

A
LEADING
BRAND IN THE UK

Russell Hobbs®

CLASSIC SATIN



10 Cup Rice Cooker / Steamer

OWNER'S MANUAL
RHRC100AGCAN

IMPORTANT SAFEGUARDS

When using electrical appliances, basic safety precautions should always be followed, including the following:

1. Read all instructions.
2. Do not touch hot surfaces. Use handles or knobs.
3. To protect against electrical shock, do not immerse cord, plugs or appliance in water or other liquid.
4. Close supervision is necessary when any appliance is used by or near children.
5. Unplug from outlet when not in use and before cleaning. Allow to cool before putting on or taking off parts.
6. Do not operate any appliance with a damaged cord or plug or after the appliance malfunctions or has been damaged in any manner. Contact Consumer Service for examination, repair or adjustment.
7. The use of accessory attachments not recommended by the appliance manufacturer may cause injuries.
8. Do not use outdoors.
9. Do not let cord hang over edge of table or counter, or touch hot surfaces.
10. Do not place on or near a hot gas or electric burner, or in a heated oven.
11. Extreme caution must be used when moving an appliance containing hot oil or other hot liquids.
12. To disconnect, raise Rice Cooking Selector Lever to ON/WARM, then remove the plug from wall outlet.
13. Do not use appliance for other than intended use.

**SAVE THESE INSTRUCTIONS
FOR HOUSEHOLD USE ONLY**

ADDITIONAL IMPORTANT SAFEGUARDS

CAUTION HOT SURFACES: This appliance generates heat and escaping steam during use. Proper precautions must be taken to prevent the risk of burns, fires or other injury to persons or damage to property.

1. A person who has not read and understood all operating and safety instructions is not qualified to operate this appliance. All users of this appliance must read and understand this Owner's Manual before operating or cleaning this appliance.
2. If this appliance falls or accidentally becomes immersed in water, unplug it from the wall outlet immediately. **Do not reach into the water!**
3. When using this appliance, provide adequate air space above and on all sides for air circulation. Do not operate this appliance while it is touching or near curtains, wall coverings, clothing, dish towels or other flammable materials.
4. To reduce the risk of fire, do not leave this appliance unattended during use.
5. If this appliance begins to malfunction during use, immediately unplug the cord. Do not use or attempt to repair the malfunctioning appliance!
6. The cord to this appliance should be plugged into a 120V AC electrical outlet.
7. Do not use this appliance in an unstable position.
8. Do not use the Inner Pot or Glass Lid if cracked or damaged.
9. Do not use the WARM Mode to reheat cold rice or other foods.
10. Avoid electric shock by unplugging the Rice Cooker before washing or adding water.
11. Never plug in the Rice Cooker without the Inner Pot inside the Main Housing.
12. To avoid burns, stay clear of the Steam Vent during cooking. Also, wait for the Rice Cooker to cool down completely before touching or cleaning the Stainless Steel Heating Body and Glass Lid.
13. Never use the Inner Pot on a gas or electric cooktop or on an open flame.

ADDITIONAL IMPORTANT SAFEGUARDS *(Continued)*

14. Do not leave the plastic Rice Paddle or Rice Measuring Cup in the Inner Pot while ON and in use.
15. Lift off Lid carefully to avoid scalding, and allow water to drip into Rice Cooker.
16. To reduce the risk of electric shock, cook only in the Inner Pot. Do not pour liquid directly into the Heating Body. Never put liquid into the Stainless Steel Heating Body, only into the Inner Pot.

POLARIZED PLUG

This appliance has a polarized plug (one blade is wider than the other). To reduce the risk of electric shock, this plug is intended to fit into a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. Do not attempt to modify the plug in any way.

SHORT CORD INSTRUCTIONS

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

Do not use an extension cord with this product.

