



# TOWN

發富公司

FOOD SERVICE EQUIPMENT CO., INC.

72 Beadel Street Brooklyn, NY 11222

718/388-5650 outside New York State 800/221-5032

facsimile 718/388-5860

www.townfood.com



## RiceMaster



### AUTOMATIC ELECTRONIC RICE COOKER WITH HOLD FEATURE OWNER'S MANUAL

**56822** 25 cup, 120V AC | **57137** 37c., 120V AC | **56824** 25 cup, 230V AC

**57138** 37 cup, 230V AC | **57155** 55 cup, 230V AC

#### FOR COMMERCIAL USE ONLY

#### WARNING

THESE UNITS ARE TO BE USED FOR COOKING RICE ONLY—DO NOT USE TO COOK OR REHEAT OTHER FOODS.

#### IMPORTANT

KEEP THIS MANUAL FOR FUTURE REFERENCE.

THIS EMERGENCY INFORMATION MUST BE PROMINENTLY DISPLAYED

COMPLETELY READ AND UNDERSTAND THESE INSTRUCTIONS PRIOR TO USING THIS UNIT.

#### QUESTIONS

ANY QUESTIONS REGARDING THE USE OF THIS UNIT SHOULD BE DIRECTED TO YOUR DEALER OR OUR CUSTOMER SERVICE DEPARTMENT AT 718/388-5650 M-F 9AM TO 5PM EST.

***Congratulations on your purchase of a RiceMaster Electronic Rice Cooker!  
It is the most advanced and best supported electronic rice cooker available.***

Each rice cooker carton has been carefully inspected and includes the items listed below.



RiceMaster

**PARTS IDENTIFICATION**

- 1 STAINLESS STEEL COVER WITH HANDLE
- 2 JACKET HANDLE
- 3 BODY
- 4 CONTROL HOUSING
- 5 6 oz. RICE CUP
- 6 RICE POT
- 7 RICE PADDLE
- 8 POWER CORD (not pictured)



**RECORD OF OWNERSHIP**

For your records, please record the following information.  
It will be required if is service is needed.

DATE OF PURCHASE \_\_\_\_\_ MODEL \_\_\_\_\_

SERIAL NUMBER \_\_\_\_\_ DEALER'S PHONE NUMBER \_\_\_\_\_

DEALER'S ADDRESS \_\_\_\_\_



## SPECIFICATIONS FOR MODEL 56822 AND 56824

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POWER SUPPLY \_\_\_\_\_ 120V AC (56822), 230V AC (56824)

HERTZ \_\_\_\_\_ 60 (56822), 50/60 (56824)

WATTS \_\_\_\_\_ 1700 (56822), 1500 (56824)

AMPS<sup>1</sup> \_\_\_\_\_ 14 (56822), 7 (56824)

COOK TIME<sup>2</sup> \_\_\_\_\_ 31 mins. (56822), 44 mins. (56824)

### CAPACITIES (APPROXIMATE)

RAW RICE \_\_\_\_\_ 8 lb., 25 cups

COOKED RICE \_\_\_\_\_ 19 lb., 50 cups

TOTAL LIQUID CAPACITY \_\_\_\_\_ 11 quarts

SIZE (DIAMETER x HEIGHT) \_\_\_\_\_ 14¾ x 12"

UNIT WEIGHT \_\_\_\_\_ 15 lb.

SHIP WEIGHT \_\_\_\_\_ 30 lb.

CORD LENGTH \_\_\_\_\_ 72"

## SPECIFICATIONS FOR MODEL 57137, 57138 AND 57155

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POWER SUPPLY \_\_\_\_\_ 120V AC(57137), 230V AC (57138/55)

HERTZ \_\_\_\_\_ 160 (57137), 50/60 (57138/55)

WATTS \_\_\_\_\_ 1800 (57137), 1950 (56824), 3330 (57155)

AMPS<sup>1</sup> \_\_\_\_\_ 18 (57137), 9 (57138), 15 (57155)

COOK TIME<sup>2</sup> \_\_\_\_\_ 43 mins. (57137), 48 mins. (57138), 46 mins. (57155)

### CAPACITIES (APPROXIMATE)

RAW RICE \_\_\_\_\_ 13 lb., 37 cups (57137/38), 18 lb., 55 cups (57155)

COOKED RICE \_\_\_\_\_ 28 lb., 74 cups (57137/38), 42 lb., 110 cups (57155)

TOTAL LIQUID CAPACITY \_\_\_\_\_ 13¼ quarts (57137/38), 21½ quarts (57155)

