbor, Michigan 49022

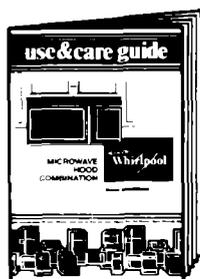
This information will help us reach you if there is ever a need to pass along information about your microwave oven.

## Before you install your microwave oven

Read and carefully follow the "INSTALLATION INSTRUCTIONS" packed with your oven.

## Before you use your microwave oven

Read this "Use & Care Guide" carefully for important use and safety information. Store in a convenient place for future use.



**It is your personal responsibility and obligation to be sure your microwave oven:**

- Has been installed where it is protected from the elements. **The microwave oven should be at a temperature above 50°F (10°C) for proper operation.**
- Has been installed on a surface strong enough to support its weight.
- Has been properly connected to electrical supply and grounded.  
(See "Installation Instructions.")
- Is not used by children or anyone unable to operate it properly.
- Is properly maintained.
- Is used only for jobs expected of a home microwave oven.

### 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.

**DO NOT** place any object between the oven front face and the door or 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 close properly and that there is no damage to the

- (1) Door (bent),
- (2) Hinges and latches (broken or loosened),
- (3) Door seals and sealing surfaces.

The microwave oven should be checked for microwave leakage by qualified service personnel after a repair is made.

The oven should not be adjusted or repaired by anyone except properly qualified service personnel.

# IMPORTANT SAFETY INSTRUCTIONS

Microwave ovens have been used successfully in homes for a number of years. They are thoroughly tested for safe and efficient operation. However, as with any appliance, there are special installation and safety precautions which must be followed to ensure safe and satisfactory operation and prevent damage to the unit.



**WARNING** – To reduce the risk of burns, electric shock, fire, injury to persons or exposure to excessive microwave energy:

1. Read all instructions before using appliance.
2. Read and follow the specific "PRECAUTIONS TO AVOID POSSIBLE EXPOSURE TO EXCESSIVE MICROWAVE ENERGY" found on page 3.
3. This appliance must be grounded. Connected to only properly grounded outlets. See "GROUNDING INSTRUCTIONS" found in the "INSTALLATION INSTRUCTIONS."
4. Install or locate this appliance only in accordance with the separately provided "INSTALLATION INSTRUCTIONS."
5. Some products such as whole eggs and sealed containers – for example, closed glass jars – may explode and should not be heated in this oven.
6. Use this appliance only for its intended use as described in this manual.
7. As with any appliance, close supervision is necessary when used by children.
8. Do not operate this appliance if it has a damaged cord or plug, if it is not working properly, or if it has been damaged or dropped. Electric shock, fire or other hazards may result.
9. This appliance should be serviced only by qualified service personnel. Call a Whirlpool authorized TECH-CARE<sup>®</sup> Service Company for examination, repair or adjustment.
10. Do not cover or block any opening on the appliance, for fire may result.
11. Do not use outdoors for damage to the oven or electric shock may result.
12. Do not immerse cord or plug in water for electric shock may result.
13. Keep cord away from heated surfaces for electric shock may result.
14. Do not let cord hang over edge of table or counter for electric shock may result.
15. See door surface cleaning instructions on page 12.
16. To reduce the risk of fire in the oven cavity:
  - a. Do not overcook food. Carefully attend appliance if paper, plastic, or other combustible materials are placed inside the oven to facilitate cooking. Paper can char or burn, and some plastics can melt if used when heating foods.
  - b. Remove wire twist-ties from paper or plastic bags before placing bag in oven. Cooking in metal containers can damage the oven. So can containers with hidden metal (twist-ties, foil-lining, staples, metallic glaze or trim). Test dinnerware or cookware before using. See page 11.
  - c. If materials inside the oven should ignite, keep oven door closed, turn oven off, and disconnect the power cord, or shut off power at the fuse or circuit breaker panel.
17. Read and follow "OPERATING SAFETY PRECAUTIONS" starting on page 11.
18. Because of the automatic exhaust fan feature, the following cautions must be observed:
  - a. Do not leave the area when using your cooktop at a high setting. Accidental fires from boilovers or spattering on the surface unit could spread, especially if the exhaust fan is operating.
  - b. Do not allow grease and soil to build up in the grease filter. Exhaust fan efficiency will decrease and fire may result. Clean often following the filter cleaning instructions on page 13.
  - c. Do not change the cooktop or oven lights without turning the power off at the main power supply. Electrical shock may result.
  - d. Do not flame foods when operating the exhaust fan. The fan, if operating, may spread the flame and cause personal injury or property damage.

