AROMA®
COMMERCIAL



instruction manual

ARC-2020

Automatic Rice Cooker

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Rice & Grain Cookers



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To Enhance and Enrich Lives.

Here at Aroma we strive to make a difference—to design and distribute products that enhance and enrich people's lives.

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/AromaHousewares

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IMPORTANT SAFEGUARDS

Basic safety precautions should always be followed when using electrical appliances, including the following:

1. **Important: Read all instructions carefully before first use.**
2. Do not touch hot surfaces. Use the handles or knobs.
3. Use only on a level, dry and heat-resistant surface.
4. To protect against fire, electric shock and injury to persons, do not immerse the power cord, plug or appliance in water or any other liquid. See instructions for cleaning.
5. Close supervision is necessary when the appliance is used by or near children.
6. Unplug from the wall outlet when not in use and before cleaning. Allow the unit to completely cool before putting on or removing parts and before cleaning the appliance.
7. Do not operate any appliance with a damaged power cord or plug, or after the appliance malfunctions or has been damaged in any manner. Contact Aroma® customer service for examination, repair or adjustment.
8. The use of accessory attachments not recommended by Aroma® Housewares may result in fire, electric shock or injury.
9. Do not use outdoors.
10. Do not allow the power cord to touch hot surfaces or hang over the edge of a counter or table.
11. Do not place the appliance on or near a hot gas or electric burner or in a heated oven.
12. Do not use appliance for other than intended use.
13. Extreme caution must be used when moving the appliance containing hot food, oil or liquids.
14. Do not touch, cover or obstruct the steam vent on the top of the appliance as it is extremely hot and may cause scalding.
15. Use only with a 120V AC power outlet.
16. Always unplug from the plug gripping area. Never pull on the cord.
17. The appliance should be operated on a separate electrical circuit from other operating appliances. If the electrical circuit is overloaded with other appliances, the appliance may not operate properly.
18. Always make sure the exterior of the inner pot is dry prior to use. If the inner pot is returned to the appliance when wet, it may damage or cause the product to malfunction.
19. Use extreme caution when opening the lid during or after cooking. Hot steam will escape and may cause scalding.
20. Food should not be left in the appliance on ***Warm*** mode for more than 12 hours.
21. Never use the inner pot on a stovetop or burner. This will cause damage or deformation to the inner pot.
22. To turn the appliance off, press the (⏻) button then safely remove the plug from the wall outlet.
23. **CAUTION:** To reduce the risk of electric shock, cook only in the removable inner pot provided.
24. Do not wrap or tie the power cord around the appliance.
25. **WARNING:** Spilled food can cause serious burns. Keep the appliance and power cord away from children.
26. **CAUTION:** Intended for countertop use only.
27. Do not use for deep frying.
28. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

SAVE THESE INSTRUCTIONS

IMPORTANT SAFEGUARDS

Short Cord Instructions

1. A short power-supply cord is used to reduce the risks resulting from it being grabbed by children, becoming entangled in, or tripping over a longer cord.
2. Longer extension cords are available and may be used if care is exercised in their use.
3. If a longer extension cord is used:

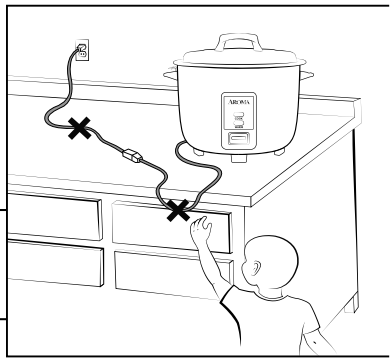
   a.) The marked electrical rating of the extension cord should be at least as great as the electrical rating of the appliance.

   b.) The extension cord should be arranged so that it will not drape over the countertop or tabletop where it can be pulled on by children or tripped over unintentionally.

   c.) The extension cord should be a grounding-type 3-wire cord.

DO NOT DRAPE CORD!

KEEP AWAY FROM CHILDREN!



Grounding Instructions

This appliance must be grounded while in use to protect the operator from electric shock. The appliance is equipped with a 3-conductor cord and a 3-prong grounding-type plug to fit the proper grounding-type receptacle. The appliance has a plug that looks like figure **(A)**.