SIZE (DIAMETER x HEIGHT) \_\_\_\_\_ 15¾" x 12¾" (57137/38), 19"x15½" (57155)

UNIT WEIGHT \_\_\_\_\_ 21 lbs. (57137/38), 29 lbs. (57155)

SHIP WEIGHT \_\_\_\_\_ 21 lbs. (57137/38), 31 lbs. (57155)

CORD LENGTH \_\_\_\_\_ 72"

<sup>1</sup> unit pulls 13 to 14 amps on average, never exceeding 14 amps

<sup>2</sup> for better rice, allow 10 additional minutes for rice to "cure" after cooking



## IMPORTANT SAFEGUARDS

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When using the rice cooker, basic safety precautions should always be followed:

- Read all instructions.
- Do not touch hot surfaces. Use knobs or handles.
- To protect against electrical hazards do not immerse cord, plugs, or rice cooker in water or any other liquids. Only the pot should be immersed.
- Close supervision is imperative when any appliance is used by or near children.
- Unplug from wall outlet when not in use or before cleaning. Allow to cool before installing or removing parts.
- Do not operate the rice cooker with a damaged cord or plug, after it malfunctions, or has been damaged in any manner. Return unit to the dealer from whom it was purchased. Request a Return Goods Authorization (RGA) number to return the rice cooker to the factory for examination, repair or adjustment.
- The use of any non factory supplied accessory attachments is not recommended and may cause damage.
- Do not use outdoors.
- Do not allow cord to hang in any way or touch hot surfaces.
- Do not place on, near, or in heated appliances.
- Do not attempt to move or drain unit when it contains any hot liquids.
- Be sure power is off before removing plug from wall outlet.
- Do not use this appliance for any other use not intended by the manufacturer.
- **Save these instructions.**



## **OPERATING INSTRUCTIONS**

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- 1) Wash the rice in a container other than the rice pot. You will notice that during the first wash water is nearly the color of milk. It contains starch that makes the rice sticky. Continue to wash until water is relatively clear.
- 2) Put the washed rice in the cooking pot. Fill with water until it covers the rice by approximately 1". Use one cup of water to each cup of rice. The exact proportions change with the type of rice to be cooked. Different kinds of rice absorb water at different rates. Do not use the rice cooker to boil foods with high acidity or alkalinity—they will damage the pot.

**MAXIMUM  
CAPACITY**



**DO NOT EXCEED LIMIT  
MARKED ON POT**

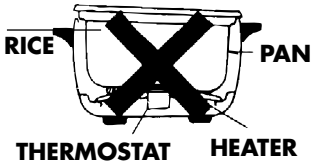
- 3) Dry pot exterior and place gently in the body, rotating it once in position to be sure the rice pot is completely in contact with the heating element. To ensure that the rice pot is not dented, gently rock the pot from side to side when placed in the unit. Be sure to keep the outside of the pot clean.
- 4) With the rice pot in position, plug the cord into an appropriate wall outlet.
- 5) To start the rice cooker, press the **ON/OFF** button on the front control panel. The power light and the hold light will come on. To begin the cooking cycle press the **COOK** button. The cook light will come on and the warm light will go off. To ensure evenly cooked rice stir rice at least twice during cooking cycle.
- 6) When the rice is cooked the cook light will go off and the warm light will come on. Let the rice remain covered in the unit to steam for another 10 minutes—rice “cures” and becomes more flavorful.



## USE AND CARE

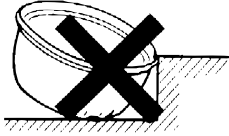
### KEEP THE UNIT CLEAN.

Heater, sensor, and pot must be clean if the unit is to operate properly. Rice, water, or anything else that is allowed onto heater will cause early shut off, uneven cooking, or damage to the unit. Pot exterior must also be kept clean.



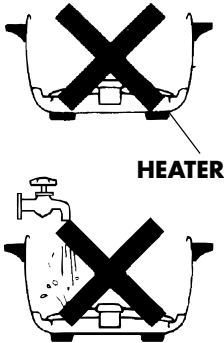
### DO NOT DENT POT OR USE FOR ANY OTHER PURPOSE.

Changing the shape of the pot will cause the unit to shut off early, cook unevenly, or fail. Replace pot if dented.



### DO NOT PLUG UNIT IN WITHOUT POT.

It can cause heater to malfunction, potentially damaging the unit. Deformed or damaged heaters must be replaced before further operation. Make sure to unplug unit before removing pot.



### DO NOT SPLASH WATER ONTO BODY.

Remember this is an electric appliance. Rice cooker and pot exterior must be clean and dry before use. Failure to follow these instructions will not only damage the unit, but could create an electrical hazard.