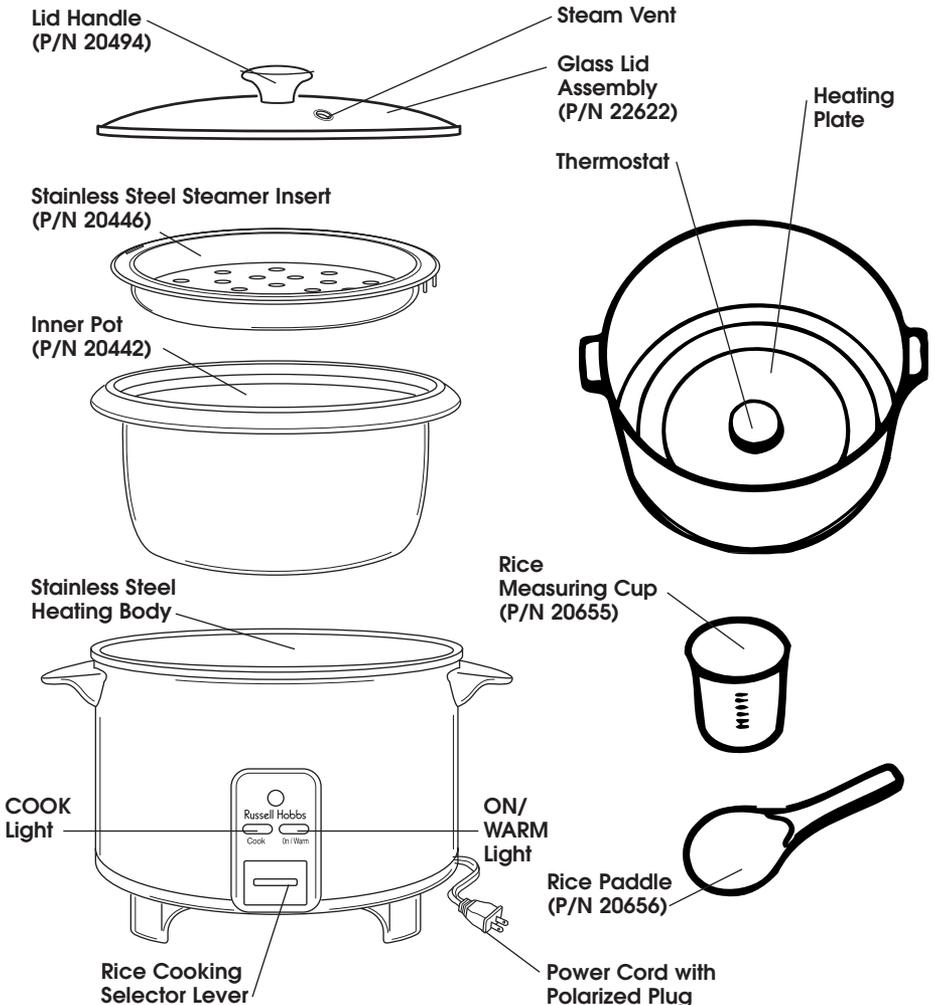
ELECTRIC POWER

If the electrical circuit is overloaded with other appliances, your appliance may not operate properly. It should be operated on a separate electrical circuit from other appliances.

INTRODUCTION

Congratulations on your purchase of the Russell Hobbs® Electric Rice Cooker/Steamer featuring a 10 cup Non-Stick Inner Pot, Stainless Steel Steamer Insert and Keep Warm chrome housing.

Care and cleaning of your Electric Rice Cooker is a snap. Washing or rinsing with warm, soapy water and a sponge or a cloth is all that is needed. Do not use steel wool, coarse scouring pads or harsh abrasives on any non-stick surface. Not only are they unnecessary, they may damage the coating.



BEFORE USING YOUR RICE COOKER FOR THE FIRST TIME

Remove all packaging from the Rice Cooker. Remove any labels from the outer stainless steel surfaces.

Wash Inner Pot, Stainless Steel Steamer Insert, Glass Lid, Rice Measuring Cup and Rice Paddle in warm, soapy water. Rinse and dry well.

If the outside of the Inner Pot is wet when placed into the Rice Cooker, this may cause a cracking noise while the unit heats up. Also, this may cause damage to the inner working of the appliance, so always wipe the outside of the Inner Pot completely dry before use.

DO NOT IMMERSE THE HEATING BODY OF THE RICE COOKER IN WATER OR ANY OTHER LIQUID!

IMPORTANT INFORMATION

READ BEFORE USING YOUR RUSSELL HOBBS® AUTOMATIC RICE COOKER FOR THE FIRST TIME.