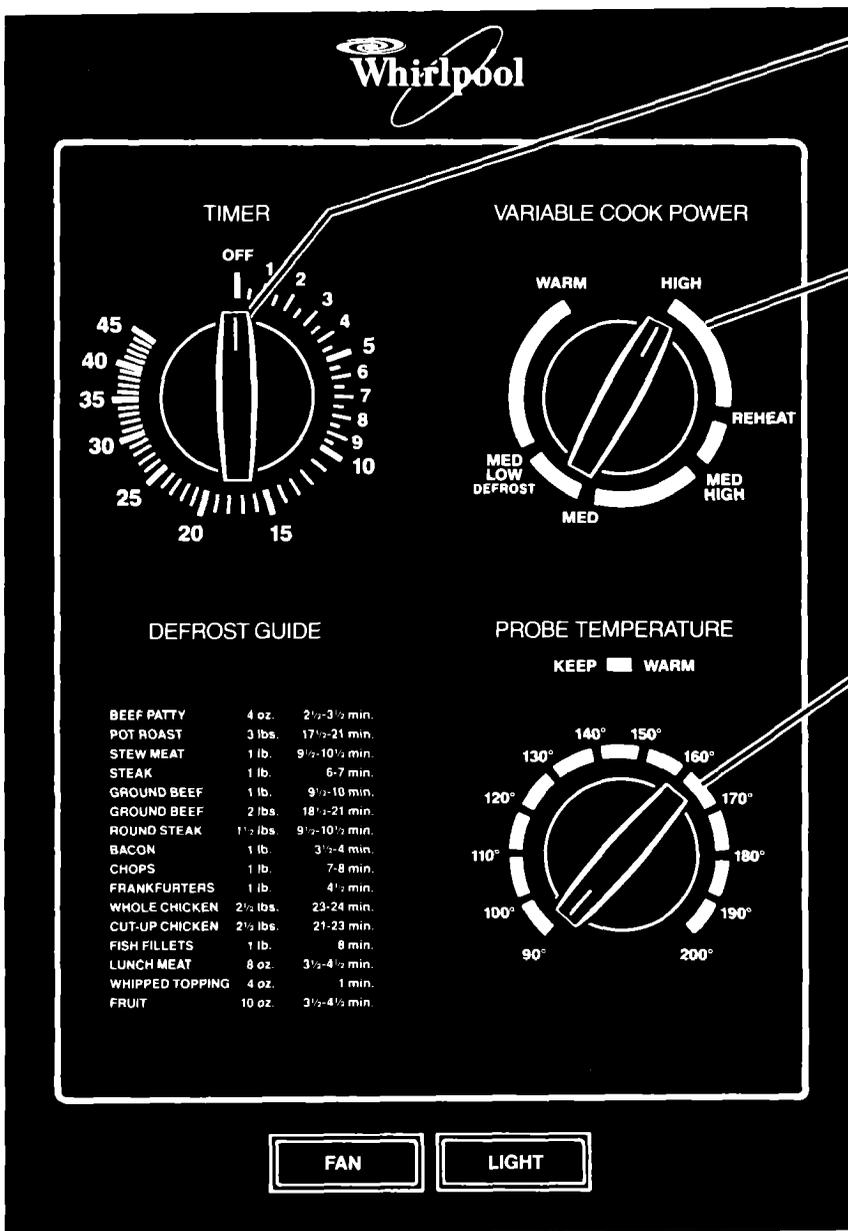
# Using your microwave oven

## Microwave oven controls

There are four parts in the control section:

- The Timer
- The Cook Power Control
- The Probe Temperature Control
- Cooktop Fan and Light Controls

Instructions for each control are covered in the following pages. Read them carefully.



### The Timer

The timer can be set for up to 45 minutes. This controls how long the microwave oven cooks.

### The Cook Power Control

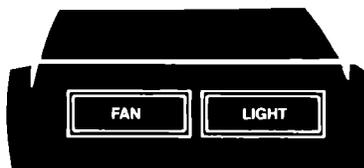
The Cook Power Control allows you to control the cooking speed. See the Cook Power Chart on page 7 for the different percentages of cooking powers.

### The Probe Temperature Control

The Probe Temperature Control allows you to cook by temperature instead of by time. See your MICRO MENUS\* Cookbook for helpful information on cooking different types of food.

\*Tmk

## Cooktop fan and light controls



The two buttons at the bottom of the control panel control the 2-Speed Exhaust Fan and the fluorescent Cooktop Light.

Press the Fan Button once for HIGH, again for LOW and a third time to turn OFF. **(Note: If the temperature gets too hot around the microwave oven, the exhaust fan in the vent hood will automatically turn on or change to the HIGH setting to protect the oven. It may stay on up to an hour to cool the oven. When this occurs, pressing the Fan Button will not turn the fan OFF.)**

Push and hold the Light Button until the Cooktop Light comes on. Press button again to turn OFF.

## Cooking in your microwave oven

Be sure to read the **MICRO MENUS\*** Cookbook packed with the microwave oven. It contains information about:

- What microwave energy is
- How food is cooked by microwave energy
- What affects cooking speed and cooking evenness
- Safety tips
- Utensils to use when cooking in the microwave oven
- Cooking times for different foods

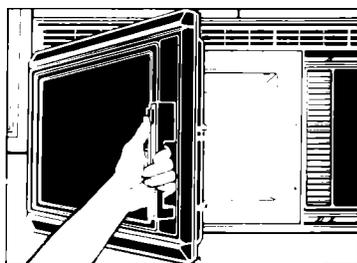
### Important things to remember to get the BEST COOKING RESULTS.

