



# IH Fuzzy Logic Rice Cooker MMRC4012IH



## RICE COOKER

Please read this instruction manual thoroughly before operating and keep it for future reference

# IMPORTANT SAFETY INSTRUCTIONS

**WARNING:** Failure to follow these safety instructions may result in fire, electric shock, burns, or other serious injury. Read all instructions carefully before using the appliance and retain them for future reference.

## General use

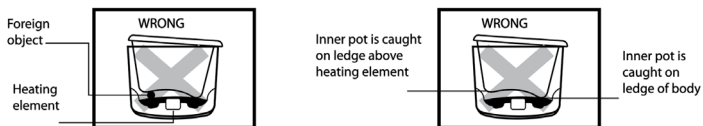
- This appliance is intended for household use only and for the cooking of food as described in this manual. It must not be used for any other purpose.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure they do not play with the appliance. Keep the appliance and its cord out of reach of children.
- Misuse of the appliance may result in injury or damage.
- Place the appliance on a stable, level, and heat-resistant surface, and do not place anything on top of the appliance.
- Do not place the appliance near curtains, paper, or other flammable materials. Ensure adequate ventilation during operation.
- Do not place the appliance on or near a gas hob, electric burner, or inside a heated oven.
- Do not expose the appliance to water, humid conditions, or direct heat sources.

## Electrical Safety

- Always ensure that the plug is securely and fully inserted into a properly grounded mains outlet.
- Do not use the appliance if the power cord, plug, or body has been damaged, dropped, or malfunctions in any way. Contact an authorised Service Centre for repair or replacement.
- If the power cord is damaged, it must only be replaced by the manufacturer, its service agent, or a similarly qualified person to avoid a hazard.
- Do not pull on the cord to unplug the appliance; always grip the plug directly.
- Do not insert or remove the plug with wet hands to avoid electric shock. Unwind the cord fully before use and keep it away from hot surfaces.
- Do not use poor-quality extension sockets or overload electrical circuits. Ensure the total power consumption does not exceed the maximum load of the extension socket.
- Keep the power plug and socket free from dust, moisture, and food residue to prevent short circuit, overheating, or fire.

## Operation Safety

- Only use the supplied inner cooking pot. Do not use any substitute containers, as this may cause malfunction or danger.
- Before placing the inner pot into the cooker, ensure its outer surface is completely dry and free from foreign objects such as grains of rice, food residue, or water droplets, as these may cause overheating or short circuit.
- Do not place food or liquid directly into the cooker without the inner pot.
- Do not use the inner pot on a stovetop, burner, or in another appliance. Avoid dropping or hitting the inner pot against hard surfaces to prevent deformation or damage.
- During operation, do not cover or obstruct the steam vent. Do not place your face or hands near the steam vent, as hot steam may cause burns.
- Use extreme caution when opening the lid, as hot steam will escape. Always tilt the lid away from you.
- Do not touch hot surfaces such as the heating element or the inner pot immediately after use. Use oven gloves or handles where provided.
- The heating element will remain hot after use. Allow the appliance to cool before handling or cleaning.
- Do not leave the appliance unattended while in use.
- Do not place food that may block the steam vent (such as laver, Chinese cabbage leaves, or kelp) directly over the vent, as this may cause accidents or damage.
- It is normal to hear ticking or fizzing sounds during operation; this is not a fault.
- Cooked rice should not be kept on the Keep Warm function for more than 12 hours to avoid spoilage.
- Turn the inner cooking pot gently left and right to align the inner cooking pot correctly on top of the heating element.



