



# 使用說明書

磁應電飯煲

RC-10BHH (W)

RC-15BHH (W)

**TOSHIBA**

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# 安全警示

- 本產品僅供家庭使用。請勿在戶外使用。
- 本產品不適合身體、感官或精神能力下降或缺乏經驗和知識的人(包括兒童)使用，除非他們在對其安全負責的人員的監督或指導下使用本產品。
- 本產品可供8歲及以上兒童以及身體、感官或精神能力有缺陷或缺乏經驗和知識的人員使用，前提是他們接受過有關安全使用本產品的監督或指導，並瞭解涉及的危險。兒童不得耍玩本產品。兒童不得在無人照管的情況下進行清潔和用戶維護。
- 應看管好兒童，以避免其玩耍本產品。
- 本產品僅可用于家用及類似用途，如：
  - 商店、辦公場所和其他工作環境中的員工廚房區域；
  - 農舍；
  - 由旅店、旅館及其它住宿型環境中的客人使用；
  - 提供住宿和早餐的場所。
- 如果電源線(電源線組)損壞，則必須由製造商或其服務代理提供的特殊電源線或組件更換。
- 在清潔、維修或搬遷前，或在不使用時，請關閉並拔掉電器插頭。
- 使用後，加熱元件表面會有餘熱。請勿觸摸。
- 本產品經過長時間的使用後，其相應的加熱區仍然發熱。切勿觸摸陶瓷表面，以免灼傷。
- 請勿將本產品浸入水或其他液體中。
- 請勿將包含電器元件和加熱元件的外殼浸入水中。請勿在龍頭下沖洗。

# 安全警示

- 警告：使用不恰當可能會造成潛在的傷害。
- 本產品只能使用適配的连接器或者必須使用配套连接器。
- 注意避免液體濺到连接器上。

# 產品規格

## 產品參數

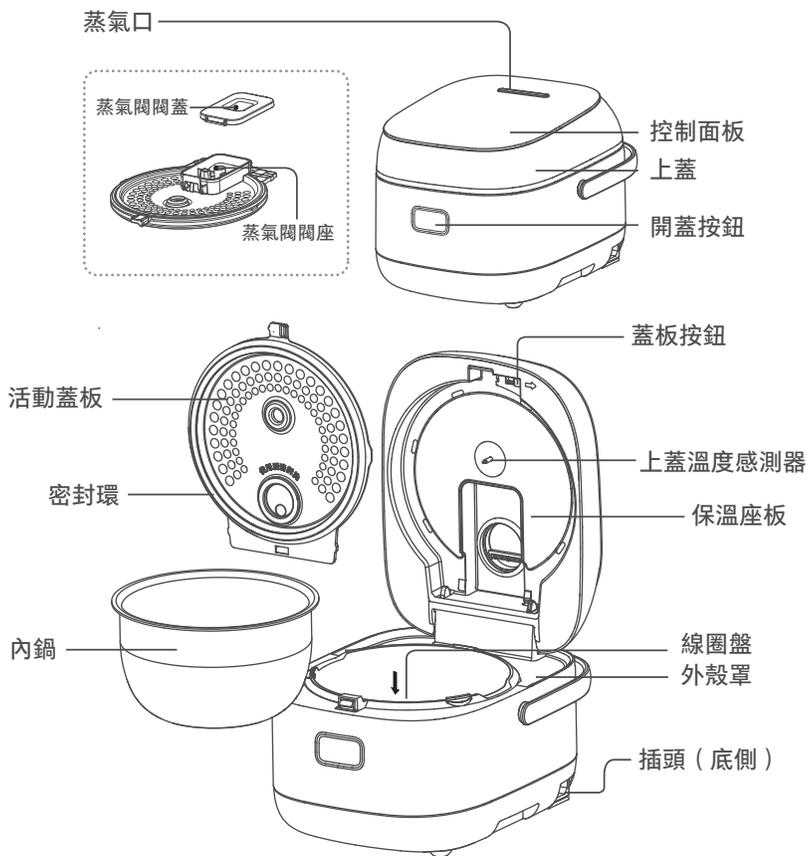
| 型號          | 額定電壓/<br>額定頻率        | 額定功率<br>(W) | 額定容量<br>(L) | 最大烹飪<br>容量 | 產品尺寸<br>(W x D x H) | 產品重量<br>(kg) |
|-------------|----------------------|-------------|-------------|------------|---------------------|--------------|
| RC-10BHH(W) | 220-240V~<br>50/60Hz | 1000 W      | 1.0L        | 1.0L       | 242x315x220 mm      | 5.27kg       |
| RC-15BHH(W) | 220-240V~<br>50/60Hz | 1300 W      | 1.5L        | 1.5L       | 299x362x226 mm      | 5.93kg       |

# 產品簡介

## 部件名稱



使用產品前請先瞭解以下內容，以便您快速掌握產品使用  
由於我們的產品在不斷的升級，如實物與下圖存在差異，請以實物為準。  
此產品為桌面式產品，禁止用作嵌入式。



## 配件清單



可立飯勺



可掛湯勺



1杯



0.5杯

小

量杯



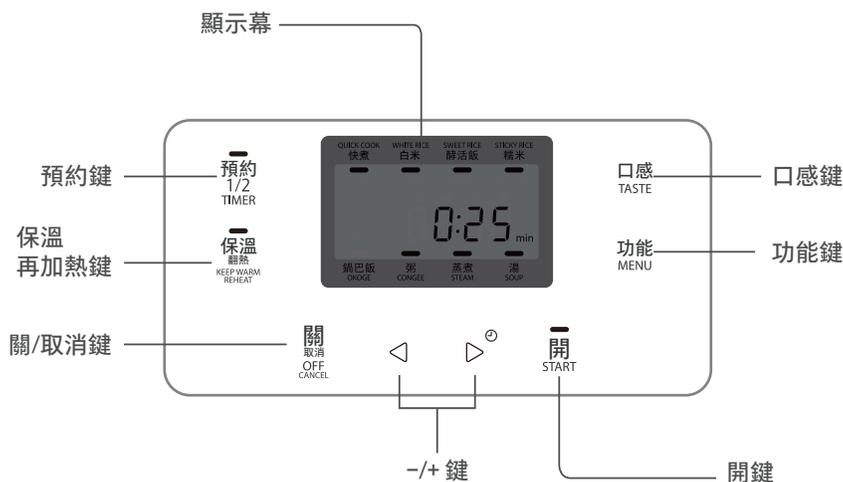
不銹鋼蒸籠



電源線

# 產品簡介

## 控制面板



## 功能

## 操作指南

|         |  |
|---------|--|
| 開/START | 待機狀態下，按【開】鍵開始當前工作狀態，產品開始工作。  |
| 保溫/翻熱   | 按【保溫/翻熱】鍵，進入保溫狀態，再按一次進入“再加熱”狀態，按鍵燈閃爍，啟動25分鐘的熱飯功能。<br>如需切換或取消當前功能，按【關/取消】鍵重新選擇。 |
| 關/取消    | 任何狀態下，按【關/取消】鍵取消當前工作狀態，返回待機狀態。   |
| 口感      | 在程式開始前，您可以按【口感】鍵來更改食物口感，如“DELICIOUS”、“HARD”、“STICKY”。<br>注：僅“白米”功能可改變食物口感。     |

# 產品簡介

| 功能  | 操作指南   |
|---|--|
| 快煮<br>白米<br>醇活飯<br>糯米<br>鍋巴飯<br>粥<br>蒸煮<br>湯<br>蛋糕 CAKE<br>發芽糙米 GABA<br>雜穀米 MIXED<br>糙米 BROWN | <p>按【功能】鍵選擇相關功能，螢幕顯示預設烹飪時間，按【開】鍵，進入烹飪狀態。</p> <p>如需切換或取消當前功能，按【關/取消】鍵重新選擇。完成後進入保溫狀態。</p>  |
| 預約  | <p>烹飪預約：按【預約】鍵，預約指示燈常亮，螢幕上會閃爍顯示“預約1”和“預約2”的預設時間。</p> <p>按【◀】【▶】鍵，調整預約時間，調整後會自動記憶設置時間。</p> <p>然後再按【功能】鍵來選擇烹飪功能。按【開】鍵，產品開始預約時間倒計時。</p> <p>倒計時結束時，完成烹飪。</p> <p>注：預約時間範圍為0:00-23:50。</p> <p>蛋糕、保溫、再加熱功能不能設置預約。</p> |

# 清潔保養



1. 請用布擦掉外殼罩上的水。
2. 內鍋和線圈盤上的水、飯粒、雜物等需清理乾淨。
3. 首次使用可根據以下步驟進行簡單清潔，後續可根據使用情況進行定期清潔。

## 拆卸活動蓋板 (RC-10BHH(W) 操作步驟)

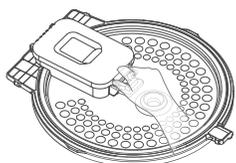
左手抓住蓋板邊緣，右手按箭頭方向推動按鈕；左手往前拉，取出活動蓋板。  
在活動蓋板被拆掉的狀態下，為防止您在無活動蓋板的情況下煮飯，此時上蓋無法合上。