- ALWAYS cook food for the minimum recommended cooking time. If necessary, add time in one or two minute periods, then check for doneness to avoid overcooking the food.
- Stir, turn or rearrange the food about halfway through the cooking time for most even doneness with all recipes.
- If a glass cover is not available, use waxpaper, paper towels or Saran® Wrap. Turn back a corner to vent steam during cooking.
- Most foods continue to cook after they are removed from the oven. Cover food and let stand 5 to 10 minutes depending on size and density.

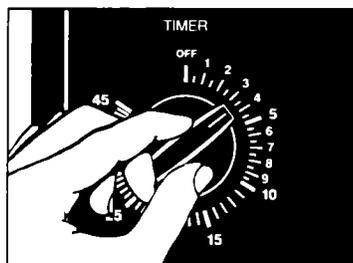
## Setting the controls

Be sure you understand the basics of microwave oven cooking before you begin. Start with recipes from your MICRO MENUS\* Cookbook. Follow the directions carefully.

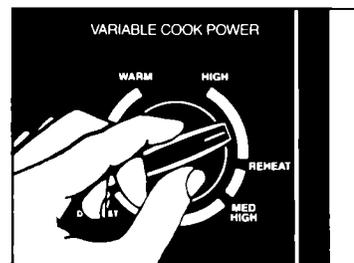
### DO THIS...



- 1.** Open the oven door and put the food in the oven. **DO NOT CLOSE THE OVEN DOOR.**



- 2.** Set the cooking time by turning the Timer Knob clockwise. To reduce the cooking time, turn the Timer Knob counterclockwise. **To set timer for less than 1 minute, turn timer past 1 minute then to desired time.**

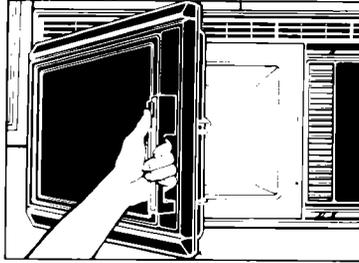


- 3.** Set the Cook Power to the desired setting from HIGH to WARM. For best results, some recipes call for lower Cook Powers. (See the Cook Power Chart on the next page.) The lower the Cook Power, the slower the cooking.

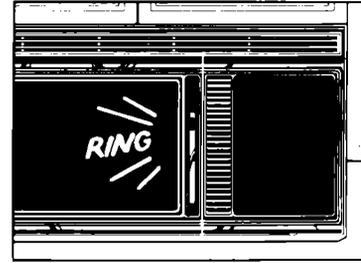
## COOK POWER CHART

Recipes in the MICRO MENUS\* Cookbook use Cook Power settings from HIGH to WARM. Recipes from other books and magazines may use different Cook Power percentages. The following chart may be helpful:

**HIGH** – 100% of full power  
**REHEAT** – 90% of full power  
**MED-HIGH** – 80% of full power  
**MED** – 60% of full power  
**MED-LOW/DEFROST** – 30% of full power  
**WARM** – 10% of full power



4. Close the door. The oven light will come on and cooking will begin. You will hear a fan running during oven operation.



5. When the set time is up, you will hear a bell and the oven will shut off automatically. The light will go off and the oven fan will stop.

## To stop the oven

1. Turn Timer Knob counter-clockwise to "0".  
**OR**
2. Open the oven door. Opening the oven door stops the oven so you can stir, turn, rearrange or add ingredients to the food. Close the oven door to complete cooking. **If you remove the food, set the timer to "0" before closing the oven door so it will not operate.**

## Defrosting in your microwave oven

Use the MED-LOW/DEFROST setting to thaw frozen food before cooking. This setting cooks at 30% of full power for the desired defrosting time. For suggested defrosting times, see the guide on the oven **or** the defrosting chart in the MICRO MENUS\* Cookbook.

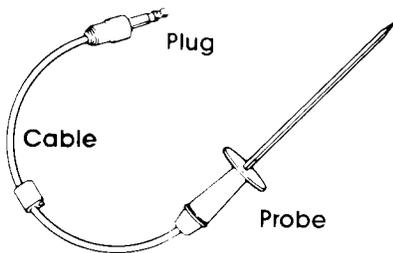
## Cooking with the Temperature Probe followed by Keep Warm

The Temperature Probe helps take the guesswork out of cooking roasts and casseroles. See page 10 for helpful information on cooking different types of food.

