

## TROUBLE SHOOTING

If rice cooker is not working properly, perform the following diagnostic tests:

- 1) With the pilot lit and an empty rice pot in the cooker, start the main burner. Expect to hear a click after 3 minutes and 15 seconds. The click is the sound of the sensor reaching shut off temperature. If the main burner does not shut off, refer to difficulty item below: **main burner does not shut off automatically.**
- 2) If the main burner shuts off, the sensor is working. Pour a gallon of water into the rice pot and listen for the click of the sensor returning to its cooking position. After the pilot is lit, start the main burner and cover the rice pot. If the cooker shuts off within 20 minutes, remove the cover and allow the water to evaporate. If the cooker shuts off after the water has evaporated, the unit is working normally. Contact Town Food with any questions about the operation of the unit.

**If the cooker shuts off too soon, never press the cook button a second time. The rice will burn. The sensor has activated and must cool to be reset.**

DIFFICULTY	CAUSE	REMEDY
<b>main burner shuts off before rice is done, pilot remains lit</b>	insufficient water to cook rice	cook with proper amounts of water
	base cover and rice pot and/or outer jacket are not correctly positioned	position base cover, rice pot an outer jacket correctly according to diagram on page 9
<b>rice cooker shuts off too soon</b>	overall height of shut off stem assembly is too tall	replace shut off stem assembly or remove any washers from existing shut off stem assembly (see figure 1, page 13)
<b>main burner does not shut off automatically</b>	shut off stem tip is worn	replace tip according to figure 1, page 13
	sensing element fails	replace sensing element according to figure 2, page 13
<b>pilot will not light</b>	spillage on pilot	clean or replace main pilot burner
	ceramic electrode disconnected from Piezo ignition assembly	reconnect Piezo ignition to ceramic electrode
	pilot ignition line will not ignite properly	be sure orifice is clean and positioned in ceramic electrode holder
<b>insufficient pilot burner flame</b>	insufficient gas pressure	check gas pressure ensure all gas valves are open contact gas supplier if problem persists
	main pilot orifice is blocked	clean or replace main orifice

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DIFFICULTY	CAUSE	REMEDY
yellow main burner flame	unit connected to incorrect type of gas	check rating plate to confirm unit is connected to the correct type of gas
black soot collects on bottom of rice pot	air shutter is closed	adjust/open air shutter
flame lifts off main burner	spillage on main burner or blockage inside main burner	clean or replace main burner
	spillage on main burner	clean or replace main burner
	excessive air	adjust/close air shutter
boiling over	too much water	cook with proper amount of water, and refer to <b>RICE PREPARATION</b> on page 10
pot interior turns gray	rice pot hasn't been cleaned for an extended period of time	thoroughly wash and dry pot
	pot is discolored by boiling water	discoloration will not harm rice pot or rice but may turn gray

Units requiring warranty service must be returned to Town Food Service Equipment Co., Inc. for repair. See **GAS COOKER LIMITED WARRANTY** on page 15. Call Town at 718/388-5650 with model and serial number and request authorization to return for warranty repair number (RGA #). Non warranty parts are also available by contacting Town.

If rice cooker shuts off too soon, remove any washers above or below perforated circular metal disc below.

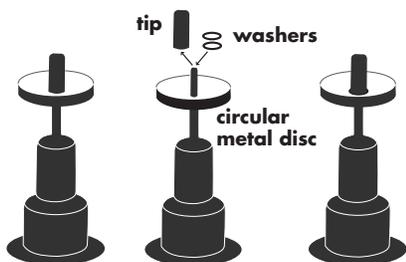


figure 1  
shut off stem assembly

1. Remove rice pot.
2. Locate shut off stem in center of burner.
3. Unscrew stem tip.
4. Remove lightweight washers (about 1/8" thick) under tip.
5. Reinstall tip.
6. Ensure spring returns to the top of its travel.

If this fails to solve the problem, contact Town Food to get a replacement shut off stem assembly (no.56857).

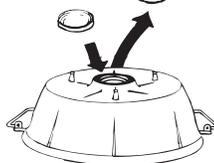
If main burner does not shut off automatically the encased sensor may have to be replaced as pictured below.

retaining ring  
sensing element



1. Remove and invert rice pot.
2. Remove retaining ring.

sensing element



3. Replace sensing element. **IMPORTANT** concave side of sensing element must be exposed

retaining ring  
sensing element



4. Reinstall retaining ring.

figure 2  
replacing sensing element