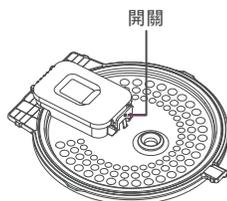
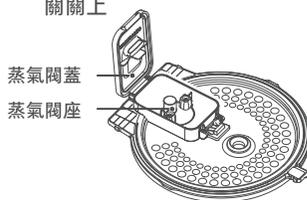
注意：在活動蓋板被拆掉的狀態下，為防止您在無活動蓋板的情況下煮飯，此時上蓋無法合上。

## 拆裝蒸氣閥蓋 (RC-10BHH(W) 操作步驟)

1 抓著活動蓋板，打開開關



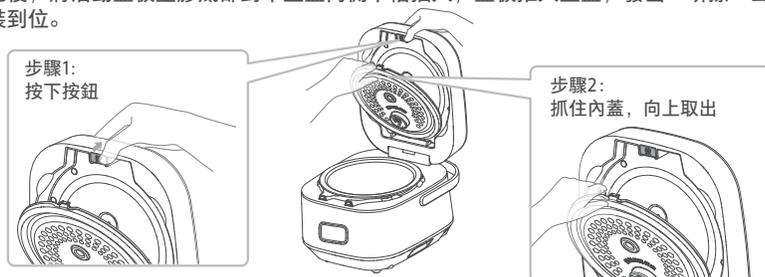
2 將蒸氣閥座的別扣插入蒸氣閥蓋的小孔中，然後把開關關上



注意：當蒸氣閥蓋內側的蒸氣口密封圈脫出時，請壓入。使其不從槽中露出。

## 拆卸活動蓋板 (RC-15BHH(W) 操作步驟)

左手抓住塑膠壓圈的邊緣，按下按鈕，取出活動蓋板。  
清洗擦乾後，將活動蓋板塑膠底部對準上蓋內側卡槽插入，蓋板推入上蓋，發出“啾擦”聲蓋板安裝到位。

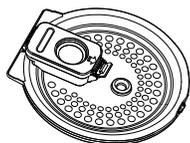


注意：在活動蓋板被拆掉的狀態下，為防止您在無活動蓋板的情況下煮飯，此時上蓋無法合上。

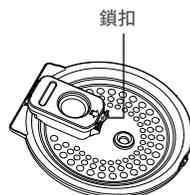
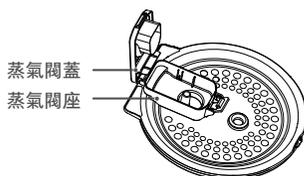
# 清潔保養

## 拆裝蒸氣閥蓋 (RC-15BHH(W)操作步驟)

1 抓著活動蓋板，打開鎖扣



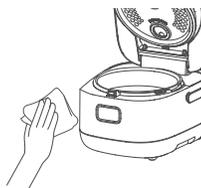
2 將蒸氣閥座的別扣插入蒸氣閥蓋的小孔中，扣上鎖扣



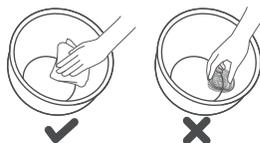
注意：當蒸氣閥蓋內側的蒸氣口密封圈脫出時，請壓入。使其不從槽中露出。

## 清潔煲體/內鍋/蒸籠

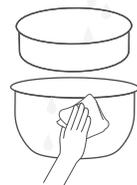
1 用乾淨軟布擦拭



2 用清水浸泡10分鐘，使殘留米飯充分吸水後清洗



3 清洗完成後擦乾內鍋、蒸籠



# 操作指南

## 開關上蓋的方法



### 打開上蓋

- 請勿從上方按壓上蓋，您只需按下按鈕聽到“啞嗒”一聲開鎖聲音，上蓋即被打開。

按下前側中央處



### 關閉上蓋

- 為了防止忘記裝上活動蓋板，如活動蓋板未安裝則無法關上上蓋。
- 關閉上蓋前，請確認鎖扣固定處沒有異物。
- 按壓直至發出“啞嗒”的聲響。

# 操作指南

## 米飯的煮法

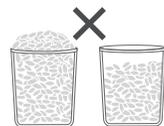
### 1 用產品附帶的量杯進行量米



1杯米約可煮2碗飯（碗口直徑約11.5cm）



正確量米  
大米應平於杯口

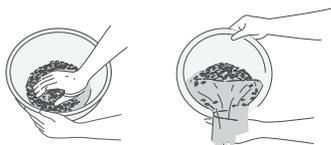


高於或低於杯口都會導致水位無法準確控制

注意：1.0L銅常規飯最多可煮5.5杯米，1.5L銅常規飯最多可煮8杯米，否則可能會導致溢出或米飯不熟等情況；  
2. 11.5cm為常規家庭用碗尺寸。

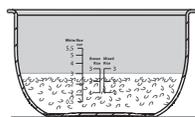
### 2 淘洗乾淨大米

洗米時淘洗2-3次口感會更佳



### 3 選擇水位刻度

根據所有杯數來調節水量  
(可喜好增減水量，大約在刻度上下1mm以內。)



### 4 擦去內鍋外側附著的水滴、異物，裝好內鍋，關閉上蓋

如果附著有異物、水滴，則無法順利煮飯 導致蓋關不上、漏氣等問題發生。



擦去內鍋外側的水分



按下前側中央處

按壓直至發出  
“啞嗒”的聲

### 5 選定功能，開始煮飯

按下開鍵



# 操作指南

## 煮飯模式

煮飯容量和煮飯時間估算

根據要煮的大米類型來選擇“煮飯模式”和“水位刻度”。

| RC-10BHH(W)      |                 |             |              |                              |
|------------------|-----------------|-------------|--------------|------------------------------|
| 功能               | 口感              | 水位刻度        | 煮飯容量<br>單位:杯 | 煮飯時間估算<br>單位:分鐘<br>( )初次煮飯時間 |
| WHITE RICE (白米)  | DELICIOUS<br>美味 | White Rice  | 0.5-5.5      | 50-60(50)                    |
|                  | HARD<br>稍硬      |             |              | 35-50(40)                    |
|                  | STICKY<br>軟糯    |             |              | 50-60(60)                    |
| QUICK COOK (快煮)  | /               |             |              | 30-40(25)                    |
| SWEET RICE (醇活飯) | /               |             |              | 60-70(60)                    |
| OKOGE (鍋巴飯)      | /               |             |              | 50-60(60)                    |
| STICKY RICE (糯米) | /               | Sticky Rice | 1-3          | 60-70(50)                    |
| GABA (發芽糙米)      | /               | Mixed Rice  | 1-3          | 240(240)                     |
| MIXED (雜糧飯)      | /               | Mixed Rice  | 1-3          | 70-80(70)                    |
| BROWN (糙米飯)      | /               | Brown Rice  | 1-3          | 70-90(80)                    |
| CONGEE (粥)       | /               | Congee      | 0.5-1        | 時間可調(90)                     |
| SOUP (湯)         | /               | White Rice  | 0.5-5.5      | 時間可調(120)                    |
| STEAM (蒸煮)       | /               | Steam       | /            | 時間可調(30)                     |
| CAKE (蛋糕)        | /               | /           | /            | 40-50(50)                    |

# 操作指南

## 煮飯模式

| RC-15BHH(W)      |                 |             |              |                              |
|------------------|-----------------|-------------|--------------|------------------------------|
| 功能               | 口感              | 水位刻度        | 煮飯容量<br>單位:杯 | 煮飯時間估算<br>單位:分鐘<br>( )初次煮飯時間 |
| WHITE RICE (白米)  | DELICIOUS<br>美味 | White Rice  | 0.5-8        | 50-60(50)                    |
|                  | HARD<br>稍硬      |             |              | 35-50(40)                    |
|                  | STICKY<br>軟爛    |             |              | 50-60(60)                    |
| QUICK COOK (快煮)  | /               |             |              | 30-40(25)                    |
| SWEET RICE (醇活飯) | /               |             |              | 60-70(60)                    |
| OKOGE (鍋巴飯)      | /               |             |              | 50-60(60)                    |
| STICKY RICE (糯米) | /               | Sticky Rice | 1-5          | 60-70(50)                    |
| GABA (發芽糙米)      | /               | Mixed Rice  | 1-5          | 240(240)                     |
| MIXED (雜糧飯)      | /               | Mixed Rice  | 1-5          | 70-80(70)                    |
| BROWN (糙米飯)      | /               | Brown Rice  | 1-5          | 70-90(80)                    |
| CONGEE (粥)       | /               | Congee      | 0.5-1.5      | 時間可調(90)                     |
| SOUP (湯)         | /               | White Rice  | 0.5-8        | 時間可調(120)                    |
| STEAM (蒸煮)       | /               | Steam       | /            | 時間可調(30)                     |
| CAKE (蛋糕)        | /               | /           | /            | 40-50(50)                    |

- 內鍋水位刻度的最小量、最大量和可煮飯的量不一樣。
- 實際的煮飯時間會根據飯量、水溫、水量等發生10分鐘左右的變化。請將煮飯時間當成估算時間。  
(煮飯條件是交流電壓 220V、室溫及水溫為 23 °C 並調整為標準水量的情況下)
- 要煮較稀的粥時，請減少米量或增加水量。但加水請勿超過煮粥的最大刻度線。