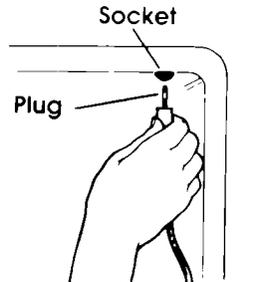
After the food reaches the temperature you set, the oven will automatically keep the food warm for up to 60 minutes. **KEEP WARM will only operate if the Temperature Probe is plugged in. It will continue to operate for 60 minutes or until the probe is removed.**

**Do not hold food for more than an hour. The quality of the food will suffer with extended time.**

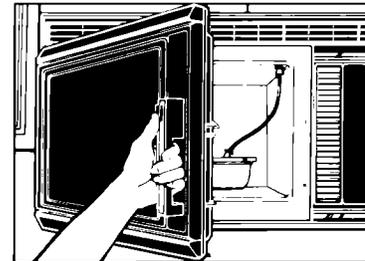
### DO THIS...



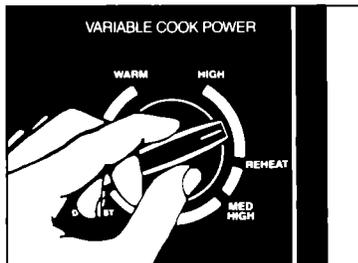
1. Insert at least  $\frac{1}{2}$  of the probe into the food.



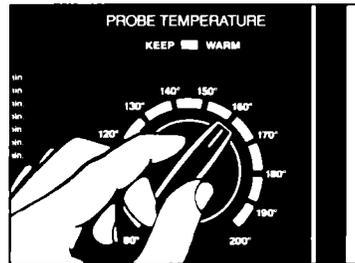
2. Place food in the oven and insert the probe plug into the socket on the top oven wall near the front.



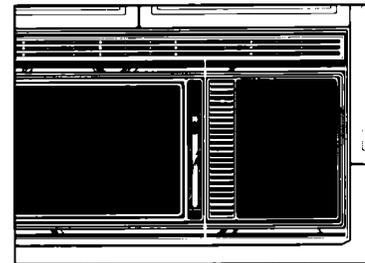
3. Make sure the probe cable does not touch any part of the oven interior. Damage to the probe or oven could result. Close the door.



4. Set the Cook Power Control to the recommended setting.



5. Set the Probe Temperature Control to the recommended temperature.



6. Close the door. The oven light will come on and cooking will begin. When the probe senses the temperature you selected, the oven will automatically go into the Keep Warm Cycle. **(Note: The Temperature Probe should always be unplugged and removed with the food to cancel the Keep Warm Cycle and prevent the possibility of arcing.)**

## Hints for using the temperature probe

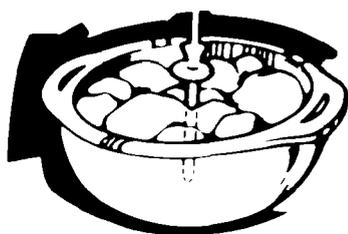
### DO...

- use hot pads when removing probe from food or food from oven.
- stir foods during cooking when recommended.
- stir soups, casseroles and drinks before serving.
- cover roasts with foil and let stand a few minutes after cooking. Remove foil if you decide to cook it longer.
- unplug probe when food is removed to stop oven operation when door is closed.

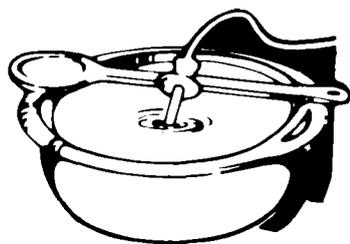
### DON'T...

- let probe cable or probe touch any part of the oven interior. Damage to the probe or the oven could result.
- let probe touch foil (if used). Arcing could result. Foil can be kept away from probe with wooden toothpicks. Remove foil if arcing occurs.
- use paper, plastic wrap or plastic containers. Fire could result. They will be in the oven too long.
- use probe in regular oven. Damage to probe will result.
- force probe into frozen food. Damage to probe will result.

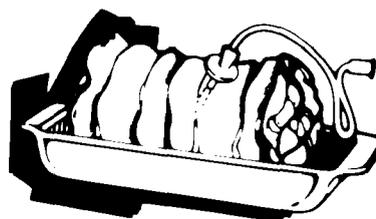
### Temperature probe cooking tips



For casseroles, the tip of the probe should be in the center of the food. Stir foods when recommended. Replace the probe.



For liquids, balance the probe on a wooden spoon or spatula so the tip of the probe is in the center of the liquid.



For roasts, the tip of the probe should be in the center of the largest muscle, but not touching fat or bone.

- Casseroles cooked using the Temperature Probe should be made from precooked foods. Do not use raw meats, raw vegetables and cream sauces in casseroles.
- Dry casseroles do not work well.
- Thaw frozen casseroles and meats in the microwave oven before inserting the probe.
- If you are cooking individual servings such as mugs of soup, check the probe setting in several of the items – all the mugs may not heat at the same rate.
- Dry meat loaf mixtures don't work well.
- Remember that roasts may vary in size, shape and composition. Use the timings for minutes per pound as a guideline as well as the Temperature Probe.
- Starchy vegetables tend to stick to the Temperature Probe.