- Read all instructions.
- Never immerse Heating Body in water.
- Never place liquid in the Heating Body. Place it only in the Inner Pot.
- Never try to force the Rice Cooking Selector Lever to stay in the COOK Mode after it has moved up to the ON/WARM position.
- Never plug in the Rice Cooker without first placing the Inner Pot inside the Heating Body.
- Always be sure the Inner Pot contains liquid, or be ready to add oil, butter or margarine immediately to the Inner Pot when you plug in the Rice Cooker.
- Remember that the Rice Measuring Cup is not a standard measuring cup. When filled, it measures approximately 3/4 cup.
- Never wash any removable parts of the Cooker in the dishwasher.
- Save these instructions and refer to them often.
- Be careful not to dent the Inner Pot, especially the bottom of it. To work properly and produce the best cooking results, the Inner Pot must fit snugly on top of the Thermostat.
- DO NOT let loose grains of rice or other food particles fall into the bottom of the Heating Body because they might prevent the Thermostat from fitting tightly against the bottom of the Inner Pot and cause inadequate cooking.
- Never use abrasive cleansers or scouring pads because they can damage the finish of both the Inner Pot and Heating Body.
- Save these instructions and refer to them often.

Operating Instructions

COOKING RICE

Many varieties of rice can be used, including basmati, wild, black rice, arborio, risotto, saffron rice, brown, and long grain. We do not recommend using instant rice with this Rice Cooker.

1. Measure the amount of rice that you would like to cook.

A 180 ml (3/4 cup) Rice Measuring Cup is included with your Rice Cooker. Filling the cup with rice makes approximately 2-1/4 cups of cooked rice.

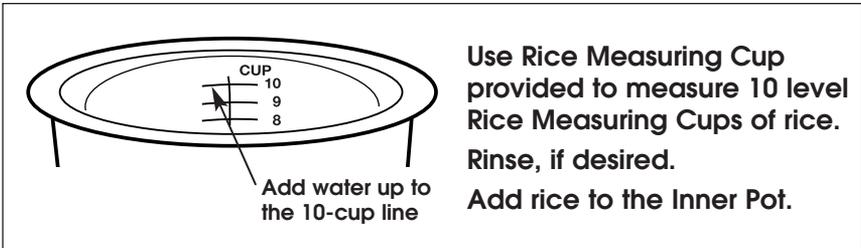
NOTE: Make sure that the rice is leveled when the cup is filled. The Russell Hobbs® 10 Cup Automatic Rice Cooker has the capacity for 10 Rice Measuring Cups of raw rice.

2. For Best Results...

Pour desired amount of rice into a separate container. Wash and rinse the rice until the rinse water is clear.*

3. Take the Inner Pot out of the Rice Cooker.

Place the washed rice into the Inner Pot and add appropriate amount of water. (If you are making 10 cups of raw rice, add water to the "10" mark in the inside of the Inner Pot.)



4. Replace the Inner Pot back into the Automatic Rice Cooker's Heating Body.

Rotate it slightly to make sure that it is well seated on the Heating Plate/Thermostat Assembly.

NOTE: Make sure to always wipe down the outer surface of the Inner Pot with a dry cloth. If the Inner Pot is wet when placed into the Heating Body of the Rice Cooker, this may cause a cracking noise while the unit heats up. Keep the outer surface dry to prevent damage to the inner workings of the appliance.

*For information regarding rinsing rice, please refer to Cooking Rice General Information Section.

Operating Instructions (Continued)

5. Replace the Glass Lid.

CAUTION: Do not operate the Automatic Rice Cooker without replacing the Glass Lid. Burns or other serious injury may occur.

6. Plug the Automatic Rice Cooker into a 120V AC electrical outlet.

Press the Rice Cooking Selector Lever down and the COOK Light will illuminate. The cooking process begins as soon as the Light illuminates. The cooking time will depend on the type and amount of rice being cooked.

7. When the cooking is completed, the Automatic Rice Cooker will automatically go into the ON/WARM Mode. At this time, the ON/WARM Light will illuminate.

For best results, let the cooked rice sit for 15 minutes before stirring or removing. This allows the steam to finish the cooking process.

8. Mix the rice.

After rice has steamed for 15 minutes, carefully open the Glass Lid as steam will escape. Use the Rice Paddle provided or any other non-metal long-handle utensil to scoop and mix the rice well. Allow all steam to escape.