# 操作指南

## 烹飪步驟

- 1** 按下【功能】選擇對應功能  
顯示幕會按照e.g. <QUICK COOK 快煮><WHITE RICE 白米>  
<SWEET RICE 醇活飯><STICKY RICE 糯米><CAKE 蛋糕>  
<GABA 發芽糙米><MIXED 雜糧飯><BROWN 糙米飯>  
<OKOGE鍋巴飯><CONGEE 粥> <STEAM 蒸煮><SOUP 湯>  
順序變換。

功能



- 2** 按【口感】鍵選擇米飯口感  
顯示幕會按照<DELICIOUS 美味>  
<HARD 稍硬> <STICKY 軟糯>順序閃  
爍、變換。【口感】僅白米可用

口感  
TASTE



- 3** 按【開】鍵，進入烹飪狀態



## 特色類使用設定方法

- 1** 按下【功能】選擇對應功能  
顯示幕會按照<QUICK COOK><WHITE RICE>  
<SWEET RICE><STICKY RICE><CAKE><GABA>  
<MIXED><BROWN><OKOGE><CONGEE>  
<STEAM><SOUP>順序變換。

功能  
MENU

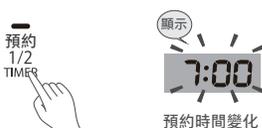


- 2** 按【開】，進入烹飪狀態



# 操作指南

## 預約煮飯的方法

|           |  |   |
|-----------|--|---|
| <b>準備</b> | <p>確認是否與當前北京時間相吻合</p> <p>洗米，加減水，將內鍋放入本體內，關閉上蓋</p>  | <p>如與現在時間不吻合，則無法在預約的時間完成煮飯。</p> <ul style="list-style-type: none"><li>● 如未將內鍋放入，則無法進行預約。</li></ul>  |
|           | <p>按“預約”鍵，選擇“預約1”、“預約2”</p>   | <ul style="list-style-type: none"><li>● 每次按下預約鍵，顯示會再“預約1”和“預約2”之間切換</li></ul>   |
| <b>操作</b> | <p>按“◀”或“▶”設定定煮飯完成的時間</p> <p>時鐘為24小時顯示方式<br/>早上7點 7:00<br/>晚上6點 18:00</p>                                   | <ul style="list-style-type: none"><li>● 短按“◀”或“▶”鍵，以每10分鐘為1個單位進行設定；長按“◀”或“▶”鍵，可快速調節時間，以每小時為1個單位進行設定。</li></ul> <p>※預約時間最好設定在2小時以外，否則部分功能可能會直接開始烹飪。</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 5px auto;"><p>電飯煲會記憶預約時間，因此，下次要使用同一預約時間煮飯時，可省略操作。</p></div> |
|           | <p>確認煮飯模式</p> <ul style="list-style-type: none"><li>● 選好要煮的類型，設定煮飯模式。</li></ul> <p><b>功能</b><br/>MENU</p>  | <ul style="list-style-type: none"><li>● 煮粥時請務必將煮飯功能設置為&lt;粥&gt;。</li></ul> <p>如使用其他煮飯模式，可能會造成溢鍋和燙傷</p>  |
|           | <p>到了預約時間即完成煮飯</p> <ul style="list-style-type: none"><li>● 按下開(START)預約完成</li></ul>                       | <p>若未按下開(START)會有提示音。(預約設定未完成)</p> <ul style="list-style-type: none"><li>● 開始煮飯後，開(START)亮燈。(長亮直至煮飯完成)</li><li>● 開始煮飯一段時間後，螢幕顯示距離煮飯完成的時間。</li></ul>   |
|           | <p>要取消預約時<br/>操作錯誤時</p>   |   |

# 操作指南

## 預約煮飯時請注意

- 如煮出的米飯偏軟，請根據喜好減少水量。
- 預約煮飯時，大米的澱粉質會沉澱，因此底部的米飯可能會帶有淡淡的黃褐色。通過徹底淘洗大米可以減輕這種現象。
- 室溫和水溫較低時或水量較多時，煮飯完成時間可能會有10分鐘左右的延遲。
- 產品可實現24小時預約，請根據食物類型自行調節預約時間，一般不建議14小時以上的預約（夏天請勿超過8小時）

“ x ” 表示不可預約煮飯

（可能會造成米飯變質、腐壞或腐蝕內鍋）

| WHITE RICE 白米   |                |               | QUICK COOK<br>(快煮) | SWEET RICE<br>(醇活飯) | STICKY RICE<br>(糯米) | CAKE<br>(蛋糕) | GABA<br>(發芽糙米) | MIXED<br>(雜糧飯) |
|-----------------|----------------|---------------|--------------------|---------------------|---------------------|--------------|----------------|----------------|
| DELICIOUS<br>美味 | STICKY<br>軟糯   | HARD<br>稍硬    |                    |                     |                     |              |                |                |
| ○               | ○              | ○             | ○                  | ○                   | ○                   | X            | ○              | ○              |
| BROWN<br>(糙米飯)  | OKOGE<br>(鍋巴飯) | CONGEE<br>(粥) | STEAM<br>(蒸煮)      | SOUP<br>(湯)         |                     |              |                |                |
| ○               | ○              | ○             | ○                  | ○                   |                     |              |                |                |

## 保溫/翻熱

- 烹飪結束自動進入保溫狀態。
- 待機狀態下，按一下“保溫/翻熱”鍵進入保溫狀態，顯示保溫時間，保溫燈亮。
- ※ 產品可進行24小時保溫，但是建議不超過8小時。

## 調整現在時間(時鐘)的方法

- 插入電源插頭，長按“▷<sup>Ⓞ</sup>”鍵時間閃爍。
- 按“◁ / ▷”調整時間。
- 按“開”或者等待10秒調整成功，按下取消鍵退出設定。
- ※ 煮飯、保溫、預約過程中無法調整時鐘。

# 日常檢修與保養

## 煮的不好，這種時候怎麼辦

請在申請修理前進行一次調查。若調查後仍不知道原因，請向您購買電飯煲的商店詢問。

| 這種時候  | 調查原因 (參考頁)  |
|---|---|
| <b>軟</b><br><b>呈糊狀</b><br><b>結塊</b><br><b>不好吃</b> | <ul style="list-style-type: none"> <li>● 請減少用水量煮飯。</li> <li>● 請在煮飯完成後馬上將米飯整體翻鬆。</li> <li>● 如使用新米請減少煮飯用的水量。</li> <li>● 煮飯前浸泡大米或預約煮飯會使煮出的米飯偏軟。</li> <li>● 洗米時用力搓米或用筍簍瀝乾放置，都會使大米裂開，造成米飯變粘呈糊狀。</li> <li>● 是否使用了熱水或pH9以上的城離子水？</li> </ul>  |
| <b>硬</b><br><b>鬆散</b><br><b>不好吃</b>               | <ul style="list-style-type: none"> <li>● 請添加用水量煮飯。</li> <li>● 請提前將大米浸泡之後再煮飯。</li> <li>● 是否使用了硬度較高的礦泉水？</li> </ul>   |
| <b>米飯</b><br><b>焦</b><br>※ 淡黃褐色的微焦不是故障。           | 在以下的情況下容易變焦。 <ul style="list-style-type: none"> <li>● 洗米不充分時。</li> <li>● 浸泡時間較長時。預約煮飯時。</li> <li>● 煮免淘米時。清洗1~2次可減輕變焦現象。</li> <li>● 使用胚芽米煮飯，或煮煲仔飯等加入調味料時。</li> <li>● 溫度感應器或上蓋溫度感應器等，帶有髒痕或者異物時。</li> </ul>  |
| <b>煮得不好</b><br><b>不好吃</b>                         | <ul style="list-style-type: none"> <li>● 是否在內鍋放置槽或活動蓋板未冷卻的情況下就煮飯了？請冷卻後開始煮飯。</li> <li>● 用&lt;快煮 QUICK COOK&gt;模式煮出的飯會水分偏多、稍硬。</li> <li>● 活動蓋板是否被異物堵塞、上蓋溫度感測器、主溫控器、密封環、內鍋邊緣是否附著有異物？</li> <li>● 內鍋或活動蓋板是否變形？是否忘記安裝活動蓋板或蒸氣口？</li> <li>● 煮飯過程中是否停過電？</li> </ul>  |
| <b>有氣味</b><br>※ 有氣味時，請務必進行煮沸清潔，經過清洗保養後再使用。        | <ul style="list-style-type: none"> <li>● 是否進行了以下的保溫？<br/>長時間保溫、冷飯的保溫、把飯勺放在鍋內保溫、反復長時間保溫。</li> <li>● 發芽糙米可以保溫，但是與白米相比，其香味或顏色容易變化，建議儘快食用或冷凍保存。</li> <li>● 活動蓋板、蒸氣閥和本體是否有污垢？<br/>特別是活動蓋板和蒸氣閥，請在每次煮飯後都拆下清洗，並擦乾水分。</li> <li>● 是否洗米不充分或進行了長時間的預約煮飯？</li> <li>● 是否在切斷保溫後仍將米飯留在鍋內？<br/>保溫過程中取出了內鍋又放了回去、誤按下了關(取消)鍵，因長時間停電而切斷了電源。</li> </ul> |
| <b>保溫的米飯</b><br><b>半涼半熱</b>                       | <ul style="list-style-type: none"> <li>● 請在食用之前進行再加熱。</li> </ul>  |
| <b>呈糊狀</b>  | <ul style="list-style-type: none"> <li>● 請減少用水量煮飯後再保溫。</li> <li>● 請在煮飯完成後馬上將米飯整體翻鬆。</li> <li>● 請將米飯聚攏，請勿讓飯粒殘留在內鍋側面，並不時翻動一下米飯。</li> </ul>  |
| <b>乾燥變色</b>                                       | <ul style="list-style-type: none"> <li>● 密封環、內鍋邊緣、外殼罩上是否附著有異物？</li> <li>● 內鍋外側和主溫控器上是否附著有異物？</li> <li>● 蒸氣閥是否已確實安裝好？</li> <li>● 是否反復進行了長時間的保溫或再加熱？</li> </ul>   |