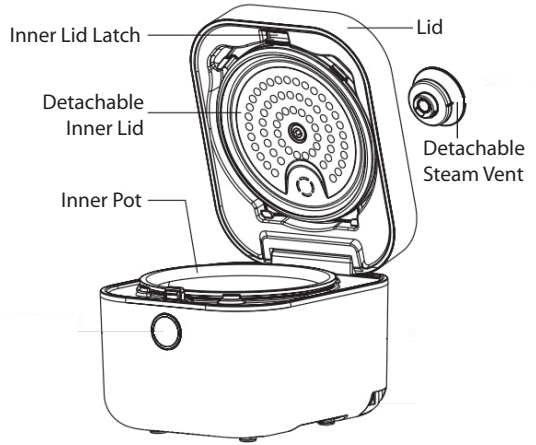
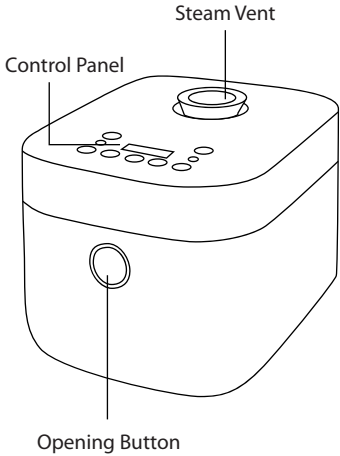
## Cleaning and Maintenance

- Always turn off and unplug the appliance before cleaning, maintenance, or relocation.
- Do not immerse the main unit, power cord, or plug in water or any other liquid.
- Use only a damp cloth to wipe the exterior of the appliance.
- Never use abrasive cleaners, steel wool, or sharp utensils on the inner pot, as this will damage the non-stick coating.
- Clean the inner lid and steam vent regularly to prevent blockages and maintain performance.
- Allow all parts to dry completely before reassembly or storage.
- Never attempt to disassemble or repair the appliance yourself. For service, contact an authorised Service Centre.

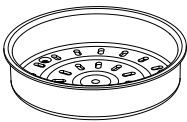
# PRODUCT TECHNICAL PARAMETERS

MODEL	RATED VOLTAGE	RATED POWER	GROSS CAPACITY	RICE CAPACITY
MMRC4012IH	220V-240V, 50Hz-60Hz	1100W	3L	1.2L (Maximum 5 Cups)

# INTRODUCTION OF PARTS



## Accessories



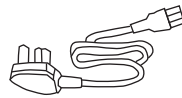
Steam Rack



Rice Spoon



Measuring Cup

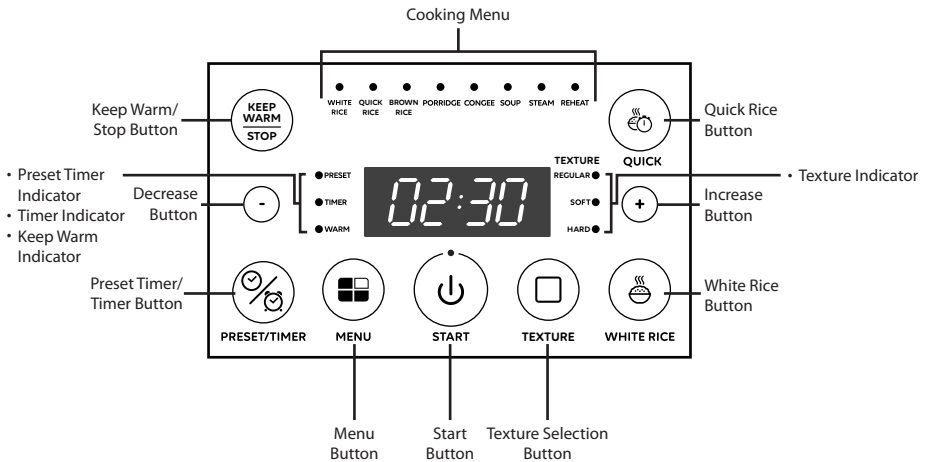


Power Cord





Soup Ladle

## Control Panel



## Indicators and Functions Guide

Indicators and Functions	Description
LED Display	Displays the time in hours and minutes.
Preset Timer/Timer Button	<ul style="list-style-type: none"> <li>• Tap to switch between Preset Timer and Timer modes; the respective indicator will light up.</li> <li>• Select Preset Timer schedule cooking in advance. Adjustable range: 1 to 24 hours.</li> <li>• Select Timer to adjust the cooking time (available for selected cooking menu only).</li> </ul>
Menu Button	Press to choose cooking menus: White Rice, Quick Rice, Brown Rice, Porridge, Congee, Soup, Steam, and Reheat.
Start Button	Press to start the selected cooking programme after choosing a menu.
Texture Selection Button	Allows you to select the rice texture: Regular, Soft, or Hard. Applicable for White Rice menu only.
White Rice Button	Shortcut button for White Rice cooking. Press to start immediately. Preset time, cooking time, and texture cannot be adjusted.
Decrease / Increase Button	Press to adjust preset time or cooking duration. Press and hold for rapid adjustment.

