AROMA®



instruction manual

ARC-994SG

Rice & Grain Multicooker

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Digital Rice & Grain Multicookers



Rice & Grain Cookers



Electric Kettles



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IMPORTANT SAFEGUARDS

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

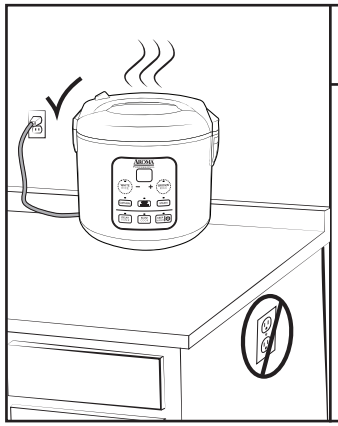
1. **Important: Read all instructions carefully before first use.**
2. Do not touch hot surfaces. Use the handles or knobs.
3. Use only on a level, dry and heat-resistant surface.
4. To protect against fire, electric shock and injury to persons, do not immerse the power cord, plug or appliance in water 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 let cord touch hot surfaces or hang over the edge of a counter or table.
11. Do not place 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 rice, hot oil or other 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 ensure the exterior of the inner pot is completely 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 inner pot with the ***Keep Warm*** function on for more than 12 hours.
21. To turn the appliance off, press the (⏻) button then safely remove the plug from the wall outlet.
22. **CAUTION:** To reduce the risk of electric shock, cook only in the removable inner pot provided.
23. Do not wrap or tie the power cord around the appliance.
24. **CAUTION:** Intended for countertop use only.
25. **WARNING:** Spilled food can cause serious burns. Keep appliance and cord away from children. Never drape cord over edge of counter, never use outlet below counter, and never use with an extension cord.
26. To prevent damage or deformation, do not use the inner pot on a stovetop or burner.
27. **CAUTION:** Do not use for deep frying.
28. Do not immerse in water.
29. To avoid spills and burns, do not carry rice cooker by the lid handle.
30. 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

A short power-supply cord is used to reduce the risks resulting from it being grabbed by children, and becoming entangled in or tripping over a longer cord.



WARNING

Spilled food can cause serious burns.

Keep appliance & cord away from children.

NEVER

- Drape cord over edge of counter.
- Use outlet below counter.
- Use extension cord.

Polarized Plug

This appliance has a polarized plug (one blade is wider than the other); follow the instructions below:

To reduce the risk of electric shock, this plug is intended to fit into a polarized outlet only one way. If the plug does not fit fully into the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. Do not attempt to modify the plug in any way.

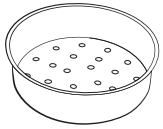
If the supply cord is damaged, stop using the appliance immediately. The cord must be replaced by the manufacturer, its service agent or a similarly qualified person in order to avoid a hazard.

THIS APPLIANCE IS FOR HOUSEHOLD USE ONLY.

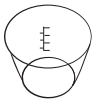
Parts Identification



Ceramic-coated Inner Pot



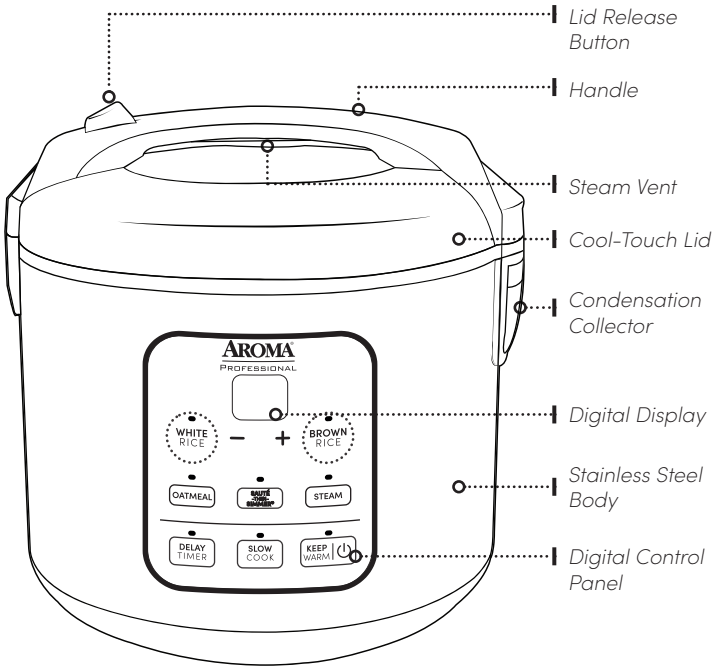
Steam Tray



Rice Measuring Cup



Serving Spatula



Digital Controls

(⏻) Powers the cooker on and off or cancels a current function.

