

FAQ

Q1. Where can I order replacement parts for my rice cooker?

A1. Replacement parts including replacement inner cooking pans, measuring cups and spatulas may be ordered from our online [Zojirushi Parts & Accessories page](#) or by calling our Customer Service Department at 800-733-6270, M-F, 8:00 a.m. to 5:00 p.m. PST. Please have the model number ready when calling.

Q2. Where is my nearest Service Center?

A2. Please see a list of our [Authorized Service Centers](#) to find your nearest Service Center. Please have the model number ready when calling.

Q3. Why should I use a rice cooker to cook rice?

A3. The rice cooker is an efficient and time-saving kitchen appliance that cooks perfect rice every time. Many people have difficulty cooking rice on the stove because the burner cannot be turned down to a low enough simmer for the steaming portion of cooking rice. The result is rice that is scorched or burned. With a Zojirushi rice cooker, rice will be fluffy and delicious. Plus, you won't have to stand over the stove while it cooks. Just set it and leave. All Zojirushi rice cookers have durable nonstick inner cooking pans for quick and easy cleaning.

Q4. Why are there so many different types of rice cookers?

A4. Since Zojirushi has been making rice cookers for over 40 years, we offer different types of rice cookers to suit everyone's needs. The basic models of electric rice cookers are the Conventional rice cookers. These simply heat up to cook the rice, turns off when it's done and keeps the rice warm. The more advanced family of rice cookers is the computerized Micom rice cookers. They include the Micom (which stands for Micro Computerized), Micom Fuzzy, and *Neuro Fuzzy*® rice cookers. These rice cookers utilize microcomputer chip technology and are programmed to change the heat and cooking time to the type and style of rice being cooked. Because of the microcomputer chip, it cooks brown rice and rice porridge without overflowing or overcooking. The next family of rice cookers is the IH (Induction Heating) rice cookers, which utilize advanced induction heating technology to heat the entire inner cooking pan, in effect making the cooking pan itself the heating element. Because of its quicker response time, IH rice cookers can adjust the heating temperature and time quicker for better tasting rice. IH rice cookers are also Micom rice cookers. The newest and most advanced Zojirushi rice cooker is the Pressure rice cooker. What's different about the Pressure rice cooker is that it applies pressure to elevate cooking temperatures to higher levels and by doing so, alters the structure of starch within each grain of rice, making it softer and easier to digest. Please see the [Rice Cooker COMPARE](#) page to compare our many models of rice cookers. Also see Questions 5 and 16, "Which is the right rice cooker for me?" and "What is GABA brown rice?"

Q5. Which is the right rice cooker for me?

A5. It depends on what you're looking for in a rice cooker. Will you be cooking brown rice? Porridge? Do you need a timer function to ensure your rice is ready when you get home from work or wake up in the morning? If you don't need all those features, a non-micom conventional rice cooker is

the right one for you. If you are looking for something more sophisticated, micom or even an IH rice cooker would be the smart choice with its brown rice and porridge functions, reheating cycle, timer and other features. If you want the most advanced features and the best tasting rice in town, we recommend the Pressure IH rice cooker. See the [Rice Cooker COMPARE](#) page to compare the features available on our many models of rice cookers.

Q6. Why do I have to rinse the rice?

A6. Present rice milling machines cannot completely polish away bran and residues from the surface of the rice. Rinsing the rice with water before cooking helps remove excess starch, making the rice fluffier, whiter, more fragrant and tastier once cooked. It also helps prevent paper-thin layers of starch from forming inside the pan after the rice is cooked. Also see Questions 7 and 17, "How do I rinse rice?" and "What is rinse-free rice?"

Q7. How do I rinse rice?

A7. Measure the rice accurately using the plastic measuring cup that comes with every Zojirushi rice cooker and add to the inner cooking pan. (For models NS-PC, NS-RNC and NHS series please use a separate bowl to rinse rice.) Rinse the rice with plenty of cold water. Rub the grains of rice gently between the palms of your hands. Tip the pan to drain as much water as possible without spilling the rice. There is no need to use a colander. Repeat 3 or 4 times. Rinsing off the excess starch will result in lighter, fluffier rice. Visit our [Recipes Page](#) to see this instruction with images.

Q8. Can I cook other types of rice in Zojirushi rice cookers?

A8. Of course you can! However, every type of rice requires different amounts of water. All Zojirushi rice cookers have water measure lines for cooking short or medium grain white rice. To cook brown rice, simply fill water to the corresponding water measure line for "brown rice", or use 1.5 times the amount of water to rice if your rice cooker does not have a brown rice setting. (If cooking in a rice cooker without a "Brown Rice" setting, please limit the amount of brown rice to 2/3 of the rice cooker's capacity to prevent it from overflowing.) To cook long grain rice, rinse the rice once, and use 1-1/4 times the amount of water to rice, and cook using the "mixed rice" setting. For wild rice, use 1-1/2 times the amount of water to rice, and cook using the "brown rice" setting. Please refer to your instruction manual or visit our [Recipes Page](#) for further information.

Q9. What other use is there to a rice cooker?

A9. Some of our rice cookers are also steamers, and many of our rice cookers have multiple settings for different types of rice, such as brown, mixed, sweet, and porridge. Other models have a cake setting that bakes cakes. Most of our rice cookers are also rice warmers. They keep your rice hot and tasty for many hours (we recommend a maximum of 13 hours). Please see the [Rice Cooker COMPARE](#) page to compare the features available with our many models of rice cookers. Also visit our [Recipes Page](#) to see how versatile our rice cookers are.