## Cleaning the probe

1. Remove probe from microwave oven using hot pads.
2. Wipe probe with a hot sudsy cloth. Use a plastic scouring pad to remove stubborn foods.
3. **Do not clean the probe in the dishwasher.**

## Temperature probe cooking chart

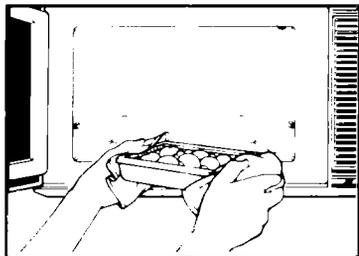
Food cooked in a microwave oven will continue to cook during the standing time. Food temperature will rise 5 to 10° during the standing time.

The following chart shows how to use the Temperature Probe in different foods. Remove the food and the Temperature Probe from the oven when it reaches the recommended temperature setting, unless you wish the oven to hold the food in the Keep Warm Cycle.

FOOD	PROBE PLACEMENT	TEMPERATURE SETTING	TIPS
<b>Appetizer Dips</b>	Probe in center of dip. Can touch dish bottom.	130°F	Stir before serving.
<b>Beverages</b>	Probe can touch bottom of container.	150-160°F	
<b>Leftover &amp; Canned Foods</b>	Probe in center. Can touch dish bottom.	150°F	
<b>Main Dishes &amp; Casseroles</b>	Probe in center of dish. Should not touch dish bottom.	150°F	Partially cover dish to speed cooking. Stir before serving.
<b>Meats</b>			
Boneless	Insert through one end of roast and push toward center.	<b>Beef, Veal &amp; Lamb</b> Rare – 125°F Medium – 145°F Well – 155°F <b>Ham</b> Fully cooked – 120°F <b>Meatloaf</b> – 140°F <b>Pork, fresh</b> <b>Ham</b> – 160°F <b>Venison</b> – 160°F	Meat must be completely thawed. Place on a microwave roasting rack in a glass baking dish. During standing time the temperature will increase 5 to 10°F.
Bone-In	Insert so probe is in center of meat. Do not allow probe to contact bone marrow or fat pocket – oven may stop before reaching desired temperature.		
<b>Sandwiches</b>	First ½ inch of probe in the center of the filling.	120°	Place sandwich on paper plate or towel. For multiple sandwiches, place probe in center sandwich.
<b>Sauces</b>	Probe in center of sauce. Can touch dish bottom.	150°F	
<b>Seafoods</b>	Probe in thickest part of lobster or fish, or center of seafood casserole.	160-170 F	
<b>Soups</b>	Probe can touch dish bottom.	150-160 F	If soup has additional solid ingredients, increase temperature setting.
<b>Vegetables, canned or pre-cooked</b>	Probe in center of vegetables.	150-170 F	Partially cover container to speed cooking.

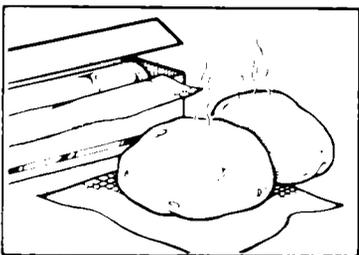
## Operating safety precautions

**DO NOT** use the oven until you have read and understand **ALL** the information on safe use.

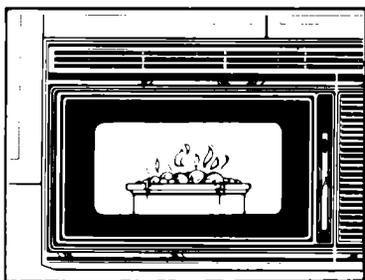


**USE HOT PADS.** Microwave energy does not heat containers, but the hot food does.

**DO NOT** let the oven continue to operate after removing a food. Cancel time or remove probe.

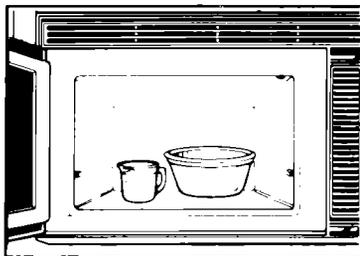


**DO NOT OVERCOOK POTATOES.** Fire could result. At the end of the recommended cooking time they should be slightly firm. Wrap in foil and set aside for 5 minutes. They will finish cooking while standing.



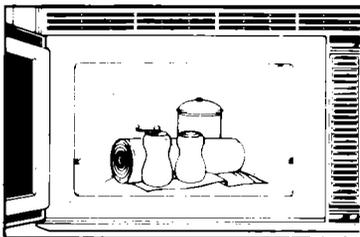
If a fire should start in the oven cavity:

- **keep door closed**
- **turn oven and cooktop fan off.**
- **disconnect the power supply** at the fuse or circuit breaker.



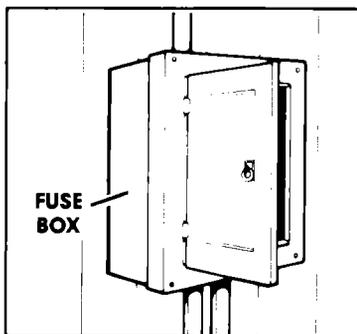
To test a dish for safe use. If in doubt about any glass, pottery or china utensil, **WITHOUT METAL TRIM**, place dish in oven on HIGH for 20 seconds. **If it feels warm when taken from the oven, do not cook or heat in it.**

It is normal for the signal lights to flicker while the microwave oven is on.