Keep Warm
Manually sets the cooker to ***Keep Warm*** mode, perfect for keeping foods at ready-to-serve temperatures.

(–) or (+)
Allows you to adjust the time for ***Steam***, ***Delay Timer***, and ***Slow Cook***.

Delay Timer
Allows for food to be ready right when it's needed with preparation up to 15 hours in advance.

White Rice
Cooks fluffy, delicious white rice automatically.

Brown Rice
Ideal for cooking brown rice and other tough-to-cook whole grains to perfection.

Slow Cook
Prepares homemade roasts, stews and other slow cooked favorites with an adjustable cook time of 2 to 10 hours.

Oatmeal
Prepares a quick and healthy breakfast with no need to stir or monitor.

Steam
Easily steams healthy sides and main courses using the included steam tray.

Sauté-then-Simmer STS®
Sautés foods on high heat then automatically switches to simmer mode once liquid is added. Great for risotto, Spanish rice, chili, stir-fries and much more!

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.
5. Wash all accessories in warm, soapy water.
6. Wipe the cooker's body clean with a damp cloth.
7. Dry all parts thoroughly then assemble for use.

To Clean

1. Remove the inner pot when the cooker has completely cooled.
2. Hand wash the inner pot and all accessories using warm, soapy water or place them on the top rack of the dishwasher.
3. Remove the steam vent from the lid and hand wash with warm, soapy water.
4. Wipe the inner surface of the lid with a damp cloth.
5. Remove the condensation collector and hand wash with warm, soapy water.
6. Wipe the cooker's exterior clean with a damp cloth.
7. Thoroughly dry the cooker and all accessories before reassembling for next use.

Lid & Steam Vent Care

- Clean the inner surface of the lid and steam vent after each use to maintain optimal performance and prevent buildup.
- For best results, wipe the inner surface of the lid clean immediately after cooking while any residue is still fresh.
- If food residue remains on the inner surface of the lid, place a damp paper towel over the affected area for approximately 15 minutes to soften buildup before wiping clean with a damp cloth.
- Refer to **Fig. A** and **Fig. B** for instructions on removing and reinstalling the steam vent.
- Ensure the steam vent is properly installed before use.

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Caution:

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

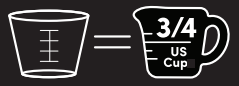
We recommend hand washing the inner pot with warm, soapy water to lengthen its lifespan and avoid damage over time. If washing in a dishwasher, a slight discoloration to the inner pot may occur. This is cosmetic and will not negatively affect performance.

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:

- To remove the condensation collector, squeeze both sides and pull out towards you.
- 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!

If you misplace the measuring cup, a ¾ standard U.S. cup is an exact replacement.



To Clean (CONT.)

Fig.A: Steam Vent Removal



Fig.B: Steam Vent Installation



Troubleshooting

Rice is too dry/hard after cooking.

- Depending on how dry your rice is, add ½ to 1 cup of water and stir thoroughly. Close the lid and select the ***White Rice*** function once more. When the cooker switches to ***Keep Warm***, 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.

- Use the serving spatula to stir the rice to redistribute the bottom (moist) part of the rice as well as release excess moisture. Close the lid and allow the cooker to remain on ***Keep Warm*** for 10-30 minutes as needed, opening the lid and stirring periodically to release excess moisture.

Error Code Chart

If an error shows on the digital display, the following chart will help explain the next course of action.

Display Code	Action
E1	Contact Aroma Customer Service at 1-800-276-6286
E2	Allow to cool for 5 to 10 minutes then restart. If problem persists, contact Aroma Customer Service at 1-800-276-6286.

Note:

- To remove the condensation collector, squeeze both sides and pull out towards you.
- To ensure optimal performance, clean the inner lid regularly.

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Caution:

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

Ensure the steam vent is properly installed before use. Operating the rice cooker without the steam vent may result in damage to the unit.