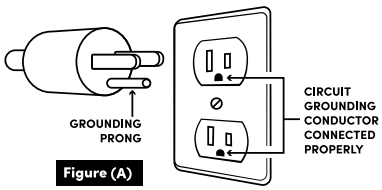
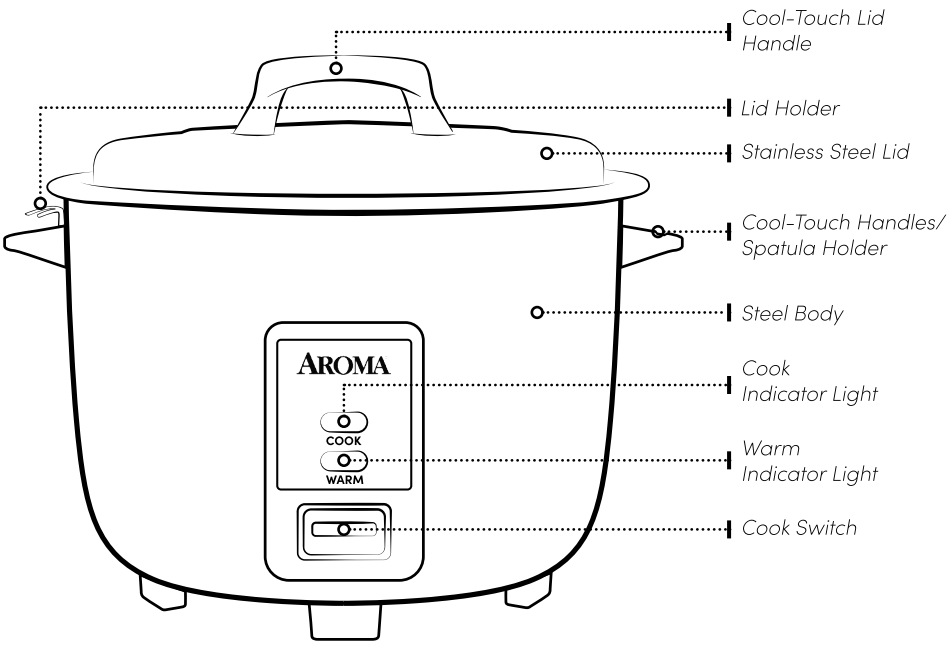


Figure (A)

THIS APPLIANCE IS FOR INDOOR AND COMMERCIAL USE ONLY.

Parts Identification





Inner Pot



Small 180mL Measuring Cup



Large 900mL Measuring Cup



Serving Spatula

Controls/Functions

Cook Switch
Simply press the switch down to begin cooking rice, grains, and a variety of other meals.

Warm
Automatically switches to ***Warm*** after the cooking cycle is completed; perfect for keeping rice at ready-to-serve temperatures.

Before First Use ⚠

1. **Read all instructions and important safeguards.**
2. Remove all packaging materials and check that all items have been received in good condition.
3. Tear up all plastic bags and dispose of them properly as they can pose a risk to children.
4. Remove the inner pot from the cooker and clean with warm, soapy water. Rinse and dry thoroughly before returning to the cooker.
5. Wash the lid and all other accessories in warm, soapy water. Rinse and dry thoroughly.
6. Wipe the cooker's body clean with a damp cloth.

To Clean

1. Remove the inner pot when the cooker has completely cooled.
2. Hand wash the inner pot and all accessories or place on the top rack of the dishwasher.
3. Wipe the cooker's body clean with a damp cloth.
4. Thoroughly dry the cooker's body, lid and all accessories. Reassemble for next use.

Troubleshooting

Rice is too dry/hard after cooking.

- If your rice is dry or hard/chewy when the cooker switches to ***Warm***, additional water and cooking time will soften the rice. Depending on how dry your rice is, add ½ to 1 cup of water and stir thoroughly. Place the lid back on and press the cook switch down. When the cooker switches to ***Warm*** mode, open the lid and stir the rice to check the consistency. Repeat as necessary until rice is soft and moist.

Rice is too moist/soggy after cooking.

- If your rice is still too moist or soggy when the cooker switches to ***Warm***, use the serving spatula to stir the rice. This will redistribute the bottom (moist) part of the rice as well as release excess moisture. Place the lid back on and allow the cooker to remain on ***Warm*** mode for 10-30 minutes as needed, opening the lid and stirring periodically to release excess moisture.



Caution:

Do not use harsh abrasive cleaners, scouring pads or products that are not considered safe to use on inner pot.

We recommend hand washing the inner pot with warm, soapy water to lengthen its lifespan and avoid damage over time. If washing in a dishwasher, a slight discoloration to the inner pot may occur. This is cosmetic and will not negatively affect performance.

Before placing the inner pot into the cooker, check that the inner pot is dry and free of debris. Adding the inner pot when wet may damage the cooker.

Note:

- Any other servicing should be performed by Aroma® Housewares.
- Not satisfied with your Aroma® purchase? Our product experts can help! **Before returning, please contact Customer Service at 1-800-276-6286** for product support, helpful tips and more!

Rice & Grain

1. Measure rice or grain using the provided measuring cup. Overfill the cup slightly, then level it off at the brim of the cup for an accurate measurement.
2. Rinse measured rice in a bowl of water before adding to the inner pot. For rice, rinse for 10 seconds and drain the water. Repeat this process at least 2 times, or until the water runs clear. For other grains, see the package instructions.
3. Add rinsed rice to the inner pot. For white or brown rice, fill the inner pot with water to the line that matches the number of cups of uncooked rice added. For other grains, see the package instructions.
4. Place the inner pot into the cooker then place the lid on securely.
5. Plug the power cord into an available 120V AC wall outlet.
6. Press the cook switch down. The cook indicator light will illuminate as the cooker begins heating.
7. Once rice or grain is ready, the cook switch will automatically flip up and the cooker will switch to ***Warm***.
8. For best results, stir the rice with the provided serving spatula to distribute any remaining moisture
9. When finished serving, turn the cooker off by unplugging the power cord.