Q10. Do you have rice recipes?

A10. Yes! We have recipes for cooking different types of rice and other menus. Please visit our [Recipes Page](#).

Q11.How is rice measured? What does the capacity mean?

A11. Every Zojirushi rice cooker comes with a plastic measuring cup. This cup has a capacity of 6-ounces, or about 3/4 of a U.S. measuring cup. The capacity of the rice cooker is counted in these 6-ounce cups of uncooked short grain white rice. One 6-ounce cup of raw rice makes about 2 to 3, 6-ounce cups of cooked rice. Do not confuse the rice cooker measuring cup with U.S. measuring cups; they are different. All Zojirushi rice cookers come with a special measuring cup and nonstick rice spatula for serving. The capacity of a rice cooker is stated in the numbers of 6-ounce cups of raw short grain white rice.

Q12.How does the rice cooker know when the rice is ready?

A12. This is how a basic rice cooker works. At sea level, the boiling temperature for water is 212°F or 100°C. As soon as all the water is absorbed by the rice, the temperature inside the cooker immediately rises. The appliance has a thermostat that detects when the temperature rises above 212°F, and turns the heater off. More advanced rice cookers have micro computers to automatically adjust the cooking temperature and cooking time depending on the amount of rice cooked, the type of rice being cooked, and many other factors.

Q13.What does *Neuro Fuzzy*® and Micom mean?

A13. Fuzzy set theory, or fuzzy logic, originally introduced by Lotfi Zadeh in the 1960's, mimics human reasoning. Zojirushi coined the trademark *Neuro Fuzzy*® to designate their advanced micro computerized rice cookers. Micom means Micro Computerized. The temperature and cooking time are controlled by a micro computer chip. *Neuro Fuzzy*® is a registered trademark of Zojirushi.

Q14.How long does it take to cook rice?

A14. It depends on how much and what type of rice you cook in which model rice cooker. Please refer to your instruction manual for more information. The more advanced rice cookers have QUICK cooking cycles that reduce cooking time by up to 20 minutes! Remember, Micom rice cookers are pre-programmed to soak the rice before cooking, and then steam it after cooking, so they may take longer than cooking rice on the stove, but the rice will be cooked to perfection.

Q15.What is brown rice or *genmai*? How can I cook brown rice?

A15. *Genmai* is the Japanese word for brown rice, the unpolished whole grain rice that is the result of removing only the husk and leaving the embryo and bran intact. Brown rice becomes white rice when the outer bran layer is stripped off in the milling or "whitening" process. Since the embryo and bran contain fiber and high amounts of nutrients, eating brown rice is considered healthier than white rice. Brown rice requires more water and a longer cooking time, but perfect brown rice is made easy with Zojirushi rice cookers. Visit our [Recipes Page](#) to learn how to cook brown rice and other types of rice.

Q16.What is GABA brown rice?

A16. This is not a new variety of brown rice, but a newly discovered way of cooking brown rice to "activate" it and increase natural occurring gamma-aminobutyric acid (GABA), an amino acid in

brown rice believed to have health giving properties such as lowering blood pressure, improving kidney function and relieving stress. The brown rice is "activated" by soaking it at 104°F for 2 hours before the actual cooking begins. This feature is available in select rice cookers (see the [Rice Cooker COMPARE](#) page).

Q17. What is rinse-free (pre-washed) rice or *musenmai*?

A17. Rinse-free rice is a new type of rice that does not require rinsing. A new milling technology was developed in Japan, which eliminates the bran, excess surface starch and residues from the rice without sacrificing the quality of the rice. It is energy saving and friendly to the environment since rinsing is not required. All Zojirushi rice cookers will cook rinse-free rice. Some Zojirushi rice cookers have "Rinse-Free Rice" settings that automatically adjust cooking time and temperature (see the [Rice Cooker COMPARE](#) page). These models also come with a special green rinse-free rice measuring cup. With those rice cookers that do not have rinse-free rice functions, remove 1 heaping teaspoon of rice for each 6-ounce cup of rice you plan to cook. Due to this new milling technology, the grains of rinse-free rice are smoother and more slippery so more rinse-free rice fit in one cup than regular rice. If this small adjustment is not made, your rinse-free rice may cook up too hard. Also see Question 6, "Why do I have to rinse the rice?"

Q18. How do I make sushi rice?

A18. The best sushi rice is cooked in a rice cooker. Visit our [Recipes Page](#) to learn how to cook sushi rice and other types of rice in Zojirushi rice cookers.

Q19. Can I bake cakes in Zojirushi rice cookers?

A19. Yes, select Micom Rice Cookers have Cake functions that bake cakes (see the [Rice Cooker COMPARE](#) page). Once you have the batter, the rice cooker will bake it for you without heating up the oven or kitchen. To prevent the batter from overflowing, please follow these guidelines:

- Limit the amount of flour to 2 oz. for the 3 cup model, 4-1/4 oz. for the 5.5 cup model, and 6-1/3 oz. for the 10 cup model
- Avoid using leavening agents such as baking powder and baking soda

Q20. Can I use a Zojirushi rice cooker at higher altitudes?

A20. All Zojirushi rice cookers are tested to function at an altitude of up to 5,000 feet above sea level. Pressure rice cookers are also not designed to cook at altitudes higher than 5,000 ft, but can cook the rice better at high altitudes (below 5,000 ft), compared to non-pressurized rice cookers.

Q21. Why is my Zojirushi product box edge wavy and not straight?

A21. The method used is called "Edge Wave". The waves help avoid hand cuts when handling the boxes.