Dishwashing may cause discoloration.

A dented inner pot may result in uneven heating or cause the coating to peel off.

Rice & Grain

1. Using the provided rice measuring cup, add rice or grain to the inner pot.
2. Rinse for 10 seconds and drain the water. Repeat this process at least 2 times, or until the water runs clear.
3. For white or brown rice, fill with water to the line that matches the number of cups of rice being cooked. For other grains, see "Grain & Water Measurement Tables" on page **10**.
4. Place the inner pot into the cooker and close the lid securely.
5. Plug the power cord into an available 120V AC wall outlet.
6. Press **(⏻)** to turn the cooker on.
7. Press ***White Rice*** or ***Brown Rice*** depending on the type of grain being cooked.
8. The cooking indicator light will illuminate and the digital display will show a chasing pattern as the cooker begins heating.
9. The cooker will count down the final 6 minutes (white rice) and the final 10 minutes (brown rice) of cook time.
10. Once the cycle has completed, the cooker will beep and automatically switch to ***Keep Warm***.
11. For best results, stir the grain with the serving spatula to distribute any remaining moisture.
12. When finished, turn the cooker off by pressing **(⏻)** and unplug the power cord.

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Delay Timer

1. To use delay time for cooking rice or grain, begin by following steps 1 through 6 "Rice & Grain" on page **8** or for "***Oatmeal***" on page **9**.
2. Press **(⏻)** to turn on the cooker.
3. Press ***Delay Timer***. Press **(+)** or **(-)** to increase or decrease the delay time by one hour increments. It may be set to have grains ready in 1 to 15 hours for ***White Rice*** or ***Oatmeal*** and 2 to 15 hours for ***Brown Rice***.
4. Once the desired time is selected, press the ***White Rice***, ***Brown Rice***, or ***Oatmeal*** button, depending on the type of grain being cooked.

continued on the next page >>

Note:

- Because rice varieties may vary in their make-up, results may differ.
- Food should not be left in the cooker on ***Keep 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:

To add more flavor to rice, try substituting water for a favorite meat or vegetable broth or stock. The ratio of broth/stock to rice will be the same as water to rice.

For approximate rice cooking times and suggested rice/water ratios, see "Rice & Water Measurement Table" on page **10**.

Delay Timer (CONT.)

5. The cooker will beep and the digital display will stop flashing to indicate that the time has been successfully set.
6. The digital display will count down from the input delay time.
7. Once the delay time has elapsed, a chasing pattern will appear in the digital display signifying that the cooking cycle has begun.
8. The digital display will count down the final 6-10 minutes of cook time.
9. Once the cycle has completed, the cooker will beep and automatically switch to ***Keep Warm***.
10. When finished, turn the cooker off by pressing **(⏻)** and unplug the power cord.

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Oatmeal

1. Using the provided rice measuring cup, add oatmeal to the inner pot.
2. Fill the inner pot with water. For steel-cut oats, fill with water to the line that matches the number of cups of oatmeal added. For rolled oats, use a 1:2 oat-to-water ratio.
3. Place the inner pot into the cooker and close the lid securely.
4. Plug the power cord into an available 120V AC wall outlet.
5. Press **(⏻)** to turn the cooker on.
6. Press ***Oatmeal*** to begin cooking.
7. The cooking indicator light will illuminate and the display will show a chasing pattern to signify the beginning of the cooking cycle.
8. Once cooking is complete, the rice cooker will beep and automatically switch to ***Keep Warm***.
9. When finished serving, turn the rice cooker off by pressing **(⏻)** and unplug the power cord.

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Caution:

Follow your recipe carefully and do not leave the cooker unattended.

Do not attempt to cook more than 2 cups of oatmeal in this appliance at one time.

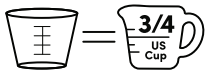
Rice & Water Measurement Table

Uncooked Rice*	Water: *Using the Water Line (inside pot)*	Approx. Cooked Rice Yield*	Cooking Times
1 Cup	**White Rice:** Line 1 **Brown Rice:** Line 1	2 Cups	**White Rice:** 32-37 Min. **Brown Rice:** 58-63 Min.
2 Cups	**White Rice:** Line 2 **Brown Rice:** Line 2	4 Cups	**White Rice:** 36-41 Min. **Brown Rice:** 64-69 Min.
3 Cups	**White Rice:** Line 3 **Brown Rice:** Line 3	6 Cups	**White Rice:** 40-45 Min. **Brown Rice:** 70-75 Min.
4 Cups	**White Rice:** Line 4 **Brown Rice:** Line 4	8 Cups	**White Rice:** 43-48 Min. **Brown Rice:** 75-80 Min.