Indicators and Functions	Description
 Quick Rice Button	Shortcut button for Quick Rice cooking. Press to start immediately. Preset time, cooking time, and texture cannot be adjusted
 Keep Warm/Stop Button	<ul style="list-style-type: none"> <li>• Press to activate Keep Warm mode when in standby.</li> <li>• After cooking is completed, the appliance automatically switches to Keep Warm mode (indicator lights up).</li> <li>• Press Stop to return to standby mode when selecting a menu or during operation.</li> </ul>

## CONTROLS AND OPERATIONS

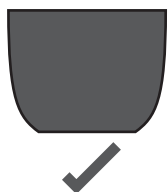
### Before first use

- Dismantle the packaging.
- Take out all the package contents.
- Clean all the food contact components with a soft cloth.

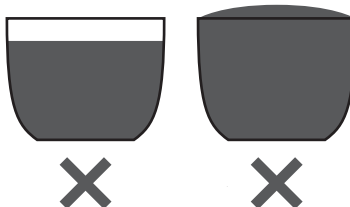
### Measuring the rice

Use the measuring cup which comes with the appliance to measure and take the correct amount of rice (when measuring rice, 1 cup = a flat cup, more or less rice will affect the effect of cooking rice). The ratio of raw rice to water is 1:1.

**Correct Measuring**

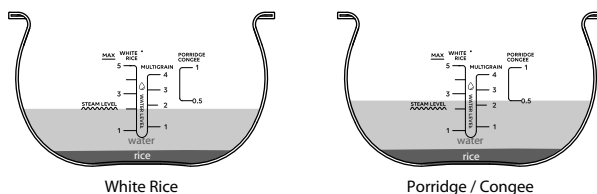


**Wrong Measuring**



## Taking the proportionate amount of water

Using the measuring mark provided on the inner cooking pot. For example, if you are cooking 2 cups of white rice, put the washed rice into the inner cooking pot first. Then add water to the scale mark of "2" under the label "White Rice", which is indicated on the inside of the inner cooking pot. Similarly, if you are cooking 0.5 cup of rice for porridge, put the washed rice into the inner pot first. Then add water to the scale mark of 0.5 under the label "Porridge".



### Note:

- Measure and rinse the required amount of rice in a separate container with Measuring Cup provided.
- Wipe off the water on the outside of the inner pot, place it into the rice cooker, ensuring proper alignment with the heating element.
- Water volume can be adjusted according to personal preference and the type of rice cooker.

The maximum and minimum number of cups of rice (using measuring cup provided) as follows:

Function	Water Level	Minimum (Do not cook lesser than this ratio)	Maximum (Do not cook lesser than this ratio)
White Rice	Rice	1 cups	5 cups
Quick Rice	Rice	1 cups	5 cups
Brown Rice	Rice	1 cups	4 cups
Porridge	Porridge/Congee	0.5 cup	1 cups
Congee	Porridge/Congee	0.5 cup	1 cups
Soup	Max	-	Up to 80% of the "Max" indicator line
Steam	Steam	Follow the "Steam" Indicator line	-

### Note:

- Refer to respective scale marks indicated in the inner cooking pot for amount of rice and water when cooking the different type of rice use.
- Depending on your personal preferences and the different types of rice use, the amount of water added can be adjusted accordingly.

