



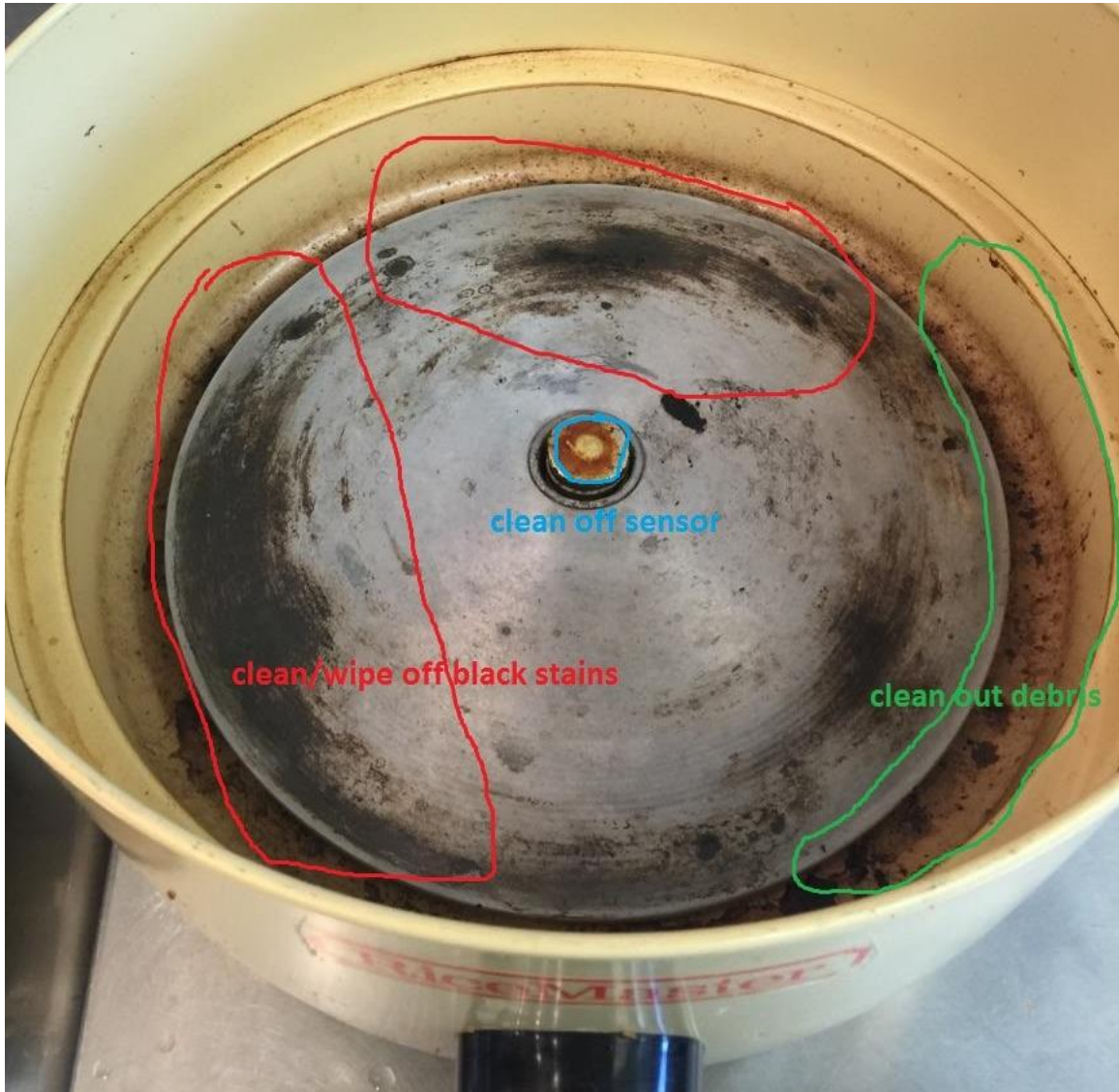
Town Electric Rice Cooker

Troubleshooting Tips

Town's electric rice cookers may sometimes go into hold mode before a batch of rice is done cooking.

Follow these maintenance tips to get your rice cooker back up and running.