9. Keep Warm.

When the cooking is completed, the Automatic Rice Cooker will automatically go into the ON/WARM Mode. At this time, the ON/WARM Light will illuminate.

If the WARM Mode is not desired, simply unplug the Automatic Rice Cooker from the wall. Do not touch the Heating Body or Inner Pot until they have cooled completely.

10. Using oven mitts, carefully remove the Inner Pot from the Rice Cooker.

11. Allow the Automatic Rice Cooker to cool completely before cleaning.

12. When the Automatic Rice Cooker is not being used, please keep it unplugged.

Long Grain Brown Rice Cooking Chart

Allow about 50 to 80 minutes (depending on the quantity being cooked) to cook brown rice. The Russell Hobbs® Automatic Rice Cooker automatically switches from COOK Mode to ON/WARM Mode when all the liquid evaporates from the Inner Pot. However, for fluffy rice, allow rice to stand for approximately 10 minutes, covered, on WARM before serving.

NOTE: Always place rice in Inner Pot before adding water.

Amount of Raw Rice	Water Level	Approx. No. of 1/2 cup servings
2 Rice Measuring Cups	to 4-cup line	8
3 Rice Measuring Cups	to 5-cup line	12
4 Rice Measuring Cups	to 6-cup line	16
5 Rice Measuring Cups	to 7-cup line	20
6 Rice Measuring Cups	to 8-cup line	24
7 Rice Measuring Cups	to 9-cup line	28
8 Rice Measuring Cups	to 10-cup line	32

Long Grain White Rice Cooking Chart

Allow about 25 to 40 minutes (depending on the quantity being cooked) to cook white rice. The Russell Hobbs® Automatic Rice Cooker automatically switches from COOK Mode to ON/WARM Mode when all the liquid evaporates from the Inner Pot. However, for fluffy rice, allow rice to stand for approximately 15 minutes, covered, on WARM before serving.

Amount of Raw Rice	Water Level	Approx. No. of 1/2 cup servings
4 Rice Measuring Cups	to 4-cup line	16
6 Rice Measuring Cups	to 6-cup line	28
8 Rice Measuring Cups	to 8-cup line	36
10 Rice Measuring Cups	to 10-cup line	48

Cooking Rice

GENERAL INFORMATION

Rice is grown on marshy land that floods easily. It does not need to be milled or ground; only the outer husks must be removed, leaving behind what is known as brown or whole rice, the most nutritious of rices.

Information has recently been published about more healthful ways to eat, by consuming less fat, less protein and more complex carbohydrates in our diets. Because brown rice is about 8% protein, 87% carbohydrates and almost no fat, it is a perfect ingredient in a healthful diet.

Because rice is a valuable source of carbohydrates, it is starchy by nature. To obtain fluffier, less starchy rice, you can rinse the rice before cooking. But by rinsing or soaking the rice, you lose some of the vitamins, which are water soluble. Therefore, rinsing or soaking rice is not recommended because of the nutrient loss.

TYPES OF RICE

BROWN RICE - Contains more vitamin B complex, iron and calcium and takes longer to cook (about 50 minutes) than white rice. Its flavor is nutty and its texture is chewy. (See Cooking Chart.)

WHITE RICE - Includes several kinds of white rice, most of which can be prepared in your Russell Hobbs® Automatic Rice Cooker. (See Cooking Chart.)

LONG-GRAIN RICE - Less starchy than short-grain rice, so it separates into individual grains more than short-grain rice.

SHORT-GRAIN RICE - More moist and tender than long-grain rice. It has a softer texture and starchier flavor.

White rice will take about 20-25 minutes to cook (brown rice approximately 50 minutes). When rice is done, the Russell Hobbs® Automatic Rice Cooker will automatically go into the ON/WARM Mode and the ON/WARM Light will go on. Allow rice to stand on ON/WARM for 10 to 15 minutes to ensure fluffy rice. You can keep cooked rice on the ON/WARM setting for several hours without the taste of the rice being affected. Do not remove Glass Lid until ready to serve. **The Inner Pot remains very hot after cooking or keeping warm. Use a pot holder when handling.**

Why Rice?