請在申請修理前進行一次調查

# 日常檢修與保養

| 這種時候  |                               | 調查原因 (參考頁)  |
|-------|-------------------------------|---|
| 上蓋的開關 | 很難關閉<br>無法關閉                  | <ul style="list-style-type: none"> <li>● 活動蓋板是否已安裝好? 為了防止忘記裝上活動蓋板, 如活動蓋板未安裝則無法關上上蓋。</li> <li>● 活動蓋板下方的插入部分, 是否確實已插入?</li> <li>● 開蓋扣板是否附著有異物?</li> <li>● 活動蓋板上是否有異物堵塞?</li> </ul>  |
|       | 煮飯過程中上蓋打開                     | <ul style="list-style-type: none"> <li>● 請按壓上蓋前側中央處, 直至發出“啾啾”的聲音。</li> <li>● 開蓋扣板是否附著有異物?</li> </ul>  |
| 預約    | 馬上就開始了煮飯<br>無法在預約時間煮飯<br>無法預約 | <ul style="list-style-type: none"> <li>● 1~2小時以內的預約會立即開始煮飯。</li> <li>● 是否弄錯了上午和下午? 時鐘為24小時顯示方式。</li> <li>● 設定的現在時間是否有錯?</li> <li>● 鋰電池是否電量耗盡?</li> <li>● 室溫和水溫較低或水量較多時, 煮飯完成時間可能會延遲10分鐘左右。</li> <li>● 設定預約時是否放入了內鍋?</li> <li>● 是否忘記設定預約, 或是最後忘記按下開鍵?</li> </ul> |
|       | 蒸氣洩漏<br>※ 請在煮飯完成後再確認。         | <ul style="list-style-type: none"> <li>● 密封環、內鍋邊緣、外殼罩上是否附著有異物?</li> <li>● 上蓋、開蓋扣板是否附著有異物?</li> <li>● 密封環是否有損傷, 活動蓋板或內鍋是否變形?</li> <li>● 活動蓋板確實已安裝?</li> </ul>  |
| 煮飯和保溫 | 蒸氣閥的噴出口附近<br>有水滴              | <ul style="list-style-type: none"> <li>● 蒸氣冷卻後會變成水滴附著。並非異常。</li> </ul>  |
|       | 活動蓋板和內鍋上有水滴                   | <ul style="list-style-type: none"> <li>● 為了防止米飯乾燥, 在活動蓋板和內鍋上可能附有水滴, 並非異常。</li> </ul>  |
|       | 打開上蓋時, 密封環等部位會滴落冷凝水           | <ul style="list-style-type: none"> <li>● 根據打開上蓋的時機和室溫等的條件, 有時冷凝水會滴落在外殼罩等部位上, 請將其擦去。</li> <li>● 蓋子沒有完全打開時、或手扶著輕輕打開時, 冷凝水有時會流入內鍋(米飯), 而不流入框中。</li> <li>● 如果在米飯未盛出狀態下切斷保溫、或拔出電源插頭放置, 活動蓋板冷卻發生結露, 會附著很多冷凝水。</li> <li>● 主溫控器和內鍋外側是否附著有異物?</li> </ul>                 |
|       | 溢鍋濺出                          | <ul style="list-style-type: none"> <li>● 是否米量太少、水量太多或洗米不充分?</li> <li>● 粥的煮飯模式沒錯嗎?</li> <li>● 上蓋溫度感測器、主溫控器是否附著有異物?</li> <li>● 蒸氣閥內是否有污垢?</li> <li>● 是否已安裝好蒸氣閥和活動蓋板?</li> <li>● 活動蓋板上是否有異物堵塞?</li> </ul>  |
|       | 內鍋內形成薄膜                       | <ul style="list-style-type: none"> <li>● 糯米紙狀的薄膜是因大米中的糖分(澱粉質)溶解後乾燥而形成的, 並非異常。</li> </ul>  |
|       | 無法進行按鍵操作                      | <ul style="list-style-type: none"> <li>● 電源插頭是否已插入? 內鍋是否已放置好?</li> </ul>  |
| 顯示・按鍵 | 燈滅掉了<br>中途停止了                 | <ul style="list-style-type: none"> <li>● 誤按下了關(取消)鍵或長時間停電會使電源切斷。</li> </ul>   |
|       | 剩餘時間顯示與實際煮飯時間不同               | <ul style="list-style-type: none"> <li>● 有時會與實際的煮飯時間不同, 並非故障。詳情請見“關於煮飯時間的顯示”。</li> </ul>  |
| 其他    | 有望膠等的氣味                       | <ul style="list-style-type: none"> <li>● 剛開始使用時可能會有氣味, 隨著使用會逐漸消失。通過換氣或煮沸清潔來消除氣味。</li> </ul>   |
|       | 塑膠零件上有的部位呈線狀或波浪狀              | <ul style="list-style-type: none"> <li>● 是塑膠成形的痕跡, 不是異常。不影響煮飯或保溫。</li> </ul>  |
|       | 上蓋與本體之間有縫隙                    | <ul style="list-style-type: none"> <li>● 上蓋與本體之間多少會有縫隙, 但密封環會起到密閉的作用。</li> </ul>  |
|       | 內鍋外側的塗層有劃傷或污垢                 | <ul style="list-style-type: none"> <li>● 隨著使用次數的增多, 內鍋外側的塗層會有劃傷或污垢, 但在煮飯和保溫方面沒有問題, 可正常使用。</li> </ul>  |
|       | 煮飯過程中斷路器跳閘                    | <ul style="list-style-type: none"> <li>● 與其他電氣產品同時使用時, 有時會超過斷路器的額定電流。請使用單獨的電源插座。</li> </ul>   |

# 服務指南

## 故障代碼解決方法

請將電源插頭（電源側）從插座上拔下，按照以下方法處理。

| 指示燈狀態 | 異常顯示 | 可能的原因     | 處理方法                                    |
|-------|------|-----------|---|
| 常亮    | E1   | 底部感測器開路   | 如拔下電源插頭後重新通電，仍報故障，請送當地售後服務維修            |
|       | E2   | 底部感測器短路   |   |
|       | E3   | IGBT感測器開路 |   |
|       | E4   | IGBT感測器短路 |   |
|       | E5   | 上蓋感測器開路   |   |
|       | E6   | 上蓋感測器短路   |   |
|       | EU   | 通信接收故障    |   |
| 閃爍    | EU   | 通信發送故障    |   |
| 常亮    | C2   | IGBT過熱保護  | 檢查進出風口是否堵塞，風扇轉動是否順暢，排除後重新通電仍報故障，送售後服務維修 |
| 常亮    | C4   | 無鍋保護      | 檢查確保放入內鍋後重新通電若仍報故障送售後服務維修               |

## 異常現象解決方法

當您認為產品有故障的時候，在送到維修網點修理之前請檢查以下情況，進行確認

| 異常情況                                     | 可能原因          | 應對措施          |
|--|---------------|---------------|
| 過軟、過硬、<br>過稠、過稀、<br>沒煮熟、焦飯、<br>米湯溢出、沸騰不足 | 未按照水位線加水      | 按照水位線加水       |
|  | 功能選擇錯誤        | 選擇對應的功能       |
|  | 電熱盤上有異物       | 清除電熱盤上異物重新烹飪  |
|  | 內鍋變形          | 聯繫售後更換內鍋      |
| 保溫時有異味、<br>變色、發乾                         | 密封圈與內鍋邊沿有異物夾雜 | 清除異物          |
|  | 產品漏氣          | 聯繫售後更換密封圈     |
|  | 保溫時間過長        | 建議保溫在 5 小時內為佳 |
| 工作過程中有異響                                 | 內鍋上有水未擦乾      | 使用前將內鍋上的水擦乾   |
|  | 工作中繼電器通斷聲音    | 繼電器聲音為電器正常現象  |

**#DetailsMatter**



# USER MANUAL

**IH Rice Cooker**

RC-10BHH (W)

RC-15BHH (W)

**TOSHIBA**

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# Safety Warning

- This appliance is for household use only. Do not use outdoors. (IEC/EN/AN)
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children unless they are older than 8 and supervised. Keep the appliance and its cord out of reach of children aged less than 8 years.
- Children should be supervised to ensure that they do not play with the appliance, This appliance shall not be used by children. Keep the appliance and its cord out of reach of children.
- This appliance is intended to be used in household and similar applications such as:
  - Staff kitchen areas in shops, office and other working environments;
  - farm houses;
  - by clients in hotels, motels and other residential type environments;
  - In bed and breakfast type environments.