## Cooking information guide

Function	Default Cooking Time	Approx. Cooking Time	Time Adjustment	Preset Time	Keep Warm Duration
White Rice	-	35-45 Mins	N/A	1 - 24 Hours	24 Hours
Quick Rice	-	25-35 Mins	N/A	1 - 24 Hours	24 Hours
Brown Rice	-	60-65 Mins	N/A	1 - 24 Hours	24 Hours
Porridge	1 Hour	1 Hour	1 - 2 Hours	1 - 24 Hours	24 Hours
Congee	1 Hour	1 Hour	1 - 2 Hours	1 - 24 Hours	24 Hours
Soup	2 Hours	2 Hours	1 - 4 Hours	1 - 24 Hours	24 Hours
Steam	30 Mins	30 Mins	10 Mins - 1 Hour	1 - 24 Hours	24 Hours
Reheat	20 Mins	20 Mins	20 Mins - 1 Hour	1 - 24 Hours	24 Hours

### Note:

- The time indicator for the “Steam” cooking function will begin counting down from the default cooking time of 30 minutes once the water has boiled.
- Keep in mind that these measurements are just a general guideline. Actual cooking time and the amount of water added can be adjusted accordingly, depending on personal preferences and the different types of rice use. There is no guarantee on the best ratio for your rice cooking.
- The cooking time may vary depending on the amount of food is cooked. If a smaller amount of food is being cooked, the cooking time may end earlier than the set time.

### Cooking Menu: White Rice

1. Measure the amount of rice needed with the measuring cup provided. Rinse the rice in a separate container to avoid damage to the inner pot.
2. Put the washed rice into the inner pot and add water. Please refer to “Measuring the rice” and “Taking the proportionate amount of water”.
3. Clean and dry the outer surface of the inner pot, place it into the rice cooker.
4. Turn the inner pot gently left and right to align the inner pot correctly on top of the heating element.  
Note: If the inner pot is not placed properly, cooking will be affected.
5. Close the lid and plug into the power socket.

6. Press the Menu Button to select White Rice. The selected cooking function indicator light will start blinking.
7. If desired, select the rice texture (Regular/ Soft/ Hard) by pressing the Texture button. The chosen texture indicator light will blink.  
Note: The default rice texture is Regular will be selected automatically if no texture is chosen.
8. Press Start Button to begin cooking. The LED Display will show a rolling indicator, and the selected menu's indicator light will stay on.
9. The time indicator will start to countdown when there are 10 minutes remaining.
10. Once cooking is complete, the rice cooker will automatically switch to Keep Warm mode.
11. The Keep Warm indicator light will turn on, and the display will show the elapsed keep-warm duration.
12. If keep warm is not required, press the Keep Warm/Stop Button to cancel it.

### **Cooking Menu: Quick Rice/ Brown Rice**

1. Measure the amount of rice needed with the measuring cup provided. Rinse the rice in a separate container to avoid damage to the inner pot.
2. Put the washed rice into the inner pot and add water. Please refer to "Measuring the rice" and "Taking the proportionate amount of water".
3. Clean and dry the outer surface of the inner pot, place it into the rice cooker.
4. Turn the inner pot gently left and right to align the inner pot correctly on top of the heating element.  
Note: If the inner pot is not placed properly, cooking will be affected.
5. Close the lid and plug into the power socket.
6. Press the Menu Button to select cooking menu (Quick Rice/ Brown Rice). The selected cooking function indicator light will be blinking.
7. Press Start Button to begin cooking. The LED Display will show a rolling indicator, and the selected menu's indicator light will stay on.
8. The time indicator will start to countdown when there are 10 minutes remaining.
9. Once cooking is complete, the rice cooker will automatically switch to Keep Warm mode.
10. The Keep Warm indicator light will turn on, and the display will show the elapsed keep-warm duration.
11. If keep warm is not required, press the Keep Warm/Stop Button to cancel it.

#### **Note:**

- The Quick Rice function can cook White Rice, Brown Rice, and Multigrain. However, Brown Rice and Multigrain will require a longer cooking time. For the best texture and flavour, use the dedicated White Rice or Brown Rice menu.
- For optimal cooking performance, avoid cooking at the maximum capacity when preparing Brown Rice or Multigrain.
- The Brown Rice function can also be used for Multigrain, Basmati Rice, or similar varieties, though cooking time will be longer.