Grains (including rice) are finally getting the attention they deserve as they move into the nutritional spotlight. The new USDA dietary recommendations highlight grains as an essential part of a healthy, whole foods diet. With their impressive fiber, complex carbohydrates and protein profiles, they are, without a doubt, some of Mother Nature's most perfect foods.

Grains are the edible portion of cereal plants. The grain or kernel is technically a complete fruit and houses most of its nutritional value. In addition to their high fiber content, grains are an excellent source of B vitamins and many minerals, including magnesium, iron, zinc, potassium and selenium. The germ oils found in the germ layers of whole grains contain vitamin E, an important antioxidant.

Grain Glossary

RICE is a staple food in many countries. Although long-grain rice is consumed more than any other rice around the world, it is inferior to brown rice in both taste and nutrition. Brown rice is not only more complete nutritionally, it has a wonderful nutty aroma and flavor.

POLISHED RICE (white) has been bleached, cleaned, pearled (polished with talc), then often oiled and coated. This refining process causes the loss of its hull, bran and germ, which are removed from the grain (along with most of its nutrients) leaving only the starchy endosperm. As white rice is rather bland when eaten by itself, it is usually served under steamed or sauteed vegetables and topped with a flavorful sauce, such as curry or peanut.

LONG-GRAIN BROWN RICE contains fiber and the nutrient-rich bran and germ, as well as the starchy endosperm. In addition to being more flavorful, brown rice digests more slowly, which provides energy over a longer period of time. Brown rice is a satisfying meal companion and can even serve as the main focus for a meal. While not as high in protein as wheat and some other grains (10%), the high quality protein in brown rice is easily utilized by the body. Brown rice is also a good source of the B vitamins and several minerals, including magnesium, potassium, zinc, iron, and selenium.

Steaming Food

GENERAL INFORMATION

Keep the Glass Lid on while cooking or steaming food, unless the recipe or chart specially calls for removing it. By removing the Glass Lid unnecessarily, you lose steam and valuable time. If you must remove it to stir or to add an ingredient, have the Rice Paddle or ingredient ready, add it, stir quickly and just as quickly replace the Lid.

USING THE STEAMER INSERT

The Steamer Insert is specifically designed to steam vegetables. It can also be used to reheat foods, or steam frozen foods such as pot stickers. Use the Steamer Insert while cooking rice*, or as a stand-alone steamer by adding water to the Inner Pot.

1. Clean and prepare your vegetables. Cut vegetables into bite-sized pieces.
2. Place the Inner Pot into the Rice Cooker Body. Be sure the Inner Pot is seated properly. Measure appropriate amount of water and add to Inner Pot (see water measurements/time following).
3. When steaming smaller vegetables or chunks, place vegetables directly into the Steamer Insert. (If you are cooking combinations of vegetables, be sure they require the same cooking time and also cut pieces uniformly to assure all vegetables will be finished steaming at the same time.)
4. Then place the Steamer Insert onto the rim of the Inner Pot and cover with Glass Lid.
5. Plug the cord into a 120V AC electrical outlet. Press the Rice Cooking Selector Lever down to the COOK position. Make sure the COOK Light is on. Steaming will start shortly.
6. Allow vegetables to steam to desired doneness. See Vegetable Steaming Chart.

NOTE: When steaming foods for longer periods of time, it is necessary to periodically check water level so that the Inner Pot does not boil dry.

7. The Rice Cooker may automatically switch to WARM. If additional cooking is desired, unplug the unit and add more water. Replace the Glass Lid. Plug in the Rice Cooker, press the Rice Cooking Selector Lever down to COOK position and your Rice Cooker will resume steaming.

Steaming Food *(Continued)*

8. When your food has reached the desired doneness, raise the Rice Cooking Selector Lever to ON/WARM and unplug after use.

* When using the Steamer Insert while cooking rice, it is important that you DO NOT remove the Glass Lid during the rice cooking process. Some foods that cook quickly may not be suitable for this method.