## CLEANING INSTRUCTIONS

- 1) Be sure unit is unplugged.
- 2) Soak pot interior to loosen rice that is stuck to the pot.  
Do not allow outside of pot to become dirty or greasy.
- 3) Do not immerse body; wipe with a damp cloth.
- 4) Do not use abrasive cleaners that will damage unit.
- 5) Be sure to keep the heater plate clean by wiping with a damp cloth after each use. Do not allow food to build up and become encrusted on the heater plate. Encrustation on the heater plate will cause the unit to malfunction.



## VICENTE'S MEXICAN RICE

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30 SERVINGS

### INGREDIENTS

4 ounces peanut oil  
6 cups long grain rice  
6 cups water  
3 cups beef stock  
salt and freshly ground pepper to taste  
crushed chilies to taste  
generous pinch of saffron  
3 large tomatoes, peeled, seeded and chopped  
4 garlic cloves  
1 red bell pepper, diced  
1 onion, peeled and chopped

### DIRECTIONS

In cold water, rinse and drain rice 5 times. Set aside.

Place peanut oil and rice into rice pot.

Press the **ON** button and then the **press the COOK** button.

Stir rice in peanut oil approximately every minute until cook light goes off.

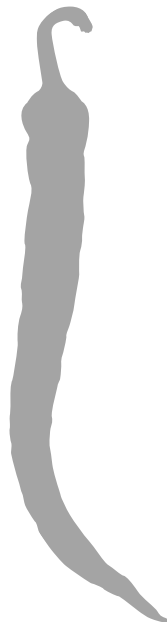
Pour the 6 cups of water and remaining ingredients into the rice.  
Stir thoroughly and cover with lid.

Set timer for 30 minutes and soak rice.

After 30 minutes stir thoroughly. Push the **COOK** button.  
When the cook light goes off the hold light will come on.  
Allow the seasoned rice to cure for 10 to 15 additional minutes.

Rice is now ready to serve.

*Buen provecho!*



56822 56824 57137 57138 57155



# SHRIMP JAMBALAYA

30 SERVINGS

## INGREDIENTS

10 cups long grain rice  
12 cups water  
2 teaspoons salt  
4 tablespoons parsley  
12 whole cloves  
2 teaspoons thyme  
2 teaspoons red pepper  
2 teaspoons black pepper  
4 tablespoons olive or canola oil  
4 cups ham, cubed  
4 cups onion, chopped  
4 cups celery, diced  
16 cloves, minced  
6 lbs. cooked shrimp, peeled and deveined  
4 medium green bell peppers, diced  
4 cans whole or stewed tomatoes, chopped

## PREPARATION

Measure rice, water, salt, parsley, cloves, thyme, red pepper and black pepper into rice pot. Set pot into rice cooker base.

Stir. Make sure rice pot is level and in complete contact with the heater plate. Cover the rice pot. Push the on button.

Press the **COOK** button. After the cook light goes out the hold light will come on. Allow the rice to cure for an additional 10 to 15 minutes.

Place wok or large skillet over medium high heat until hot. Add olive oil and spread to coat the pot. Sauté the ham, onion, celery and garlic until lightly browned.

Add shrimp, bell peppers and tomatoes to wok. Simmer until peppers are tender.

Stir rice into shrimp mixture.



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## RICE PILAF

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30 SERVINGS

### INGREDIENTS

- 10 cups long grain rice
- 13 cups chicken broth or water (if broth is unsalted add 3-4 tsp. of salt;  
If using water, add 12 to 13 chicken bouillon cubes)
- 1/2 cup wild rice, precook by microwaving on high for 20 minutes with 1 1/2 cups water and drain
- 1 cup butter or margarine
- 2 1/2 cups celery, chopped
- 2 cups slivered almonds
- 5 cups fresh mushrooms, chopped or sliced
- 4 cups green onions, sliced

### PREPARATION

Measure rice, chicken broth or water/bullion mixture, into rice pot.

**NOTE** 10 CUPS LONG GRAIN RICE COOKED IN 13 CUPS OF BROTH YIELDS ABOUT 30 CUPS OF COOKED RICE.

Heat a large skillet over medium heat. Add butter and spread to coat pan. Saute celery, slivered almonds and precooked wild rice for about 3-4 minutes. Add mushrooms and green onions. Cook and stir until lightly browned. Add mixture to rice and water, stir well.

Make sure rice pot is level and in complete contact with the heater plate. Cover the rice pot. Push the **ON** button.

Press the **COOK** button. After the cook light goes out the hold light will come on. Allow the rice to cure for an additional 10 to 15 minutes.