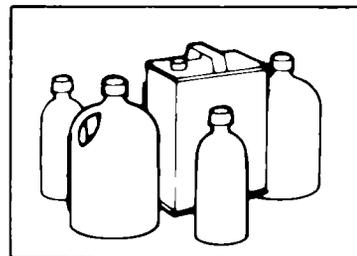


**DO NOT** store things in the oven. Do not leave paper products, books or cooking utensils in the oven when not in use. Fire may result if someone accidentally starts the oven.

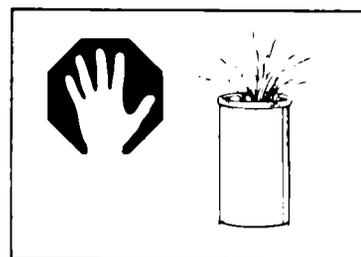
Don't let anything touch the top of the oven.



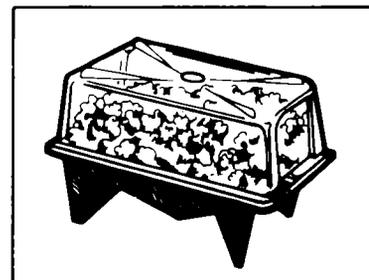
If your electric power line voltage is less than the normal 120 volts, cooking times may be longer.



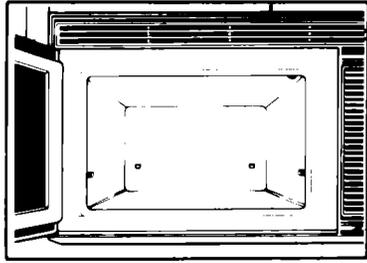
**DO NOT** heat or store flammable or inflammable materials in or near the oven. Fire may result.



**WARNING** – Use care when heating liquids or adding ingredients to heated liquids. Liquids heated in certain shaped containers may become overheated. The liquid may splash out with a loud noise during or after heating or when adding ingredients (instant coffee, etc.). This can harm the oven and the hot liquid could burn you. Do not use such containers to heat liquids again.



Make popcorn only in poppers designed for use in microwave ovens. Follow popper directions. Results are the popper manufacturer's responsibility. Over-cooking will not yield more popped corn, but may result in fire.



Starting a microwave oven when its empty is not recommended. If you experiment, put a container of water in the oven.

It is normal for the inside of the oven door to look wavy after the oven has been running for a while.



**NEVER** lean on the door or allow a child to swing on it when the door is open. Injury could result.



**NEVER COOK OR REHEAT A WHOLE EGG.**

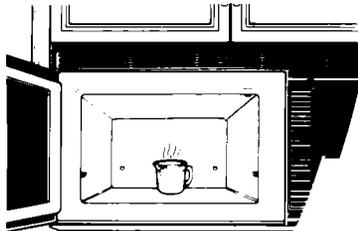
Steam build-up in whole eggs may cause them to burst and burn you, and possibly damage the oven. Slice hard boiled eggs before heating. In rare instances, poached eggs have been known to explode. Cover poached eggs and allow a standing time of one minute before cutting into them.

## Caring for your microwave oven

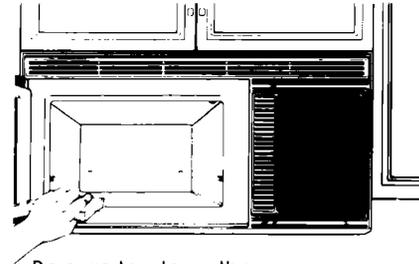
### Cleaning the microwave oven



Wipe often with warm sudsy water and a soft cloth or sponge



For stubborn soil, boil a cup of water in the oven for 2 or 3 minutes. Steam will soften the soil



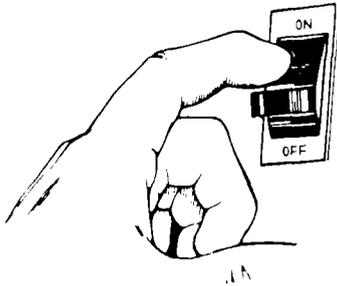
Be sure to clean the areas where the door and oven frame touch when closed. When cleaning surfaces of door and oven that come together on closing the door, use only mild, non-abrasive soaps or detergents applied with a sponge or soft cloth. Rinse well.

**Caution:**

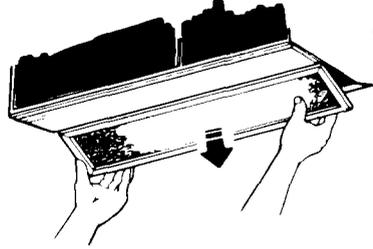
Abrasive cleansers, steel wool pads, gritty wash cloths, etc., can damage the control panel and the interior and exterior oven surfaces. Use a soft cloth or a sponge with a mild detergent or spray glass cleaner.