Vegetable Steaming Chart*

Vegetable Time	Amount	Water	Cook
Artichoke, Whole	2 medium	2-1/2 cups	44-46 min.
Asparagus	3/4 lb. (15 spears)	1-1/2 cups	12-14 min.
Broccoli	1/2 lb. (2" florets, 1" stems)	1-1/2 cups	13-16 min.
Brussels Sprouts	12 oz.	2-1/2 cups	17-19 min.
Cabbage	2 lb. (quartered)	2-1/2 cups	29-31 min.
Carrots	3 medium (1/2" slices)	1-1/2 cups	14-16 min.
Cauliflower	3/4 lb. (3" florets)	1-1/2 cups	17-19 min.
Corn-On-The-Cob	3 small ears	1-1/2 cups	15-17 min.
Green Beans, Whole	1/2 lb. (tips removed)	1-1/2 cups	13-15 min.
Potatoes: All-Purpose	4 (5 to 6 oz. each)	2-1/2 cups	40-42 min.
New	6 (4 oz.)	3 cups	33-36 min.
Sweet Potato	4 (6 oz. each)	2-1/2 cups	36-38 min.
Spinach	1/2 lb. leaves & stems	1-1/2 cups	10-12 min.

Frozen Vegetable Steaming Chart*

Vegetable Time	Amount	Water	Cook
Broccoli (Spears)	1 package (10 oz.)	3/4 cup	12-14 min.
Brussels Sprouts	1 package (10 oz.)	3/4 cup	14-16 min.
Cauliflower	1 package (10 oz.)	3/4 cup	13-14 min.

*We have outlined a general guide to follow. Test for desired doneness when cooking times indicated have been reached. As you cook with this appliance, adapt times and measurements to your own personal tastes.

User Maintenance Instructions

This appliance contains no user serviceable parts. Do not try to repair it yourself. Any servicing requiring disassembly other than cleaning must be performed by a qualified appliance repair technician.

Always remember to unplug the unit from the wall outlet when not in use and before cleaning.

- Be careful not to dent the Inner Pot, especially the bottom of it. To work properly and produce the best cooking results, the Inner Pot must fit snugly on top of the thermostat.
- DO NOT let loose grains of rice or other food particles fall into the bottom of the Heating Body because they might prevent the thermostat from fitting tightly against the bottom of the Inner Pot and cause inadequate cooking.
- Use the plastic Rice Paddle or a wooden spoon to stir and remove food from the Inner Pot. NEVER use any metal utensils.
- Never use abrasive cleansers or scouring pads because they can damage the finish of both the Inner Pot and Heating Body.
- Never pour liquid into the Heating Body or immerse it in water.

CLEANING INSTRUCTIONS

PLEASE NOTE: It is normal to have a brown 'rice crust' coating the bottom layer of the Inner Pot when the rice has finished cooking and steaming.

1. This appliance should be cleaned after every use. Unplug the unit from the wall outlet. NEVER immerse Heating Body or Power Cord in water. Allow the unit to cool before cleaning.
2. Let the Rice Cooker cool. Fill Inner Pot with warm water and allow to sit for a while. Wash in warm, soapy water with a sponge and dry thoroughly with a cloth.
3. The Stainless Steel Steamer Insert, Glass Lid, Rice Measuring Cup and Rice Paddle may also be washed in warm, soapy water. Rinse and dry well.
4. Never wash any removable parts of the Rice Cooker in the dishwasher.
5. The Heating Body can be wiped clean with a soft, slightly damp cloth or sponge.

STORING INSTRUCTIONS

Unplug the unit from the wall outlet and clean all parts. Be sure all parts are dry before storing. Store appliance in its box or in a clean, dry place. Never store it while it is hot, wet or still plugged in. Never wrap Power Cord around the appliance.

Store the Glass Lid upside down over the Inner Pot.

Recipes

SPICY THAI RICE AND LENTILS

Serves 6-8

3 measuring scoops (2-1/4 cups) Wehani or mixed blend rice
1 measuring scoop (3/4 cup) green lentils
1-1/4 cups water
3 cloves garlic, pressed
1 onion, chopped
2-inch knob ginger root, grated
1/3 cup fresh cilantro, chopped
1 teaspoon turmeric
1 teaspoon salt

Reserve:

Hot chili oil
Red pepper flakes
Lettuce or spinach greens

Place rice and lentils into the Automatic Rice Cooker, then add water. Mix in remaining ingredients (except chili oil, pepper flakes and greens). After rice has been fully cooked, add a few drops of hot chili oil and red pepper flakes to each serving, if desired. Serve on chilled lettuce or spinach greens.