# Safety Warning

- If the supply cord(cord set) is damaged, it must be replaced by a special cord or assembly available from the manufacturer or its service agent.
- Please turn of and unplug the appliance before cleaning, maintenance or relocation and whenever it is not in use.
- The heating element surface is subject to residual heat after use, do not touch.
- After being used for a long time, the corresponding heating zone of the induction hotplate is still hot. Never touch the ceramic surface to avoid burning.
- Do not immerse any part of the appliance in water or other liquid.
- Never immerse the housing, which contains electrical components and the heating elements, in water nor rinse under the tap.
- **WARNING:** Misuse may cause potential injury.
- Only the appropriate connector must be used or Must be used with matching connectors.
- **Warning:** Avoid spillage on the connector.

# Specifications

## Parameters

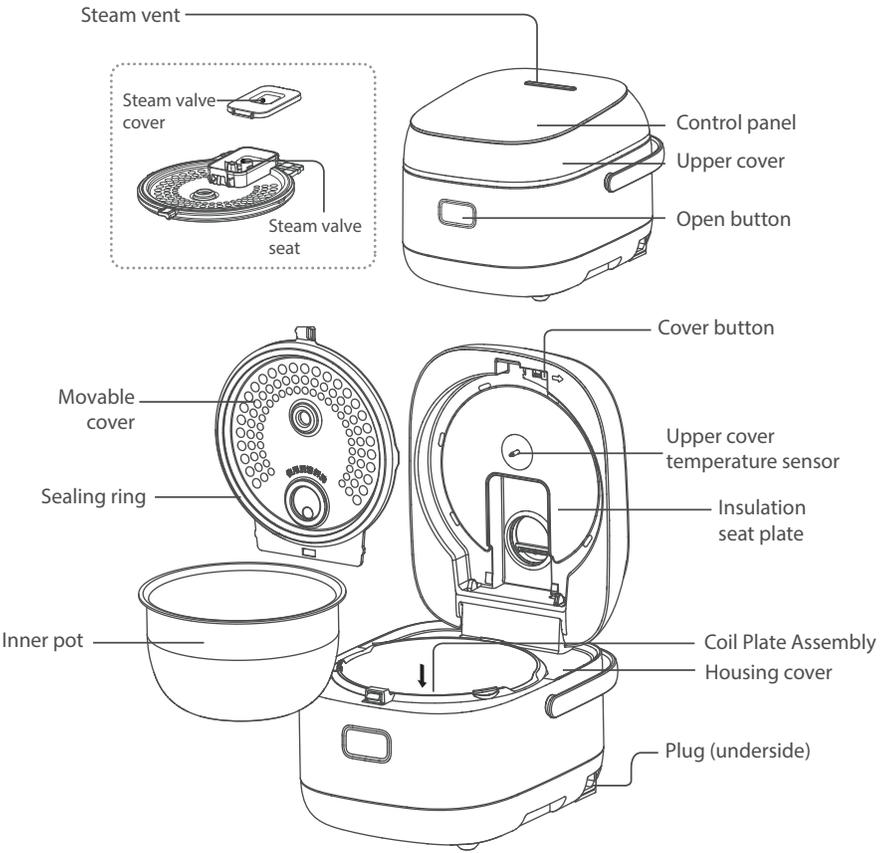
| Model       | Rated voltage/<br>frequency | Rated power<br>(W) | Rated capacity (L) | Maximum cooking capacity | Product Size<br>(W x D x H mm) | Product Weight<br>(kg) |
|-------------|-----------------------------|--------------------|--------------------|--------------------------|--------------------------------|------------------------|
| RC-10BHH(W) | 220-240V~<br>50/60Hz        | 1000W              | 1.0L               | 1.0L                     | 242x315x220mm                  | 5.27kg                 |
| RC-15BHH(W) | 220-240V~<br>50/60Hz        | 1300W              | 1.5L               | 1.5L                     | 299x362x226mm                  | 5.93kg                 |

# Introduction

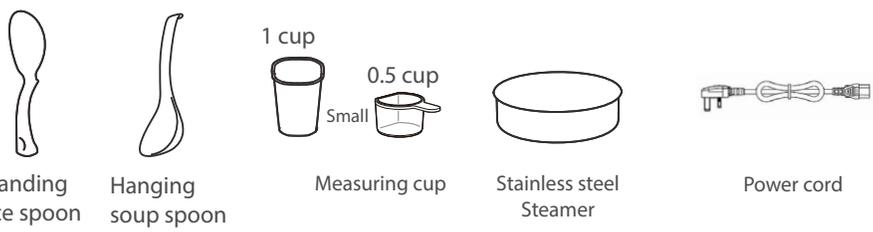
## Part Name



Please comprehend the following before using the product so that you can quickly master the use of the product.  
 Since our products are constantly being upgraded, please refer to the actual product if there is any discrepancy between the actual product and the picture. This is a desktop product and is not allowed to be used as an embedded product.

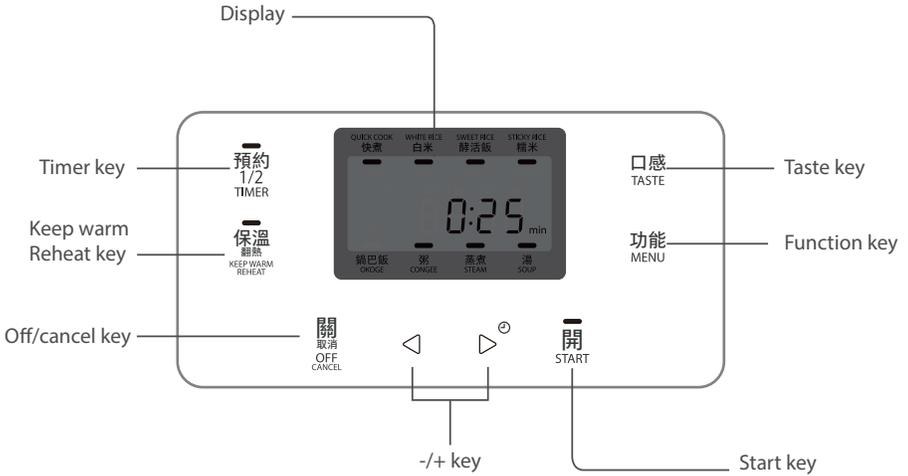


## Accessories List



# Introduction

## Control Panel



| Function         | Operation guide  |
|------------------|--|
| START            | In standby mode, press the [START] key to start the current working state, and the product starts to work.   |
| Keep warm/Reheat | Press the [Keep Warm/Reheat] key to enter the keep warm state, press it again to enter the "Reheat" state, the key light flashes, and the 25-minute rice reheating function is activated.<br>To switch or cancel the current function, press the [Off/Cancel] key to reselect. |
| Off/cancel       | In any state, press the [Off/Cancel] key to cancel the current working state and return to standby state.  |
| Taste            | Before starting the program, you can press the [Taste] key to change the taste of the food, such as "DELICIOUS", "HARD", and "STICKY".<br>Note: Only the "White Rice" function can change the taste of food.   |

# Introduction

| Function  | Operation guide  |
|---|--|
| QUICK COOK<br>WHITE RICE<br>SWEET RICE<br>STICKY RICE<br>OKOGE<br>CONGEE<br>STEAM<br>SOUP<br>CAKE<br>GABA<br>MIXED<br>BROWN | <p>Press the [MENU] key to select the relevant function. The screen displays the preset cooking time. Press the [START] key to enter the cooking state.</p> <p>To switch or cancel the current function, press the [Off/Cancel] key to reselect. After completion, it enters the keep warm state.</p>  |
| Delay time  | <p>Cooking delay: Press the [Timer] button, the timer indicator light is always on, and the preset times of "Timer 1" and "Timer 2" will flash on the screen. Press the [ &lt; ] [ &gt; ] keys to adjust the delay time. After adjustment, the set time will be automatically memorized.</p> <p>Then press the [MENU] key to select the cooking function. Press the [START] key, and the product starts counting down the delay time.</p> <p>When the countdown ends, cooking is complete.</p> <p>Note: The delay time range is 0:00-23:50. Delay cannot be set for the cake , keep warm and reheat functions.</p> |

# Cleaning and Maintenance



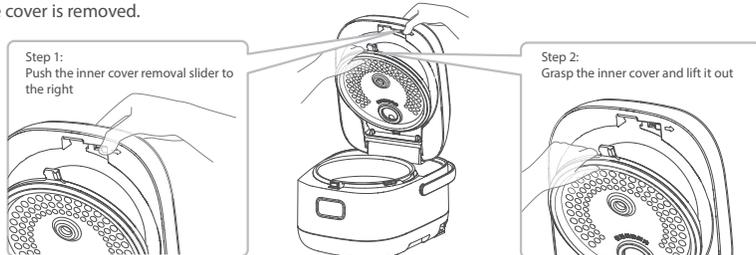
Tips

1. Please wipe off the water on the housing cover with a cloth.
2. The water, rice, debris, etc. on the inner pot and coil tray need to be cleaned away.
3. You can perform simple cleaning according to the following steps when using it for the first time, and perform regular cleaning subsequently according to the usage.