Grain & Water Measurement Table

Grain	Uncooked Grain	Liquid	Approx. Cooked Grain Yield	Max. Uncooked Grain*	Function	Cooking Times
Arborio	1 Part	2 Parts	2 Parts	2 Parts	Risotto	12-17 Min.
Barley	1 Part	2 Parts	2½ Parts	½ up	Delay Timer & Brown Rice	5 Hours
Bulgur	1 Part	2 Parts	2½ Parts	2 Cups	Brown Rice	35-50 Min.
Couscous	1 Part	1 Part	2 Parts	4 Cups	White Rice	29-60 Min.
Quinoa	1 Part	1½ Parts	2½ Parts	4 Cups	White Rice	32-48 Min.

*Cups referenced are with the included measuring cup
(1 Rice Measuring Cup = ¾ U.S. Cup)



Note:

- Cooking times are approximate. Altitude, humidity, and external temperature will affect cooking time.
- **Maximum Capacity: 4 cups of uncooked rice , yielding 8 cups of cooked rice .**
- **Minimum Capacity: 1 cup of uncooked rice.**
- Rinse grains 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.
- When cooking barley, you must use the ***Delay Timer*** for 4 hours in combination with the ***Brown Rice*** function. The additional soaking time will ensure optimal flavor and texture.
- For best results when cooking barley or bulgur, let both grains sit on ***Keep Warm*** for 10 minutes before serving.
- If softer grains are desired, add an additional 1/2 cup of water or liquid.

STEAM

1. Using the provided rice measuring cup, add 2 cups of water to the inner pot.
2. Place the inner pot into the cooker.
3. Place desired food into the provided steam tray, lower the tray into the cooker then close the lid securely.
4. Plug the power cord into an available 120V AC outlet.
5. Press **(⏻)** to turn on the cooker.
6. Press ***Steam.*** The digital display will show a flashing "5" to represent five minutes of steam time.
7. Press **(+)** or **(-)** to increase or decrease steaming time by one minute increments, up to 30 minutes. For suggested steaming times for meat and vegetables, see "Meat & Vegetable Steaming Tables" on page **13**.
8. Once the time has been input, the cooker will beep and the digital display will stop flashing to indicate that the time has been successfully set.
9. Once the water reaches a boil, the digital display will begin to count down from the input steam time.
10. After the selected steam time has elapsed, the cooker will beep and automatically switch to ***Keep Warm***.
11. Using caution, check to see that the steamed food is cooked. If finished steaming, carefully remove the food to prevent overcooking. Wear a protective heat-resistant glove to prevent injury as the steam tray will be hot.
12. When finished, turn the cooker off by pressing **(⏻)** and unplug the power cord.

Note:

- Food should not be left in the rice cooker on ***Keep Warm*** for more than 12 hours.
- For best results when steaming, use 2 cups of water with the provided measuring cup.

Helpful Hints:

Smaller foods may be placed on a heat-proof dish and then placed onto the steam tray. Parchment paper or aluminum foil may be used as well. Place the paper/foil in the center of the steam tray and ensure it does not create a seal along the bottom of the steam tray. For best results, it is recommended to puncture small holes in the paper/foil.

Steam & Cook

1. Follow steps 1 through 3 of "Rice & Grain" on page **8** to measure, rinse, and add rice or grain to the inner pot.
2. Place the inner pot into the cooker.
3. Place the desired food into the provided steam tray. Lower the steam tray into the cooker, then close the lid securely.
4. Plug the power cord into a 120V AC wall outlet.
5. Press (⏻) to turn the cooker on.
6. Select ***White Rice***, ***Brown Rice***, or ***Steam,*** depending on the type of grain being cooked.
7. The cooking indicator light will illuminate, and the digital display will show a chasing pattern as the cooker begins heating.
8. Once the cooking cycle has completed, the cooker will beep and automatically switch to ***Keep Warm***.
9. Carefully open the lid and check steamed food for doneness.
10. Remove the steam tray. Wear a protective heat-resistant glove to prevent injury, as the steam tray will be hot.
11. When finished serving, turn the cooker off by pressing (⏻) twice and unplug the power cord.