## Cleaning the grease filter

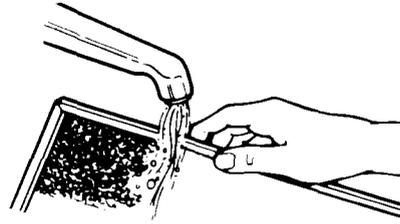
The grease filter should be removed and cleaned often, at least once a month. (**Note:** If your microwave hood combination has an extra charcoal filter from the Recirculating Kit (RCH6000/788000), it should be replaced every 12 months.)



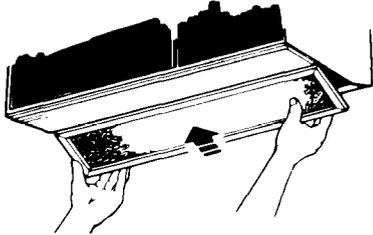
1. For your personal safety, turn off the electric power at the main power supply.



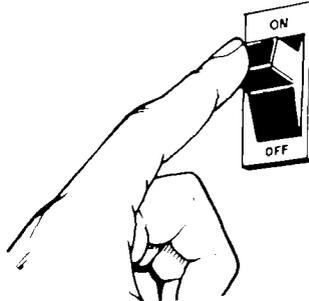
2. Push in the two filter fasteners at the back edge of the filter. Pull down on the back edge of the filter frame. Slide the front edge out of the light lens.



3. Soak filter in hot water and a mild detergent. Scrub and swish to remove embedded dirt and grease. Rinse well and shake to dry. **Do not use ammonia or place in a dishwasher. The aluminum will darken.**



4. To replace, insert the front filter edge into the back of the light lens. Push up the back edge of the filter, then pull out the two filter fasteners to secure the filter.

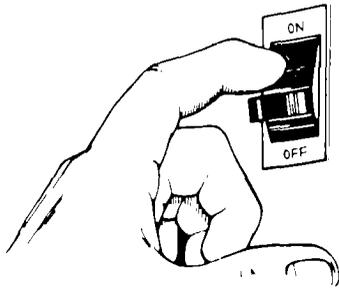


5. Turn the power back on at the main power supply.

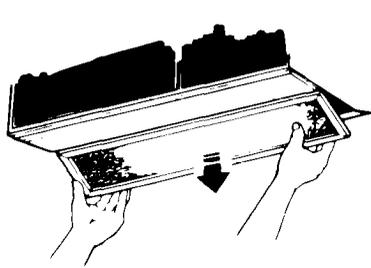
6. **Do not operate the hood without the filter(s) in place.**

## Replacing the cooktop and oven lights

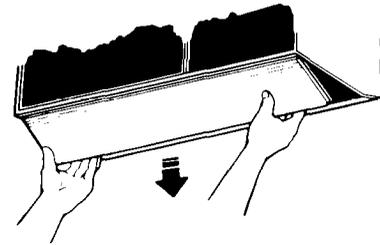
The cooktop light is an 18-watt, fluorescent lamp. The oven light is a 40-watt, candelabra base bulb. To replace either of these lights, follow these steps:



1. For your personal safety, turn off the electric power at the main power supply.

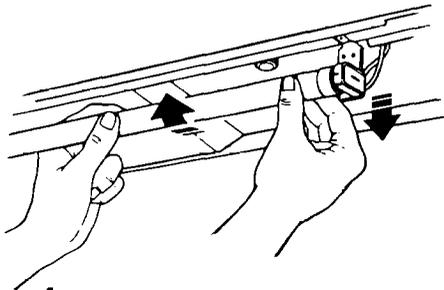


2. Remove the grease filter. See page 13.

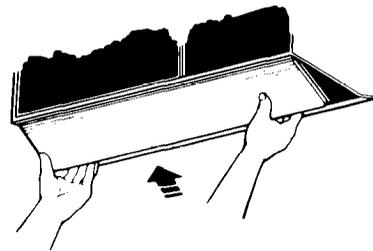


3. Remove the light lens by pulling the back corners, one at a time. Grasp lens with both hands and pull again to release front edge from clips.

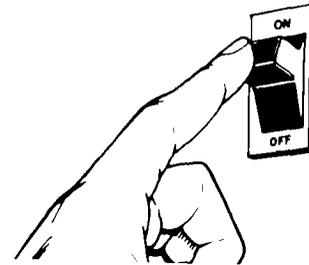
### The cooktop light:



1. Grasp the lamp at both ends. Roll bottom of lamp towards the front until it stops. Pull down and remove one end, then the other.
2. Replace with an 18-watt, 24-inch fluorescent lamp.