## Removing Movable Cover (for RC-10BHH(W))

Grasp the edge of the cover with your left hand, and push the inner cover slider in the direction of the arrow with your right hand; pull forward with your left hand to take out the movable cover.

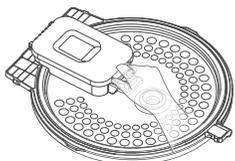
In order to prevent you from cooking without the movable cover, the upper cover cannot be closed when the movable cover is removed.



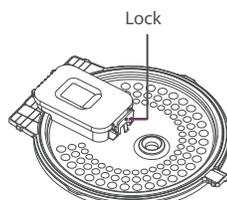
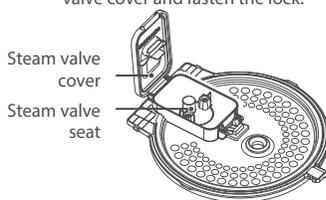
Note: In order to prevent you from cooking without the movable cover, the upper cover cannot be closed when the movable cover is removed.

## Disassembly/Assembly of Steam Valve Cover (for RC-10BHH(W))

- 1** Grasp the movable cover and open the lock



- 2** Insert the buckle of the steam valve seat into the small hole of the steam valve cover and fasten the lock.

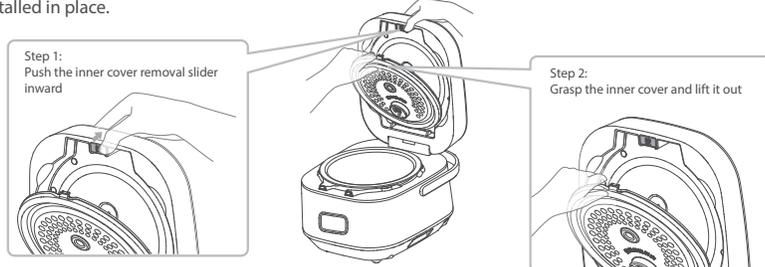


Note: When the steam port sealing ring on the inside of the steam valve cover comes out, press it in so that it does not protrude from the slot.

## Removing Movable Cover (for RC-15BHH(W))

Grasp the edge of the plastic pressing ring with your left hand, push the inner cover slider in the direction of the arrow with your right hand, and pull forward with your left hand to take out the movable cover.

After cleaning and drying, align the plastic bottom of the movable cover with the slot on the inside of the upper cover and insert it. The cover will be pushed into the upper cover and a "click" sound will be heard, indicating that the cover will be installed in place.



Note: In order to prevent you from cooking without the movable cover, the upper cover cannot be closed when the movable cover is removed.

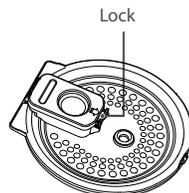
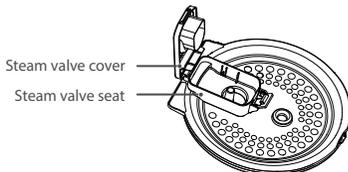
# Cleaning and Maintenance

## Disassembly/Assembly of Steam Valve Cover (for RC-15BHH(W))

- 1** Grasp the movable cover and open the lock



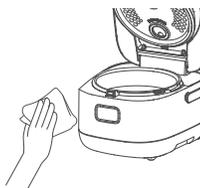
- 2** Insert the buckle of the steam valve seat into the small hole of the steam valve cover and fasten the lock.



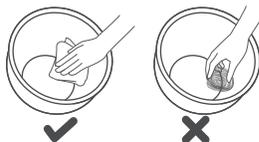
Note: When the steam port sealing ring on the inside of the steam valve cover comes out, press it in, so that it does not protrude from the slot.

## Cleaning Pot/Inner Pot/Steamer

- 1** Wipe with a clean soft cloth



- 2** Soak in clean water for 10 minutes to allow the remaining rice to fully absorb water and then rinse



- 3** Wipe dry inner pot and steamer after cleaning.



# Operation Guide

## How to Open/Close Upper Cover



### Open the upper cover

- Do not press the upper cover from above. You only need to press the button and open the upper cover when there is a "click" sound.

### Press the front center



### Close the top cover

- To prevent forgetting to install the movable cover, the upper cover cannot be closed if the movable cover is not installed.
- Before closing the upper cover, please confirm that there is no foreign matter where the lock is fixed.
- Press until it clicks.

# Operation Guide

## How to Cook Rice

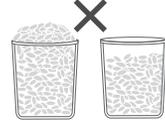
- 1** Use the measuring cup provided with the product to measure the rice.



1 cup of rice can cook about 2 bowls of rice (the diameter of the bowl rim is about 11.5cm)



Correct  
Rice should be level  
with the rim of the cup



Higher or lower than the rim  
will make it unable to  
accurately control the water  
level

Note: 1. A 3-liter conventional rice cooker can cook up to 5.5 cups of rice, and a 4-liter conventional rice cooker can cook up to 8 cups of rice. Otherwise, it may cause overflow or undercooked rice;  
2. The size of a regular household bowl is 11.5cm.

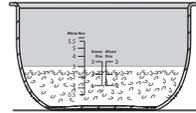
- 2** Wash the rice

Wash the rice 2 or 3 times for a better taste



- 3** Select water level

Adjust the amount of water according to the number of cups (you can increase or decrease the amount of water within about 1mm above or below the scale.)

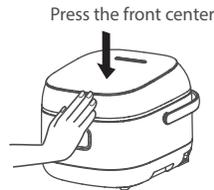


- 4** Wipe off the water droplets and foreign matter attached to the outside of the inner pot, install the inner pot, and close the upper cover

If there are foreign objects or water droplets attached, the rice will not be cooked smoothly, resulting in problems such as the lid not closing and steam leakage.



Wipe off the moisture on  
the outside of the inner pot



Press until there is a  
"click" sound

- 5** Select the function and start cooking

Press START



# Operation Guide

## Working Hours

Cooking capacity and cooking time estimation

Select "cooking mode" and "water level" according to the type of rice to be cooked.

| RC-10BHH(W) |           |             |                  |                  |
|-------------|-----------|-------------|------------------|------------------|
| Function    | Taste     | Water level | Cooking capacity | Cooking time     |
| WHITE RICE  | DELICIOUS | White Rice  | 0.5-5.5          | 50-60(50)        |
|             | HARD      |             |                  | 35-50(40)        |
|             | STICKY    |             |                  | 50-60(60)        |
| QUICK COOK  | /         |             |                  | 30-40(25)        |
| SWEET RICE  | /         |             |                  | 60-70(60)        |
| OKOGE       | /         |             |                  | 50-60(60)        |
| STICKY RICE | /         | Sticky Rice | 1-3              | 60-70(50)        |
| GABA        | /         | Mixed Rice  | 1-3              | 240(240)         |
| MIXED       | /         | Mixed Rice  | 1-3              | 70-80(70)        |
| BROWN       | /         | Brown Rice  | 1-3              | 70-90(80)        |
| CONGEE      | /         | Congee      | 0.5-1            | Adjustable (90)  |
| SOUP        | /         | White Rice  | 0.5-5.5          | Adjustable (120) |
| STEAM       | /         | Steam       | /                | Adjustable (30)  |
| CAKE        | /         | /           | /                | 40-50(50)        |

# Operation Guide

## Working Hours

| RC-15BHH(W) |            |             |                  |                  |
|-------------|------------|-------------|------------------|------------------|
| Function    | Taste      | Water level | Cooking capacity | Cooking time     |
| WHITE RICE  | DELICIOUS  | White Rice  | 0.5-8            | 50-60(50)        |
|             | HARD       |             |                  | 35-50(40)        |
|             | STICKY     |             |                  | 50-60(60)        |
|             | QUICK COOK |             |                  | 30-40(25)        |
|             | SWEET RICE |             |                  | 60-70(60)        |
| OKOGE       | /          |             |                  | 50-60(60)        |
| STICKY RICE | /          | Sticky Rice | 1-5              | 60-70(50)        |
| GABA        | /          | Mixed Rice  | 1-5              | 240(240)         |
| MIXED       | /          | Mixed Rice  | 1-5              | 70-80(70)        |
| BROWN       | /          | Brown Rice  | 1-5              | 70-90(80)        |
| CONGEE      | /          | Congee      | 0.5-1.5          | Adjustable (90)  |
| SOUP        | /          | White Rice  | 0.5-8            | Adjustable (120) |
| STEAM       | /          | Steam       | /                | Adjustable (30)  |
| CAKE        | /          | /           | /                | 40-50(50)        |

- The minimum and maximum water levels on the inner pot water level are different from the amount of rice that can be cooked.
- The actual cooking time will vary by about 10 minutes depending on the amount of rice, water temperature, water volume, etc. Please treat cooking times as estimates. (The cooking conditions are that the AC voltage is 220V, the room temperature and water temperature are 23°C, with standard water volume)
- If you want to cook thinner congee, please reduce the amount of rice or increase the amount of water. But do not add water beyond the maximum mark for cooking congee.

