

HEB640 Rice Cooker/Warmer



It is recommended to plug this appliance into a dedicated unshared socket.

Best Practice Guide

Do	Fully clean the appliance daily.
	Plug into an unshared socket
	Avoid cooking small volumes of rice
	Clean the internal body with a damp cloth only.
	Ensure the main body of the rice cooker is clear of burnt/dried rice
	Ensure the internal body is free from debris/dried & burnt rice
	Use the correct amount of water for cooking process
	Rinse rice well before cooking
Don't	Pre-soak rice prior to cooking
	Expose the internal body to excessive liquid. Use a damp cloth only
	Do not open the lid during the cooking process.
	Fill above maximum waterline
	Touch the steam valve during operation
	Use another manufacturers rice pan in the cooker
	Use metal utensils in the rice pan
	Allow cooked/moist rice to enter the base of the internal body. The moisture of the rice will lead to electronic failure and is not covered by warranty.

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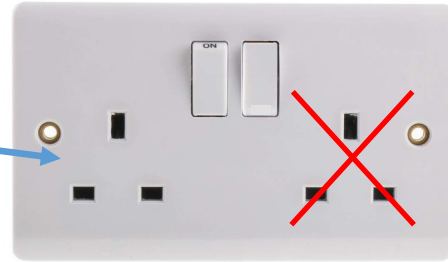
Troubleshooting Guide - With the appliance unplugged and cool.

Unit not working / dead	Check/replace the plug fuse.
	Check socket and ring main are working and switched on
Unit not holding cook mode	Check inner cooking pot is seated correctly.
	Ensure no debris in cooking chamber.
	Check the plunger switch in the main body depressing fully .
Switching off automatically, after a period of use	If inner pot was empty, unit may have overheated and engaged warm mode. Disconnect and allow rice cooker to cool for fifteen minutes.
Cooked rice is too thick	Ensure no damage to non stick cooking pot
	Check water to rice ratio
	Do not open the lid during the cooking process
Cooked rice is hard, smells or appears discoloured.	Has the rice been held for to long?
	Check utensils or spoon has not been left in cooking pot.
	Ensure rice is well rinsed prior to cooking.
Some rice is scorched	Ensure rice is well rinsed prior to cooking.
	Ensure rice is not pre-soaked before cooking.
	Do not add any seasonings or ingredients before cooking.

Bad Practices

Plug the unit into a dedicated socket.

Rice cookers are a high drawer appliance when initially started up and in cooking mode. Running two rice cookers in a double socket can exceed the amperage and result in electric trips



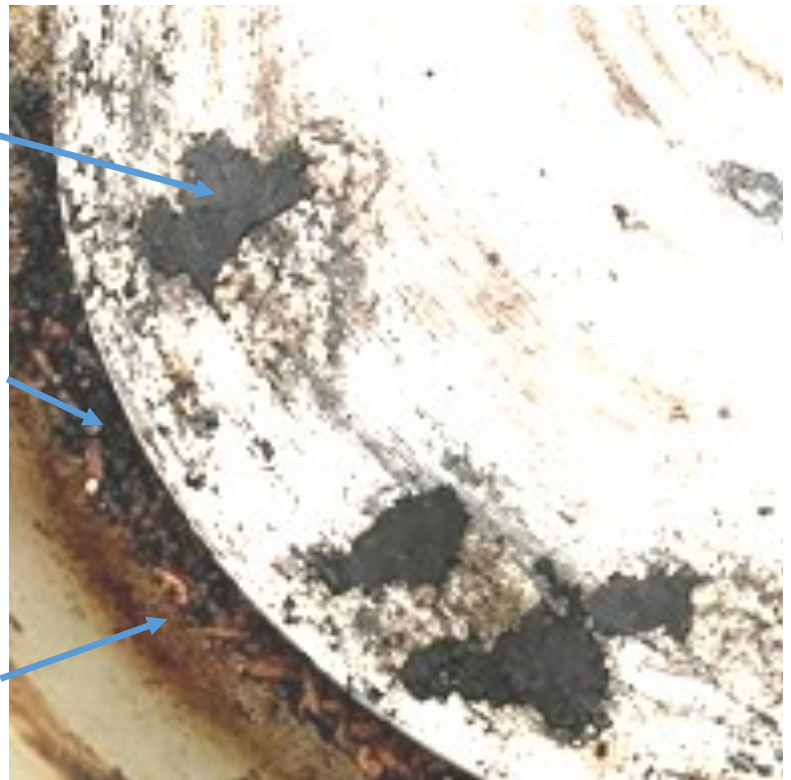
Burnt rice on the heater plate

reduces contact between the rice pan and the base, leading to inconsistent cooking results and overheating, leading to electronic failure.

Burnt/dried/greasy rice in the base of internal pan.

Electronic elements exposed to grease & particulates from the cooking process can lead to electronic failure or malfunction.

Liquid/excessive moisture exposure in this area can cause electrical component failure. Clean interior with a damp cloth. Liquid damage isn't covered by warranty



Burnt/Dried/Greasy rice around the rim of the unit can create seal problems and lead to inconsistent cooking results and extended cooking times.



Burnt/Dried/Greasy rice on plunger can lead to debris underneath the switch, restricting activation and preventing the unit engaging cook mode.