Check on the condition of the heater plate & sensor

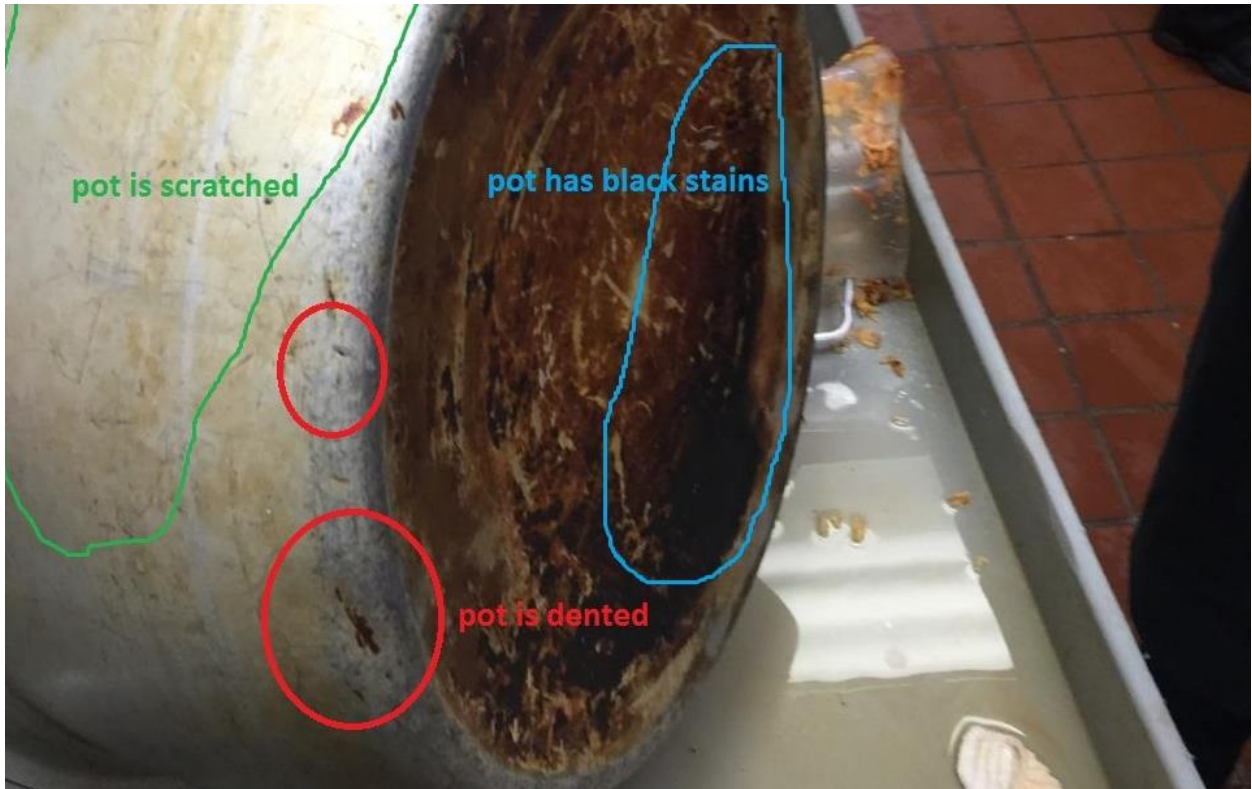


The heater plate and/or sensor may be dirty.

Take a non-abrasive sponge- either dry or just slightly damp and scrub away all residue and all brown/black spots.

Do not get water or debris inside the unit!

Check on the condition of the rice pot



The rice pot may be dented and/or dirty. If it's just dirty, take a non-abrasive sponge and scrub away all residue and all brown/black spots.

If the pot is dented, heavily scratched or out of round, you'll need to purchase a new rice pot. The pot should not wobble when placed inside the rice cooker. Follow the table to find the item number for the appropriate replacement pot.

Rice cooker model #	Replacement pot item #
57130	57130P
57131	57130P
57155	57155P
57138	57139
57138	57139
56822	56844
56824	56844
56816	56815

Still having problems?



If the unit is under warranty, you may ship your rice cooker to a Town service center for a full repair and diagnostic.

Email customerservice@townfood.com with the following information.
We will follow up with return instructions.

Model number

1. Serial number
2. Brief description of the problem
3. Name & address the unit will be shipping from
4. Name & return address to send repaired unit (if different from above)

You will need to pay to ship the unit to Town in Brooklyn, NY.

We'll take care of the rest.

Repair times vary. Please allow up to a month for repairs.