# Operation Guide

## Cooking Steps

- 1 Press [MENU] to select the corresponding function  
The display will change in the following sequence <QUICK COOK><WHITE RICE>  
<SWEET RICE><STICKY RICE><CAKE><GABA>  
<MIXED><BROWN><OKOGE><CONGEE> <STEAM><SOUP>.



- 2 Press [Taste] to select the rice taste.  
The display will flash and change in the following sequence <DELICIOUS><HARD>  
<STICKY>  
[Taste] is only available for white rice



- 3 Press [START] to enter the cooking state



## How to Use Featured Functions

- 1 Press [MENU] to select the corresponding function  
The display will change in the following sequence <QUICK COOK><WHITE RICE>  
<SWEET RICE><STICKY RICE><CAKE><GABA>  
<MIXED><BROWN><OKOGE><CONGEE> <STEAM><SOUP>.

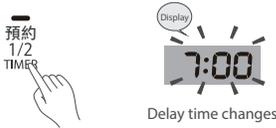
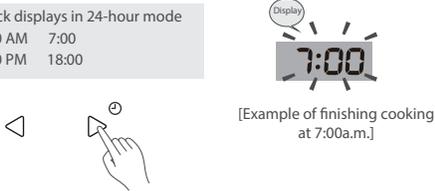


- 2 Press [START] to enter the cooking state



# Operation Guide

## Cooking Delay

|   |   |  |
|---|---|--|
| Preparation   | <p>Confirm whether it matches the current Beijing time</p>  | <p>If it does not match the current time, cooking cannot be completed at the scheduled time.</p>   |
|   | <p>Wash the rice, add or reduce water, put the inner pot into the body, and close the top cover</p>   | <ul style="list-style-type: none"> <li>● If the inner pot is not put in, the delay cannot be made.</li> </ul>  |
| Operation   | <p>Press the "Timer" key and select "Timer 1" or "Timer 2"</p>   | <ul style="list-style-type: none"> <li>● Each time you press the Timer key, the display will switch between "Timer 1" and "Timer 2"</li> </ul>   |
|   | <p>Press "◀" or "▶" to set the cooking completion time</p> <div data-bbox="158 678 398 758" style="border: 1px solid gray; padding: 5px;"> <p>Clock displays in 24-hour mode<br/>7:00 AM 7:00<br/>6:00 PM 18:00</p> </div>                               | <ul style="list-style-type: none"> <li>● Short press "◀" or "▶" key set in units of 10 minutes; long press "◀" or "▶" key to quickly adjust the time in units of 1 hour.</li> <li>※ It is best to set the delay time outside 2 hours, or some menus may start cooking directly.</li> </ul> <div data-bbox="693 798 977 853" style="border: 1px solid gray; padding: 5px;"> <p>The rice cooker will memorize the preset time, so you can skip the operation next time you want to cook rice at the same preset time.</p> </div> |
|   | <p>Confirm cooking mode</p> <ul style="list-style-type: none"> <li>● Select the type of rice you want to cook and set the cooking mode.</li> </ul>    | <ul style="list-style-type: none"> <li>! When cooking congee, be sure to set the rice cooking function to &lt;CONGEE&gt;. If you use other cooking modes, it may cause overflow and burns.</li> </ul>  |
| <p>Cooking will be completed when the scheduled time is reached</p> <ul style="list-style-type: none"> <li>● Press (START) to complete the delay setting</li> </ul>  | <p>If START is not pressed, there will be a prompt tone. (Delay setting not completed)</p> <ul style="list-style-type: none"> <li>● After starting cooking, the START light turns on (until cooking is completed)</li> <li>● After cooking starts for a while, the screen will display the time until the cooking is finished.</li> </ul> |  |
| <p>To cancel a delay In case of an operation error</p>   |   |  |

# Operation Guide

## Note for Delay Cooking

- If the cooked rice is soft, please reduce the amount of water according to your preference.
- During delay cooking, the starch in the rice will settle, so the rice at the bottom may have a light brown color. This phenomenon can be reduced by washing the rice thoroughly.
- When the room temperature and water temperature are low or when there is a large amount of water, the cooking completion time may be delayed by about 10 minutes.
- The cooking can be delayed for 24 hours. Please adjust the delay time according to the type of food. Generally, it is not recommended to delay for more than 14 hours (not more than 8 hours in summer)

“X” indicates that cooking cannot be delayed (it may cause the rice to deteriorate, rot or corrode the inner pot)

| WHITE RICE |        |        | QUICK COOK | SWEET RICE | STICKY RICE | CAKE | GABA | MIXED |
|------------|--------|--------|------------|------------|-------------|------|------|-------|
| DELICIOUS  | STICKY | HARD   |            |            |             |      |      |       |
| ○          | ○      | ○      | ○          | ○          | ○           | X    | ○    | ○     |
| BROWN      | OKOGE  | CONGEE | STEAM      | SOUP       |             |      |      |       |
| ○          | ○      | ○      | ○          | ○          |             |      |      |       |

## Keep Warm/Reheat

- Automatically enters the keep-warm state after cooking.
- In standby mode, press the “Keep Warm/Reheat” key to enter the Keep Warm mode, the Keep Warm time is displayed, and the Keep Warm light is on.
- ※ The product can keep warm for 24 hours, but it is recommended not to exceed 8 hours.

## How to Adjust Current Time (Clock)

- Plug in the power plug, press and hold the “” key and the time will flash.
- Press “ / ” to adjust the time.
- Press “START” or wait 10 seconds for successful adjustment, or press the CANCEL key to exit the setting.
- ※ The clock cannot be adjusted during cooking, keeping warm, and delaying.

# Routine inspection and Maintenance

## How to deal with cooking failure

Please check before applying for repair. If the reason cannot be found out after investigation, please consult with the store where you buy the electric cooker.

| This time                 |   | Investigate the reasons (reference page)  |
|---------------------------|---|---|
| Rice                      | Soft<br>In pasty state<br>Agglomerated<br>Not tasty   | <ul style="list-style-type: none"> <li>● Please reduce water volume for cooking.</li> <li>● Please scarify the rice completely and promptly after the cooking is done.</li> <li>● Please reduce water volume for cooking in the case of using new rice.</li> <li>● Soaking rice or making appointment for cooking before cooking will make the cooked rice soft.</li> <li>● Roughly rubbing the rice during washing or drying out with shallow basket will rip o- rice and make the rice in pasty state.</li> <li>● Whether hot water or alkaline ionized water of pH value above 9 is used?</li> </ul>   |
|                           | Hard<br>Loose<br>Not tasty  | <ul style="list-style-type: none"> <li>● Please increase water volume for cooking.</li> <li>● Please soak the rice in advance before cooking.</li> <li>● Whether the higher hardness of mineral water is used?</li> </ul>   |
|                           | Burnt<br>※ Slight burnt of fawn is not faulty.  | <p>It can easily get burnt in the following conditions.</p> <ul style="list-style-type: none"> <li>● Inadequate rice washing.</li> <li>● Long soaking time. Cooking appointment.</li> <li>● Cooking washing-freerice. Cleaning for 1-2 times can relieve the coking situation.</li> <li>● Cook milled rice with embryo or soup rice, and adding seasoning.</li> <li>● Where there is dirt or foreign matters on temperature sensor or temperature sensor on upper housing.</li> </ul>   |
|                           | Badly cooked<br>Not tasty   | <ul style="list-style-type: none"> <li>● Whether cooking is operated when the inner cooking potslot or detachable inner lid is not cooled down?<br/>Please cool down them before cooking.</li> <li>● Rice cooked under the &lt;QUICK COOK&gt; mode will be softer or harder.</li> <li>● Whether the detachable inner lid is blocked with foreign matters, and whether there is foreign matter attached to temperature sensor of upper housing, main temperature controller, sealing ring, edge of inner cooking pot and suction port/exhaust port?</li> <li>● Whether inner cooking pot or detachable inner lid is deformed? Whether the inner lid or steam valve is uninstalled?</li> <li>● Whether the power is cut of during cooking?</li> </ul>   |
| Rice in heat preservation | With unpleasant Odor<br>※ If any unpleasant odor, please be sure to clean by boiling, and use after cleaning and maintenance. (Page 23) | <ul style="list-style-type: none"> <li>● Whether the following heat preservation is done?<br/>Long-time heat preservation, heat preservation of cold rice, heat preservation with serving spatula in pot and repealed long-time heat preservation.</li> <li>● Heat preservation is suitable for coarse food grain rice, polished rice and germinant brown rice.<br/>However, compared with white rice, their scent or color can be easily changed. It is recommended to use up quickly or store in refrigerator.</li> <li>● Whether there is dirt on detachable inner lid, steam valve and body?<br/>Especially for the detachable inner lid and steam valve, please take of to clean after cooking every time, and wipe of water.</li> <li>● Whether rice is not fully washed or long-time appointed cooking is selected?</li> <li>● Whether the rice is still left in pot after cutting of the heat preservation?<br/>Take out the inner cooking pot and place it back during heat preservation, and press CANCEL button, and cut of power supply due to long-time power outage.</li> </ul> |
|                           | Half-cold rice  | <ul style="list-style-type: none"> <li>● Please reheat before eating.</li> </ul>  |
|                           | Pasty   | <ul style="list-style-type: none"> <li>● Please reduce water volume for cooking and then heat preservation.</li> <li>● Please scarify the rice completely and promptly after the cooking is done.</li> <li>● Please place rice together to prevent rice grains from being left on side of inner cooking pot, and frequently stir the rice.</li> </ul>   |
|                           | Drying and discoloration  | <ul style="list-style-type: none"> <li>● Whether there are foreign matters attached on sealing ring, edge of inner cooking pot and outer casing cover?</li> <li>● Whether there are foreign matters attached on outside of inner cooking pot and the main temperature controller?</li> <li>● Whether steam valve has been indeed installed well?</li> <li>● Whether long-time heat preservation or reheating is repeated?</li> </ul>  |

Please perform an inspection before applying for repair.