MARINATED VEGETABLE SALAD

Serves 8

2 cups (about 8 ounces) sliced fresh mushrooms
1-1/4 cup halved cherry tomatoes
1 cup avocado chunks
1 cup sliced olives
1/2 cup chopped red onion
6 tablespoons red wine vinegar
4 tablespoons olive oil
2 tablespoon fresh parsley
1/2 teaspoon salt
1/2 teaspoon dried basil leaves
6 cups cooked jasmine rice, cooled
(3 measuring cups of raw rice)
Red onion rings, for garnish

Combine mushrooms, tomatoes, avocado, olives and onion in shallow dish. Combine vinegar, oil, parsley, salt and basil in separate bowl and pour over vegetables. Cover and chill 2 to 3 hours. Add rice: toss lightly. Garnish with red onion rings.

SPANISH RICE AU GRATIN

Serves 4

- 1 tablespoon olive oil
- 1/2 cup chopped onion
- 1/2 cup chopped celery
- 1/3 cup chopped green pepper
- 1 pound fresh tomatoes, chopped
- 1 teaspoon chili powder
- 1/2 teaspoon Worcestershire sauce
- 2 cups cooked brown rice
- 1/2 cup (2 ounces) shredded cheddar or soy cheese

Heat oil in large skillet over medium-high heat. Saute onion, celery and pepper until tender-crisp. Add tomatoes, chili powder and Worcestershire sauce. Stir in rice. Reduce heat; simmer about 5 minutes to blend flavors. Remove from heat. Top with cheese; replace Glass Lid, and allow cheese to melt, about 3 minutes.

MEXICAN RICE PITAS

Serves 4

- 1 small red onion, sliced into thin rings
- 1 teaspoon olive oil
- 3 cups cooked brown rice
- 1/2 cup whole kernel corn
- 1/2 cup sliced ripe olives (optional)
- 1/2 cup barbecue sauce
- 2 tablespoons lime juice
- 1/2 teaspoon ground cumin
- 1/2 teaspoon garlic salt
- 4 whole wheat pita rounds, halved and warmed
- 8 lettuce leaves
- 1 large tomato, seeded and chopped

Cook onion in oil in large skillet over medium-high heat until tender. Add rice, corn, olives, barbecue sauce, lime juice, cumin and garlic salt; toss until heated. Line each pita half with lettuce leaf, fill with 1/2 cup hot rice mixture and top with tomato.

Trouble Shooting

Symptom	Possible Solutions
No Indicator Lights are illuminated.	<p>Make sure the Automatic Rice Cooker is plugged in.</p> <p>Check between the Inner Pot and Heating Plate for any foreign substances. Be sure the area is clean.</p> <p>Make sure the Inner Pot is in the Heating Body.</p>
Water overflows during cooking.	<p>Before cooking, make sure you don't fill above top water level.</p> <p>Make sure Lid is in place and the Steam Hole is clean before cooking.</p>
Cooked rice is too dry or not completely cooked.	<p>Before cooking, make sure you put enough water in for the total amount of rice included.</p> <p>After cooking, add 1/4 cup water and set on WARM cooking cycle for 10-15 minutes. Stir.</p> <p>Check between the Inner Pot and Heating Plate/Thermostat Assembly for any foreign substances. Be sure the area is clean.</p>
Cooked rice is too watery.	<p>Before cooking, make sure you don't add too much water for the amount of rice included.</p> <p>Check between the Inner Pot and Heating Plate/Thermostat Assembly for any foreign substances. Be sure the area is clean.</p> <p>Make sure the cooking cycle is not interrupted. If the Power Cord is unplugged, the unit will not operate and the rice will not cook.</p> <p>Allow rice to stand for approximately 15 minutes, covered, on WARM before serving.</p>

Trouble Shooting *(Continued)*

Symptom

Possible Solutions

Rice is scorched.

Check between the Cooking Pot and Heating Plate/Thermostat Assembly for any foreign substances. Be sure the area is clean.

Be sure to wash the Cooking Pot after each use.

Be careful not to add easily-scorched ingredients such as sugar, to the recipe before cooking.

Steam escapes between Glass Lid and Inner Pot during cooking.