Caution:

Do not attempt to cook more than 2 cups of uncooked rice when steaming and cooking simultaneously.

Note:

- For approximate rice cooking times and suggested rice/water ratios, see "Rice & Water Measurement Table" on pages **10.**

Meat & Vegetable
Steaming Tables

Meat	Steaming Time	Safe Internal Temperature
Fish	25 Min.	140°F
Chicken	30 Min.	165°F
Pork	30 Min.	160°F
Beef	Medium = 25 Min. Medium-Well = 30 Min. Well = 33 Min.	160°F

Vegetable	Steaming Time
Asparagus	8-12 Minutes
Broccoli	10-14 Minutes
Cabbage	7-11 Minutes
Carrots	8-12 Minutes
Cauliflower	10-14 Minutes
Corn on the Cob	20-25 Minutes
Green Beans	9-13 Minutes
Peas	6-10 Minutes
Spinach	3-5 Minutes
Squash	8-12 Minutes
Zucchini	8-12 Minutes
Potatoes	25-30 Minutes

Slow Cook

1. Add desired ingredients to the inner pot.
2. Place the inner pot into the cooker and close the lid securely.
3. Plug the power cord into an available 120V AC wall outlet.
4. Press **(⏻)** to turn the cooker on.
5. Press ***Slow Cook***. The digital display will show a flashing "2" to represent 2 hours of slow cook time.
6. Use **(+)** or **(-)** to increase or decrease slow cook time by one hour increments, up to 10 hours.

continued on the next page >>

Helpful Hints:

Parchment paper or aluminum foil may also be used while steaming. Place the paper/foil in the center of the steam tray and ensure it does not create a seal along the bottom of the tray.

Since most vegetables only absorb a small amount of water, there is no need to increase the amount of water with a larger serving of vegetables.

Steaming times may vary depending upon the cut of meat being used

To ensure meat tastes its best and to prevent food-borne illness, check that the meat is completely cooked prior to serving. If the meat is still uncooked, simply add more water to the inner pot and repeat the steaming process until the meat is adequately cooked.

Note:

- Altitude, humidity and outside temperature will affect cooking times.
- These steaming charts are for reference only. Actual cooking times may vary.

Slow Cook (CONT.)

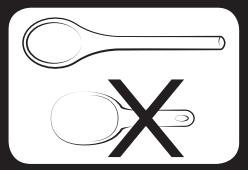
1. Once the time has been input, the cooker will beep and the digital display will stop flashing to indicate that the time has been successfully set.
2. The cooker will now begin heating. The digital display will count down in one hour increments from the input slow cook time.
3. Using caution, open the lid occasionally and stir the ingredients with a long-handled wooden or heat-safe utensil if desired.
4. Once the time has elapsed, the cooker will beep and automatically switch to ***Keep Warm***.
5. When finished, turn the cooker off by pressing **(⏻)** and unplug the power cord.

Sauté-Then-Simmer STS®

1. Place the inner pot into the cooker.
2. Plug the power cord into an available 120V AC wall outlet.
3. Press **(⏻)** to turn the cooker on.
4. Press ***Sauté-then-Simmer STS®***. The cooking indicator light will illuminate as the cooker begins to heat.
5. Add oil if desired for sautéing then close the lid securely and allow the inner pot to preheat for 2–4 minutes.
6. Once preheated, add in ingredients to sauté.
7. When finished sautéing, stir in any other desired ingredients including liquid and close the lid securely.
8. The cooker will automatically reduce its heat and switch to simmer mode once liquids are added.
9. Once all liquid has been evaporated, the cooker will beep and automatically switch to ***Keep Warm***.
10. When finished, turn the cooker off by pressing **(⏻)** twice and unplug the power cord.

Caution:

Do not use the provided serving spatula to stir soup, chili or stew. It is not intended to be used in contact with high temperatures. Instead, use a long-handled wooden or heat-safe utensil to stir while cooking.



Note:

- Slow cooking requires a small amount of liquid.
- Food should not be left in the rice cooker on ***Keep Warm*** for more than 12 hours.

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!



To Enhance and Enrich Lives.

www.AromaCo.com