### **Cooking Menu: Porridge/ Congee**

1. Measure the amount of rice needed with the measuring cup provided. Rinse the rice in a separate bowl to avoid damage to the inner cooking pot.
2. Put the washed rice into the inner pot and add water. Please refer to "Measuring the rice" and "Taking the proportionate amount of water".
3. Clean and dry the outer surface of the inner pot, place it into the rice cooker.
4. Turn the inner pot gently left and right to align the inner pot correctly on top of the heating element.

Note: If inner pot is not placed properly, cooking will be affected.

5. Close the lid and plug into the power socket.
6. Press the Menu Button to select cooking menu (Porridge/ Congee). The corresponding indicator light will blink, and the screen will display the default cooking time (refer to "Cooking function reference"). The cooking time can be adjusted using the "-" or "+".
7. Press Start Button to begin cooking. The time indicator will start to countdown from the default cooking time.
8. Once cooking is complete, the rice cooker will automatically switch to Keep Warm mode.
9. The Keep Warm indicator light will turn on, and the display will show the elapsed keep-warm duration.
10. If keep warm is not required, press the Keep Warm/Stop Button to cancel it.

Note:

- The timer cannot be set or adjusted once cooking has begun.
- If you wish to add ingredients halfway through cooking, simply open the lid and add them directly. There is no need to stop or turn off the cooker.
- For thicker porridge or congee, you may pre-adjust the cooking timer to a longer duration before starting. Alternatively, once the default cooking time is complete, check the consistency and extend the cooking manually if needed until the desired result is achieved.

### **Cooking Menu: Soup**

1. Prepare all soup ingredients and put into inner pot, then add an appropriate amount of water.
2. Clean and dry the outer surface of the inner pot, place it into the rice cooker.
3. Turn the inner pot gently left and right to align the inner pot correctly on top of the heating element.

Note: If inner pot is not placed properly, cooking will be affected.

4. Close the lid and plug into the power socket.
5. Press the Menu Button to select Soup. The selected cooking function indicator light will be blinking, and the screen displays the default cooking time (refer to "Cooking function reference"). The cooking time can be adjusted using the "-" or "+".

6. Press Start Button to begin cooking. The time indicator will start to countdown from the default cooking time.
7. Once cooking is complete, the rice cooker will automatically switch to Keep Warm mode.
8. The Keep Warm indicator light will turn on, and the display will show the elapsed keep-warm duration.
9. If keep warm is not required, press the Keep Warm/Stop Button to cancel it.

**Note:**

- The timer cannot be set or adjusted once cooking has begun.
- If you wish to add ingredients halfway through cooking, simply open the lid and add them directly. There is no need to stop or turn off the cooker.
- If concerned that ingredients are not fully cooked, set a longer cooking time before starting. Alternatively, once the default cooking time is complete, check the consistency and extend the cooking manually if needed until the desired result is achieved.

### **Cooking Menu: Steam**

1. Add an appropriate amount of water into the inner pot.
2. Clean and dry the outer surface of the inner pot, place it into the rice cooker.
3. Turn the inner pot gently left and right to align the inner pot correctly on top of the heating element.  
**Note:** If the inner pot is not placed properly, cooking will be affected.
4. Put food ingredients into the steam rack, then place the steam rack with food ingredients into rice cooker. The steam rack will be on top of the inner pot.
5. Close the lid and plug into the power socket.
6. Press the Menu Button to select Steam. The selected cooking function indicator light will be blinking and the screen displays the default cooking time (refer to "Cooking function reference"). The cooking time can be adjusted using the "-" or "+".
7. Press Start Button to begin cooking. The LED Display will show a rolling indicator, and the selected menu's indicator light will stay on.
8. Once the water is boiled, the time indicator will start to countdown from the default cooking time.
9. Once cooking is complete, the rice cooker will automatically switch to Keep Warm mode.
10. The Keep Warm indicator light will turn on, and the display will show the elapsed keep-warm duration.
11. If keep warm is not required, press the Keep Warm/Stop Button to cancel it.

**Note:**

- The timer cannot be set or adjusted once cooking has begun.
- If you wish to add ingredients halfway through cooking, simply open the lid and add them directly. There is no need to stop or turn off the cooker.