Stir again to mix and fluff the rice. Serve immediately. Close lid after each serving to prevent the rice from drying or discoloring.



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## **TROUBLESHOOTING**

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### **Unit is undercooking rice or switching to warm mode too soon.**

#### **CHECK LIST**

Ensure rice pot insert has no dents (may be difficult to see).

Ensure rice pot insert, heater plate and sensor are clean (no built up debris). Even a small brown or black spot on the heater plate can cause unit to shut off prematurely (make sure no water or other liquid gets underneath heater plate).

If steps 1 and 2 are definitely not the issue, the unit may need a new relay (no. 57179).

### **Unit is overcooking rice.**

#### **SOLUTION**

New hi-limit (no. 56845S) or motherboard (no. 57176 or no. 57177) is needed

### **No power to unit at all.**

#### **SOLUTION**

New motherboard (no. 57176 or no. 57177) or new plug/cord (no. 56829 or no. 57165) is needed.



## RICE COOKER LIMITED WARRANTY

Town Food Service Equipment Co., Inc. (Town) warrants its rice cookers to be free of defects in materials and workmanship, subject to the terms specified below. This warranty is limited to parts replacement and does not include any labor allowance. Any service charges or charges for parts replacement are the customer's responsibility. Commercial electric RiceMasters are warranted for a period of (2) years. The warranty period for all electric rice cookers shall commence at time of shipment from Town. The warranty period may be extended, at Town's option, if proof of installation (specifying model and serial number) at a later date, but in no case shall warranty be extended beyond (9) months after date of shipment from Town.

Parts and labor are covered for the warranty period for properly packed units returned to Town prepaid. Town cannot be responsible for shipping damages to any unit returned with improper packaging. Parts that have failed due to defective materials or workmanship will be replaced at no charge. Units repaired under warranty will be returned freight prepaid. Warranty for the new parts will be for the remainder of the original warranty period. Freight will be added to the invoice for nonwarranty repairs. There will be no credit for defective units returned.

Customers are requested to clean units before returning them for service. Units returned in abused or unsanitary condition will not be serviced without the customer's consent to pay an appropriate labor charge to clean and repair the rice cooker. If the customer does not agree, the unit will be returned without cleaning or repair. This warranty does not cover any failures or operating difficulties due to accident, abuse, misuse, alteration, misapplication, improper installation or improper maintenance or service. Town does not authorize any person or company to assume on its behalf any obligation or liability in connection with this unit in any manner whatsoever. If warranty service becomes necessary, bring the unit to the dealer where the rice cooker was purchased. The unit must be securely packaged to avoid damage during shipping. Town will charge for repairs to units returned and damaged due to abuse for any reason. The returning agency is entitled to request from the purchaser the costs of shipping and handling charges to return the unit. Before any unit is returned, call Town at 718/388-5650 and request a Return Goods Authorization (RGA). Be advised this RGA is only authorization to return your unit for evaluation. No credit of any kind may be taken arising from an RGA. Unit will be inspected to verify the difficulty for which it was returned. Once the difficulty is verified, it will be repaired and the returned at no charge if due to faulty materials and/or workmanship. If defective for any other reason, the unit will be repaired and the customer charged for the cost of the labor and materials for the repair plus return delivery costs.

If unit must be returned to Town, carefully pack (preferably in the original carton), send prepaid, adequately insured, and with the RGA clearly marked on the outside of the package.



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56822 56824 57137 57138 57155

## SPARE PARTS

ITEM NUMBER	DESCRIPTION
56822HP, 56824HP, 57137HP, 57138HP, 57155HP	heater plate
56834S	sensing element kit
56839, 57210	foot
56844, 57139, 57155P	rice pot
56845S	hi-limit cut off (thermostat)
56931	6 oz. measuring cup
57204H	cover handle
57840, 57142, 57208	jacket handle



**FOOT**

56839/57210



**SENSING ELEMENT KIT**

56834S



**JACKET HANDLE**

56840, 57142, 57208



**HI-LIMIT CUT OFF**

56845S



**COVER HANDLE**

57204H



**RICE POT**

56844, 57139, 57155P



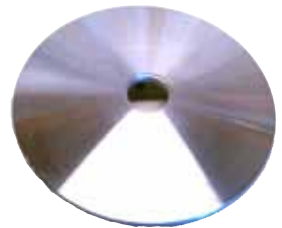
**S/S COVER  
WITH HANDLE**

56824H/57143H/57202H



**6 OZ.  
MEASURING CUP**

56931



**HEATER PLATE**

56822HP, 56824HP,  
57137HP, 57138HP,  
57155HP

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