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Caution:

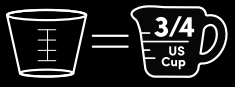
After cooking, the inner pot will be very hot. Be sure to use heat-resistant gloves or protective oven mitts to remove the inner pot from the cooker.

Note:

- Because rice varieties may vary in their make-up, results may differ.
- Food should not be left in the cooker on ***Warm*** for more than 12 hours.
- For best results, we recommend rinsing rice and grains in a bowl of water before cooking. Avoid using a strainer or colander, which may not be as effective in removing excess starch and may affect the final texture.

Helpful Hints:

The provided small rice measuring cup is equivalent to a 3/4 standard U.S. cup.

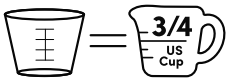


For approximate rice cooking times and suggested rice/water ratios, see "Rice & Water Measurement Table" on page **8**.

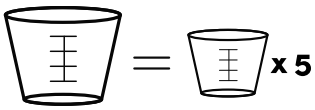
Rice & Water
Measurement Table

Uncooked Rice*	**Water:** *Using the Water Line (inside pot)*	**Water:** *Using Measuring Cup**	**Approx. Cooked Rice Yield***	**Cooking Times**
5 Cups	**White Rice:** Line 5 **Brown Rice:** Line 5	**White Rice:** 6 Cups **Brown Rice:** 7 Cups	10 Cups	**White Rice:** 20–25 Min. **Brown Rice:** 33–38 Min.
10 Cups	**White Rice:** Line 10 **Brown Rice:** Line 10	**White Rice:** 11 Cups **Brown Rice:** 13 Cups	20 Cups	**White Rice:** 23–28 Min. **Brown Rice:** 43–48 Min.
15 Cups	**White Rice:** Line 15 **Brown Rice:** Line 15	**White Rice:** 16 Cups **Brown Rice:** 20 Cups	30 Cups	**White Rice:** 26–31 Min. **Brown Rice:** 53–58 Min.
20 Cups	**White Rice:** Line 20 **Brown Rice:** --	**White Rice:** 21 Cups **Brown Rice:** --	40 Cups	**White Rice:** 29–34 Min. **Brown Rice:** --

*Cups referenced are the included small 180mL measuring cup
(1 Small 180mL Measuring Cup = ¾ U.S. Cup)



& 1 large 900mL measuring cup = 5 small 180mL measuring cups



Note:

- **Maximum Capacity: 20 cups of uncooked white rice (15 cups of brown rice), yielding 40 cups of cooked white rice (30 cups of brown rice).**
- **Minimum Capacity: do not attempt to cook less than 5 cups of uncooked white or brown rice.**
- Rinse rice before placing into the inner pot to remove excess bran and starch. This will reduce the chance of rice browning and sticking to the bottom of the inner pot.
- Cooking times are approximate. Altitude, humidity and outside temperature will affect cooking times.

Notes

Notes

Limited Warranty

Aroma Housewares Company warrants its products against defects in meterial and workmanship for one year from the date the customer takes possession of the product in the United States. For in-store purchases, this is the purchase date. For online or delivery orders, this is the delivery date.

Within this warranty period, Aroma Housewares Company will repair or replace, at its discretion, defective parts at no charge. Proof of the date of purchase, such as the original dated sales receipt, will be required with any request for warranty repair or replacement. All liability is limited to the amount of the purchase price.

This warranty does not apply if the warranty period expired; the product has been modified by any unathorized service center or personnel; the defect was subject to abuce, improper use not conforming to product manual instructions, or environmental conditions more severe than those specified in the manual and specification, neglect of the owner or improper installationl the defect was subject to Force Majeure such as flood, fire lightning, earthquake, other natural calamities, war. The warranty excludes accessories and replacement parts. This warranty is void if the product is used for other than single-family household use or subjected to any voltage and waveform other than as specified on the rating label (e.g., 120V ~ 60Hz).

Aroma's sole obligation under the warranty shall be to replace the defective product with a working one or a similar model of equivalent value, if the same model is not available, in the occurence of any failure or defect covered under the warranty during the warranty period. Refurbished items or items not purchased through an authorized retailer are not eligible for warranty claims. Transportation charges on parts, or products in whole, submitted for repair or replacement, under this warranty, must be borne by the purchaser.

This warranty gives you specific legal rights, which may vary from state to state, and does not cover areas outside the United States.

Service & Support

In the event of a warranty claim, or if service is required for this product, please contact Aroma® customer service toll-free at:

1-800-276-6286 | CustomerService@AromaCo.com
M-F, 8:00am-4:00pm, Pacific Time

www.AromaCo.com

Aroma Housewares Company
6469 Flanders Drive, San Diego, CA 92121, U.S.A.

Note:

- Proof of purchase is required for all warranty claims.
- Failure to register your product will not diminish your warranty rights.
- Not satisfied with your Aroma® purchase? Our product experts can help! **Before returning, please contact Customer Service at 1-800-276-6286** for product support, helpful tips and more!



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