

Cooker

OCCASIONAL TICKING OR LIGHT CRACKING SOUND

1. Possible Reason: The sound of power switching and expanding pressure board when changing temperature | **Solution: This is normal no action needed**
2. Possible Reason: Bottom of the inner pot is wet | **Solution: Wipe bottom of inner pot, and ensure heating element is dry before cooking**

Display

ALL LED S ARE FLASHING WITH AN ERROR CODE

1. Possible Reason: C1 – Faulty temperature sensor | **Solution: Contact Care**
2. Possible Reason: C2 – Faulty temperature sensor | **Solution: Contact Care**
3. Possible Reason: C5 – Temperature is too high because inner pot is not placed in the cooker base | **Solution: Press Cancel and wait for heating element to cool; ensure there are no foreign objects in cooker base; insert or reposition inner pot in cooker base and re-enter commands**
4. Possible Reason: C5 – Temperature is too high because there is no water in inner pot | **Solution: Add at least 1 1/2 cups (325mL / 12oz) of cooking liquid to inner pot before reintroducing food**
5. Possible Reason: C6 – Faulty temperature sensor | **Solution: Contact Care**
6. Possible Reason: C6H – Faulty HIGH pressure sensor | **Solution: Contact Care**
7. Possible Reason: C6L – Faulty LOW pressure sensor | **Solution: Contact Care**

Food

RICE IS UNDERCOOKED

1. Possible Reason: Lid opened too early | **Solution: After the cook cycle has completed, allow the cooker to sit for 5-10 minutes before venting using QR method**
2. Possible Reason: Too little water | **Solution: Adjust rice to water ratio**

RICE IS OVERCOOKED

Possible Reason: Too much water | **Solution: Adjust rice to water ratio**

YOGHURT IS TOO THIN

1. Possible Reason: Milk did not pasteurize | **Solution: After pasteurization has completed, check the temperature of the milk—it should reach a minimum of 161°F / 72°C**
2. Possible Reason: Culture added was not active | **Solution: If using store-bought yogurt as a starter, make sure the cultures are *active probiotics***

3. Possible Reason: Too much milk in inner pot | **Solution: Run the pasteurization cycle a second time**

LID

Difficulty with closing LID

1. Possible Reason: Sealing ring not properly installed | **Solution: Reposition sealing ring, ensure it is snug behind sealing ring rack**
2. Possible Reason: Float valve in the popped-up position | **Solution: Gently press the float valve downward with a long utensil**
3. Possible Reason: Contents in cooker are still hot enough to produce steam | **Solution: Turn steam release handle towards “Venting” position, then lower lid onto cooker base slowly, allowing heat to dissipate**

STEAM RELEASES FROM STEAM RELEASE HANDLE

1. Possible Reason: Not enough liquid in the inner pot | **Solution: Add 1 1/2 cups (325mL / 12oz) of a thin cooking liquid to inner pot**
2. Possible Reason: Pressure sensor control failure | **Solution: Turn cooker OFF and contact Customer Care**
3. Possible Reason: Steam release handle/valve not seated properly | **Solution: Turn cooker OFF; remove and re-install steam release handle/valve**

LED FLASHES WITH C9 CODE APPEARING ON SCREEN

Possible Reason: Faulty Bluetooth module. Cannot connect to mobile device via Bluetooth anymore | **Solution: You can continue to use the unit without any safety concern. Press any function key (e.g. Soup) to stop the message.**