- If concerned that ingredients are not fully cooked, set a longer cooking time before starting. Alternatively, once the default cooking time is complete, check the consistency and extend the cooking manually if needed until the desired result is achieved.

### **Cooking Menu: Reheat**

1. To reheat rice: Loosen the rice, spread 50 – 180g water on the surface of rice, depending on the rice amount.  
Note: Rice and water ratio 1:0.5.
2. To reheat food: Put the food into the inner pot. If the food is dry, add a little water or sauce to prevent it from drying out. If reheating soup or curry, make sure there is enough liquid to avoid burning.
3. Clean and dry the outer surface of the inner pot, place it into the rice cooker.
4. Turn the inner pot gently left and right to align the inner pot correctly on top of the heating element.  
Note: If inner pot is not placed properly, cooking will be affected.
5. Close the lid and plug into the power socket.
6. Press the Menu Button to select Reheat.
7. The selected cooking function indicator light will be blinking, and the screen displays the default cooking time (refer to “Cooking function reference”). The cooking time can be adjusted using the “-” or “+”.
8. Press Start Button to begin cooking. The time indicator will start to countdown from the default cooking time.
9. Once cooking is complete, the rice cooker will automatically switch to Keep Warm mode.
10. The Keep Warm indicator light will turn on, and the display will show the elapsed keep-warm duration.
11. Stir the food to check if it's evenly heated. If needed, reheat for a few more minutes.
12. If keep warm is not required, press the Keep Warm/Stop Button to cancel it.

#### **Note:**

- The timer cannot be set or adjusted once cooking has begun.
- If you wish to add ingredients halfway through cooking, simply open the lid and add them directly. There is no need to stop or turn off the cooker.
- If concerned that ingredients are not fully heated, set a longer cooking time before starting. Alternatively, once the default cooking time is complete, check the consistency and extend the cooking manually if needed until the desired result is achieved.

### **Shortcut button: White Rice/ Quick Rice**

1. Measure the amount of rice needed with the measuring cup provided. Rinse the rice in a separate container to avoid damage to the inner pot.
2. Put the washed rice into the inner pot and add water. Please refer to "Measuring the rice" and "Taking the proportionate amount of water".
3. Clean and dry the outer surface of the inner pot, place it into the rice cooker.
4. Turn the inner pot gently left and right to align the inner pot correctly on top of the heating element.  
Note: If the inner pot is not placed properly, cooking will be affected.
5. Close the lid and plug into the power socket.
6. Press the shortcut button (White Rice/ Quick Rice). The selected cooking function will begin immediately. The LED Display will show a rolling indicator, and the indicator light of the selected menu will remain on.
7. The time indicator will start to countdown when there are 10 minutes remaining.
8. Once cooking is complete, the rice cooker will automatically switch to Keep Warm mode.
9. The Keep Warm indicator light will turn on, and the display will show the elapsed keep-warm duration.
10. If keep warm is not required, press the Keep Warm/Stop Button to cancel it.

#### **Note:**

- When using the shortcut button, the default rice texture is set to Regular and cannot be changed.

### **Keep Warm/ Stop**

1. After cooking is completed, the appliance automatically enters Keep Warm mode for up to 24 hours. The Keep Warm button will light up.
2. During the keep warm processes, it can be cancelled by pressing the Keep Warm/ Stop button.
3. To activate keep warm mode manually, press Keep Warm button when the appliance is in standby mode.
4. Press Stop to return to standby mode when selecting a menu or during operation.

#### **Note:**

- For best cooking performance, it is recommended not to use the keep warm function for more than 6 hours. Although the function can be used for up to 24 hours, extended use may cause the rice to become discoloured or develop a scorched/burnt layer.
- A slight scorched layer at the bottom of the rice is normal.

## Preset Timer

Preset timer is used to delay your cooking time. The time that is set on the preset timer is based on when you would want the cooking time to end. For example, if you want the food to cook finished in 4 hours, you may set the preset timer as "4:00".