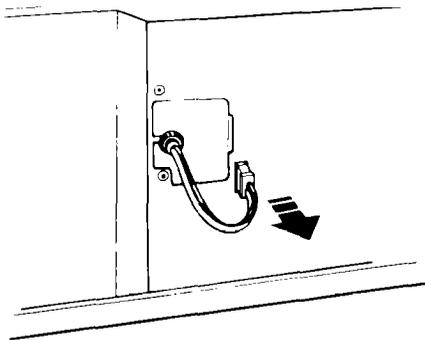


3. Replace the light lens.
4. Replace the grease filter.

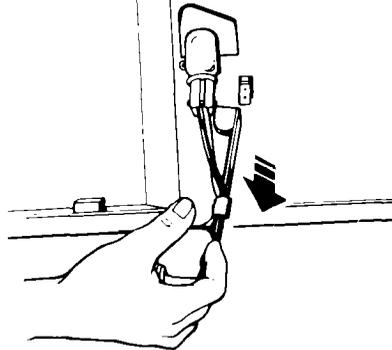


5. Turn the power back on at the main power supply.

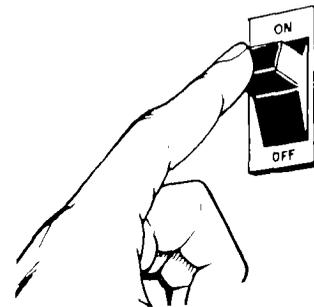
### The oven light:



1. Remove filter, light lens and fluorescent cooktop lamp as described above. Pull down on the white connector plug to disconnect.



2. Remove the oven light cover screw, slide the light cover off and pull the oven light assembly out of the oven cavity.



3. Replace with a 40-watt, T-8 candelabra base bulb.
4. Replace the oven light assembly in the oven cavity and plug the white connector in.
5. Replace the light lens.
6. Replace the grease filter.
7. Turn the power back on at the main power supply.

# If you need service or assistance, we suggest you follow these four steps:

## 1. Before calling for assistance...

Performance problems often result from little things you can find and fix yourself without tools of any kind.

### If nothing operates:

- Have you checked the main fuse or circuit breaker box?
- Is the oven correctly plugged into a live circuit with the proper voltage? (See "INSTALLATION INSTRUCTIONS")

### If microwave cooking times seem too long:

- Is the electric supply to your home low or lower than normal? Your electric company can tell you if the line voltage is low.
- Is the Cook Power set correctly?
- Are you allowing more time when cooking more than one food at one time?

### If the oven or cooktop light does not work:

- Is the bulb or lamp loose or burned out?
- Is the white plastic connector plug fully inserted?

### If the exhaust fan does not work:

- Have you checked the main fuse or circuit breaker box?

### If the exhaust fan does not turn off:

- The exhaust fan comes on automatically, to protect the microwave oven, if the temperature gets too hot.

### If the microwave oven turns off too soon or not soon enough when using the probe:

- Is at least 1/2 of the probe in the food?
- Is the probe tip in the center of the food?
- Is the probe touching bone or fat?
- Have you allowed roasts to stand for a few minutes after cooking to equalize the temperature?
- Is the Cook Power set correctly?
- Is the Probe Temperature set correctly?



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will fit right and work right, because they are made to the same exacting specifications used to build every new Whirlpool appliance.

## 2. If you need assistance\*...

Call the Whirlpool COOL-LINE® service assistance telephone number. Dial free from:

Continental U.S. .... (800) 253-1301  
 Michigan ..... (800) 632-2243  
 Alaska & Hawaii ..... (800) 253-1121

and talk with one of our trained Consultants. The Consultant can instruct you on how to obtain satisfactory operation from your appliance or, if service is necessary, recommend a qualified service company in your area.

## 3. If you need service\*...



Whirlpool has a nationwide network of franchised TECH-CARE® service Companies. TECH-CARE service technicians are trained to fulfill the product warranty and provide after-

warranty service, anywhere in the United States. To locate TECH-CARE service in your area, call our COOL-LINE service assistance telephone number (see Step 2) or look in your telephone directory Yellow Pages under:

APPLIANCES - HOUSEHOLD - MAJOR - SERVICE & REPAIR	OR	ELECTRICAL APPLIANCES - MAJOR - REPAIRING & PARTS
WHIRLPOOL APPLIANCES FRANCHISED TECH-CARE SERVICE		WHIRLPOOL APPLIANCES FRANCHISED TECH-CARE SERVICE
SERVICE COMPANIES		SERVICE COMPANIES
XYZ SERVICE CO 123 Maple ..... 999-9999		XYZ SERVICE CO 123 Maple ..... 999-9999
OR		
WASHING MACHINES, DRYERS & IRONERS - SERVICING		
WHIRLPOOL APPLIANCES FRANCHISED TECH-CARE SERVICE		
SERVICE COMPANIES		
XYZ SERVICE CO 123 Maple ..... 999-9999		

## 4. If you have a problem\*...

Call our COOL-LINE service assistance telephone number (see Step 2) and talk with one of our Consultants, or if you prefer, write to:

Mr. Robert Stanley  
 Division Vice President  
 Whirlpool Corporation  
 2000 US-33, North  
 Benton Harbor, MI 49022

\*If you must call or write, please provide: model number, serial number, date of purchase, and a complete description of the problem. This information is needed in order to better respond to your request for assistance.



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