# Routine inspection and Maintenance

|                               | This time  | Investigate the reasons (reference page)  |
|-------------------------------|--|---|
| Switch on upper housing       | Difficult to close<br>Impossible to close  | <ul style="list-style-type: none"> <li>Whether the detachable inner lid has been installed well? If the detachable inner lid not installed, the upper housing cannot be closed to prevent forgetting the installation of the detachable inner lid.</li> <li>Whether the plug-in part under the detachable inner lid is plugged in?</li> <li>Whether there are foreign matters attached on opening buckle plate?</li> <li>Whether the detachable inner lid plate is blocked with foreign matters?</li> </ul>   |
|                               | Open upper housing during cooking  | <ul style="list-style-type: none"> <li>Please press the central part on the front side of upper housing until a sound of "clatter".</li> <li>Whether there are foreign matters attached on opening buckle plate?</li> </ul>   |
| Preset                        | Promptly start<br>Cooking Fail to cook at the appointed time<br>Fail to make appointment | <ul style="list-style-type: none"> <li>Cooking will promptly start for appointment within 1-2 hours.</li> <li>Whether the a.m. and p.m. are confused? The clock is of 24-hour display mode.</li> <li>Whether the current time is wrong?</li> <li>Whether lithium batteries are run down?</li> <li>If the room temperature and water temperature are lower or water volume is larger, cooking inishing time may be delayed for about 10 minutes.</li> <li>Whether inner cooking pot is installed before presetting appointment time?</li> <li>Whether the appointment is not set or the COOK button is not pressed?</li> </ul>   |
| Cooking and heat preservation | Steam leakage<br>※ Please confirm after inishing cooking.                                | <ul style="list-style-type: none"> <li>Whether there are foreign matters attached on sealing ring, edge of inner cooking pot and outer casing cover?</li> <li>Whether there are foreign matters attached on upper housing and opening buckle plate?</li> <li>Whether the sealing ring is damaged and whether inner lid or inner cooking pot is deformed?</li> <li>Whether the detachable inner lid is installed?</li> </ul>   |
|                               | There are water drops nearby exhaust nozzle of steam valve                               | <ul style="list-style-type: none"> <li>Steam will be converted to water drops attached after cooling. Not failure.</li> </ul>   |
|                               | Water drops on detachable inner lid and inner cooking pot                                | <ul style="list-style-type: none"> <li>To prevent rice from getting dry, there may be water drops attached to the detachable inner lid and inner cooking pot, and this is not a failure.</li> </ul>   |
|                               | Condensed water dropped from sealing ring and other parts after opening upper housing    | <ul style="list-style-type: none"> <li>Sometimes, condensed water will drop on outer casing cover and other parts based on the time, room temperature and other conditions when the upper housing is opened. Please wipe them of.</li> <li>Condensed water will low into inner cooking pot (rice), rather than into frame when the cover is not completely opened or is slightly opened with hands.</li> <li>In case of cutting of heat preservation or pulling out power plug with rice in, detachable inner lid will cause condensation and there will be much condensed water attached.</li> <li>Whether there are foreign matters attached on the main temperature controller and outside inner cooking pot?</li> </ul> |
|                               | Spilling   | <ul style="list-style-type: none"> <li>Whether there is very little rice or very much water, or rice is washed inadequately?</li> <li>Is the congee cooking mode right?</li> <li>Whether there are foreign matters attached on temperature sensor on the upper housing and main temperature controller?</li> <li>Whether there is dirt inside steam valve?</li> <li>Whether steam valve and detachable inner lid is installed well?</li> <li>Whether the detachable inner lid is blocked with foreign matters?</li> </ul>   |
|                               | Thin film generated inside inner cooking pot   | <ul style="list-style-type: none"> <li>Sticky rice paper-shaped thin film is the dried dissolved sugar (starchiness) in rice, which is not a fault.</li> </ul>  |
| Display button                | Fail to press button for operation   | <ul style="list-style-type: none"> <li>Whether the power plug is plugged in? Whether the inner cooking pot is well placed?</li> </ul>   |
|                               | The light goes out It stops halfway  | <ul style="list-style-type: none"> <li>Pressing CANCEL button by mistake or long-time power outage will cut of the power.</li> </ul>  |
| Others                        | Displayed residual time is different from the actual cooking time                        | <ul style="list-style-type: none"> <li>Sometimes, there may be difference with the actual cooking time, which is not a fault. Please refer to the "About display of cooking time" for details.</li> </ul>   |
|                               | With scent of plastic and others   | <ul style="list-style-type: none"> <li>When starting to use, there may be an odor, which will gradually disappear with the use. Eliminate the unpleasant odor by ventilating and cleaning by boiling.</li> </ul>  |
|                               | Some parts on plastic spare parts are presented in linear or wave shape                  | <ul style="list-style-type: none"> <li>It is track of plastic, which is not a fault. It does not influence cooking or heat preservation.</li> </ul>   |
|                               | There is a gap between upper housing and body  | <ul style="list-style-type: none"> <li>There will be gap more or less between upper housing and body, but the machine is closed with the sealing ring.</li> </ul>   |
|                               | There is the scratch or dirt on coating outside the inner cooking pot                    | <ul style="list-style-type: none"> <li>As the using time increases, there will be scratch or dirt on coating on the outer side of the inner cooking pot, which, however, will not influence cooking and heat preservation, and the pot can be normally used.</li> </ul>   |
|                               | Tripping of circuit breaker during cookin  | <ul style="list-style-type: none"> <li>In the case of being used together with other electric products, sometimes it may exceed the rated current of the circuit breaker. Please use a separate power socket.</li> </ul>  |

# Service Guide

## Error Code

Please unplug the power plug (power side) from the socket and handle it as follows.

| Indicator status | Display | Possible reason                 | Approach  |
|------------------|---------|---------------------------------|---|
| Always on        | E1      | Bottom sensor open circuit      | If the fault persists after unplugging the power plug and turning it on again, please send it to local after-sales service for repair   |
|                  | E2      | Bottom sensor short circuit     |   |
|                  | E3      | IGBT sensor open circuit        |   |
|                  | E4      | IGBT sensor short circuit       |   |
|                  | E5      | Upper lid sensor open circuit   |   |
|                  | E6      | Upper lid sensor short circuit  |   |
|                  | EU      | Communication reception failure |   |
| Flashing         | EU      | Communication sending failure   |   |
| Always on        | EE      | IGBT overheating protection     | Check whether the air inlet and outlet are blocked and whether the fan rotates smoothly. If the problem persists after powering on again, send it to after-sales service for repair |
| Always on        | EE      | No pot protection               | Check to ensure that the inner pot is placed in and then power on again. If the fault still occurs, send it to after-sales service for repair                                       |

## Troubleshooting

**When you think the product is faulty, please check the following conditions for confirmation before sending it to a service center for repair.**

| Fault  | Possible reasons   | Solutions   |
|--|--|---|
| Too soft, too hard, too thick, too thin, undercooked, burnt rice, soup overflowing, insufficient boiling | Failure to add water according to the water level                            | Add water according to water level  |
|  | Function selection error   | Select the corresponding function   |
|  | Foreign matters on the electric hot plate                                    | Remove foreign matters from the electric hot plate and start cooking again  |
|  | Inner pot deformed   | Contact after-sales service to replace the inner pot                        |
| Odor, discoloration, and dryness when kept warm  | Foreign matters mixed between the sealing ring and the edge of the inner pot | Remove foreign matters  |
|  | Product leaks  | Contact after-sales service to replace the sealing ring                     |
|  | Keep warm for too long   | It is recommended to keep warm within 5 hours                               |
| Abnormal noises during work  | Water on the inner pot not wiped dry   | Wipe the water on the inner pot before use                                  |
|  | Sound of relay switching on and off during operation                         | The sound from the relay is a normal phenomenon of the electrical appliance |

**#DetailsMatter**