1. Press the Menu Button to select cooking menu.
2. Press the Preset Timer / Timer Button once, the "Preset" indicator light up and the default preset time "4:00" will display on then LED Display.
3. Press Decrease/ Increase button to adjust the preset time if required. Adjustable range from 1 – 24 hours. Press and press and hold to adjust rapidly.
4. Press Start Button to begin cooking. The time indicator will start to countdown.

### Note:

- The preset timer should be set after selecting the cooking function. If want to set the preset timer after re-select the cooking function, you need to press Stop button to set the preset timer again.
- The preset timer that is set may vary depending on the amount of food is cooked. If a smaller amount of food is being cooked, the cooking time may end earlier than the set time.
- The preset timer cannot be set during the cooking process.
- The setting time of the preset timer cannot be set shorter than the default cooking time (refer to "Cooking function reference"). The cooking process will start immediately if the preset time is shorter than the default cooking time.
- It is recommended not to set the preset timer for more than 6 hours for better cooking performance, whilst the preset timer function is adjustable up to 24 hours.

## Timer

1. Press the Menu Button to select the cooking menu.
2. Press the Preset Timer / Timer Button twice, the "Timer" indicator light up. Timer setting available for selected cooking menu, and the default cooking time will be blinking on then LED Display.
3. Press Decrease/ Increase button to adjust the cooking time if required, adjustable range refer to "Cooking function reference". Press and press and hold to adjust rapidly.
4. Press Start Button to begin cooking. The time indicator will start to countdown.

### Note:

- The timer should be set after selecting the cooking function. If want to set the timer after re-select the cooking function, you need to press Stop button to set the timer again.
- The timer that is set may vary depending on the amount of food is cooked. If a smaller amount of food is being cooked, the cooking time may end earlier than the set time, and vice versa.
- The timer cannot be set or adjusted during the cooking process.

## CLEANING AND MAINTENANCE

- Ensure that the appliance is thoroughly cooled down before cleaning the appliance.
- Do not immerse the appliance in water. Only the accessories and detachable parts (i.e. inner pot, inner lid, steam valve) can be washed in water.
- The appliance can be wiped with a soft and damp gentle cloth.

### Inner Pot

1. Wash the inner pot with a soft sponge water and detergent.
2. Once it is thoroughly dried, put it back into the rice cooker.

#### Note:

- Do not use any metal or abrasive sponge as this will cause scratches and damage the appliance.
- Always use a soft and gentle non-abrasive sponge to prevent damage on the appliance.
- If there are tough stains or food stuck in the inner pot, soak the inner pot with detergent and water for a couple of minutes before washing.



### Rice Cooker Body

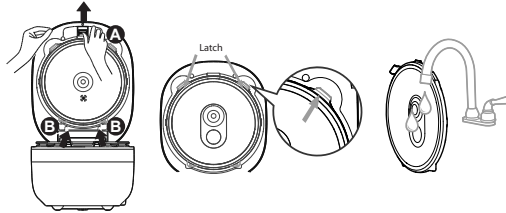
1. Remove any water, rice grains, or foreign substances that are found on the heating plate.
2. Use a damp cloth to clean the heating plate and the outside surface of the rice cooker body.
3. Once dry, put back the inner pot into the appliance and you may keep the appliance.

Note: If appliance is not use for a long period of time, you may keep it in a cool and dry place.



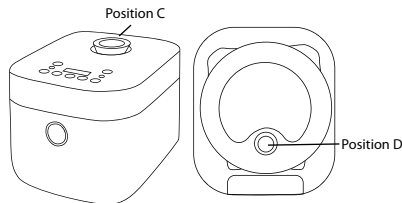
## CLEANING AND MAINTENANCE

1. Lift the inner lid latch upwards at Position A and detach it from the appliance.
2. Rinse the detachable inner lid with mild detergent and water.
3. Dry it thoroughly before reattaching it to the appliance.
4. To reinstall, align the catch at Position B, then push it towards Position A. A "click" sound, will indicate that the inner lid is securely in place.



### Detachable Steam valve

1. Pull the steam valve outward from Position C to remove it from the appliance.
2. To further disassemble, turn the steam valve anticlockwise. To assemble, turn it clockwise.
3. Rinse the steam valve with mild detergent and water, then dry thoroughly before reattaching.
4. Clean the inside of the steam valve (Position D) with a clean cloth while the inner lid is detached.