Check between the Glass Lid and Inner Pot for foreign substances, including rice kernels that may prevent the Glass Lid from closing all the way. Be sure the area is clean.

Warmed rice smells bad or discolored.

For best results, don't use the WARM option with brown rice. The bran in unrefined grains can "break down" when kept at low heat for extended periods of time, causing an unpleasant smell and taste.

Make sure the Glass Lid is properly centered in position over Inner Pot when using the WARM option.

Be sure to wash the Inner Pot after each use.

Make sure you don't leave the Serving Rice Paddle or other plastics in the Automatic Rice Cooker while it is cooking or warming.

If none of these Trouble Shooting solutions are successful, contact our Consumer Service Dept. at 800-233-9054 for further advice.

LIMITED ONE YEAR WARRANTY

Warranty: This Russell Hobbs® product is warranted by Maxim-Toastmaster to be free from defects in materials or workmanship for a period of (1) year from the original purchase date. This product warranty covers only the original consumer purchaser of the product.

Warranty Coverage: This warranty is void if the product has been damaged by accident in shipment, unreasonable use, misuse, neglect, improper service, commercial use, repairs by unauthorized personnel, normal wear and tear, improper assembly, installation or maintenance abuse or other causes not arising out of defects in materials or workmanship. This warranty is effective only if the product is purchased and operated in the USA, and does not extend to any units which have been used in violation of written instructions furnished with the product or to units which have been altered or modified or to damage to products or parts thereof which have had the serial number removed, altered, defaced or rendered illegible.

Implied Warranties: ANY IMPLIED WARRANTIES WHICH THE PURCHASER MAY HAVE ARE LIMITED IN DURATION TO ONE (1) YEAR FROM THE DATE OF PURCHASE. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Warranty Performance: During the above one-year warranty period, a product with a defect will be either repaired or replaced with a reconditioned comparable model (at our option) when the product is returned to the Repair Center, or the purchase price refunded. The repaired or replacement product will be in warranty for the balance of the one-year warranty period and an additional one-month period. No charge will be made for such repair or replacement.

Service and Repair: Should the appliance malfunction, you should first call toll-free 1 (800) 233-9054 between the hours of 9:00 am and 5:00 pm Central Standard Time and ask for CONSUMER SERVICE stating that you are a consumer with a problem. Please refer to model number RHRC100AGCAN when you call.

In-Warranty Service (USA): For an appliance covered under the warranty period, no charge is made for service or postage. Call for return authorization (800) 233-9054.

Out-of Warranty Service: A flat rate charge by model is made for out-of-warranty service. Include \$12.00 (U.S.) for return shipping and handling. We will notify you by mail of the amount of the charge for service and require you to pay in advance for the repair or replacement.

For Products Purchased in the USA, but Used in Canada: You may return the product insured, packaged with sufficient protection, and postage and insurance prepaid to the USA address listed below. Please note that all customs duty / brokerage fees, if any, must be paid by you and we will require you to pay the cost of customs duty / brokerage fees to us in advance of our performing any service.

Risk During Shipment: We cannot assume responsibility for loss or damage during incoming shipment. For your protection, carefully package the product for shipment and insure it with the carrier. Be sure to enclose the following items with your appliance: any accessories related to your problem, your full return address and daytime phone number, a note describing the problem you experienced, a copy of your sales receipt or other proof of purchase to determine warranty status. C.O.D. shipments cannot be accepted.

To return the appliance, ship to:

ATTN: Repair Center
Maxim-Toastmaster
708 South Missouri Street
Macon, MO 63552

To contact us, please write to, call, or email:

Consumer Relations
P.O. Box 7366
Columbia, MO 65205-7366
1-800-233-9054
E-mail: Toastmaster.com

Limitation of Remedies: No representative or person is authorized to assume for Maxim-Toastmaster any other liability in connection with the sale of our products. There shall be no claims for defects or failure of performance or product failure under any theory of tort, contract or commercial law including, but not limited to negligence, gross negligence, strict liability, breach of warranty and breach of contract. Repair, replacement or refund shall be the sole remedy of the purchaser under this warranty, and **in no event shall Maxim-Toastmaster be liable for any incidental or consequential damages, losses or expenses.** Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Legal Rights: This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

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9/04

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