5. To reinstall, push the steam valve back into Position C and ensure it is securely in place.

# TROUBLESHOOTING

Problem	Cause of Issue	Solution
LED display does not light up, and heating plate is not hot.	Power cord is not properly connected.	Check the power switch/plug/ outlet fuse and cord to see if they work well or not.
	Power board is damaged.	Please contact the Service Centre for repair.
	Circuit board is disconnected.	
	Main board is damaged.	
LED display does not light up, but heating plate is hot.	Main board is damaged.	Please contact the Service Centre for repair.
LED display light up, but heating plate is not hot.	Heating element is damaged.	Please contact the Service Centre for repair.
	The board connection is disconnected.	
	Power board is damaged.	
Rice is uncooked or the cooking time is too long.	The inner pot is not placed properly and slanted to one side.	Turn the inner pot gently left and right to align the inner cooking pot correctly on top of the heating element.
	There are stains between the inner pot and heating plate.	Clean the heating plate by using soft damp cloth.
	The ratio of rice to water is inappropriate.	Adjust the ratio of rice to water.
	The heating plate is not working.	Please contact the Service Centre for repair.
	The inner pot deformation.	
	Main board is damaged.	
	Main thermostat abnormal.	
Rice is scorched or cannot keep warm automatically.	Main board is damaged.	Please contact the Service Centre for repair.
	Main thermostat abnormal.	

Problem	Cause of Issue	Solution
A large amount of porridge overflow.	There is too much water added into the inner pot.	Adjust the amount of water added into the ingredients based on the scale of water level within the inner pot.
	Lid is not closed tightly.	Close the lid tightly.
	The function used may be wrong.	Make sure the function selected is correct.
	Foreign object in the steam vent.	Clean the inner cap and steam vent.
	The upper cover thermostat is abnormal.	Please contact the Service Centre for repair.
	Main board is damaged.	
Cooking rice, porridge does not boil for a long time.	The upper cover thermostat is abnormal.	Please contact the Service Centre for repair.
	Main board is damaged.	
Display E0	Inner circuitry malfunction, product does not operate properly.	Please contact the Service Centre for repair.
Display E1	IGBT overheated.	Check whether the air inlet and outlet are blocked. Power on after debugging. If there is still a fault, please contact the Service Centre for repair.
Display E2	Grid voltage too high.	After the voltage is restored, the cooker will automatically return to normal. If error persists, please contact the Service Centre for repair.
Display E3	Grid voltage too low.	
Display E4	Upper sensor open circuit.	Please contact the Service Centre for repair.
Display E5	Upper sensor short circuit.	
Display E6	Lower sensor open circuit.	
Display E7	Lower sensor short circuit.	
Display E8	IGBT open circuit.	
Display E9	IGBT short circuit.	
Display E10	Lower sensor overheated.	
Display E11	Upper sensor overheated.	
Display EU	Inner pot not detected, or the pot is not suitable.	



#### Disposal

The product must not be disposed of via normal household waste after its service life, but must be taken to a collection station for recycling of electrical and electronic devices. The symbol on the product, the operating instructions or the packaging indicates such disposal procedures. The materials recyclable in accordance with their respective symbol. By means of re-use, material recycling or any other form of recycling old appliances, you are making an important contribution to the protection of our environment.



Keep the original packaging in a safe place so that you may use it in the event that transportation or shipping of the product becomes necessary.

## Warranty & Customer Service

SCAN FOR



e-Warranty

**e-Warranty Registration at <https://www.mayer.sg>**

### MAYER MARKETING PTE LTD

Customer Service Hotline: 6542-8383 (Mon - Fri 9:00am to 5:00 pm)

#### Service Centre Operating Hours:

Mon, Wed & Fri: 9:00am to 6:00pm

Tue & Thurs: 9:00am to 8:00pm

Sat: 9:00am to 3:00pm

Closed on Sunday & Public Holidays

71 Ubi Crescent, #06-02, Excalibur Centre, Singapore 408571.