

# User Manual

## Rice Cooker

MODEL: WRC301S

1. READ these instructions carefully before installing and operating the rice cooker. Keep them for further reference.
2. Record in the space below the "SERIAL NO." found on the nameplate on your rice cooker and retain this information for future reference.

SERIAL NO.:

Please save sales receipt for warranty.



**Westinghouse**

INNOVATION YOU CAN BE SURE OF

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# PRODUCT REGISTRATION

Thank you for purchasing our Westinghouse product. This easy-to-use manual will guide you in getting the best use of your rice cooker.

Remember to record the model and date code. They are on a label on the bottom of the rice cooker.

\_\_\_\_\_

Model number

\_\_\_\_\_

Serial number

\_\_\_\_\_

Date of purchase

Staple your receipt to your manual.  
You will need it to obtain warranty service.

# SAFETY INFORMATION

## DANGER

**DANGER** - Immediate hazards which **WILL** result in severe personal injury or death

## WARNING

**WARNING** - Hazards or unsafe practices which **COULD** result in severe personal injury or death

## CAUTION

**CAUTION** - Hazards or unsafe practices which **COULD** result in minor personal injury

# IMPORTANT SAFETY INSTRUCTIONS

## WARNING

When using electrical appliances, basic safety precautions should be followed, including the following:

1. Read all instructions carefully.
2. Do not touch hot surface. Use handles or knobs.
3. To protect against electric shock, do not immerse cord, plug, or base in water or other liquid.
4. To avoid possible accidental injury, this appliance should not be used by or near children or individuals without certain disabilities.
5. Unplug from outlet when to in use and before cleaning. Allow to cool before putting on or taking off parts.
6. Do not operate any appliance with a damaged cord or plug, or after the appliance has malfunctioned or has been dropped or damaged in any way or is not operating properly. Return the appliance to the nearest authorized service facility for examination, repair or adjustment.
7. The use of accessory attachments is not recommended or sold by the manufacturer may cause fire, electric shock, or injury and voids warranty.
8. Do not use outdoors.
9. Do not use the Rice Cooker/Steamer for anything other than its intended use.
10. Do not let cord hang over edge of table or counter or touch hot surface.
11. Extreme caution must be used when moving any appliance containing hot oil or other hot liquids.
12. Do not place on or near a hot gas or electric burner, or in a heated oven.
13. Do not operate Rice Cooker/Steamer in water or under running water.

## SAFETY INFORMATION

14. To reduce the risk of electric shock, cook only in removable container. Do not immerse the container in water.
15. Always attach plug to appliance first, then plug cord into wall outlet. To disconnect, turn any control to "OFF" then remove plug from wall outlet.

## SAVE THESE INSTRUCTIONS HOUSEHOLD USE ONLY

### ELECTRICAL REQUIREMENTS

#### POWER SUPPLY CORD

1. A short power supply cord is provided to reduce the risk of becoming entangled in or tripping over a longer cord.
2. If the power supply cord is too short, do not use an extension cord. Have a qualified electrician or serviceman to install an outlet near the appliance.
3. If it is absolutely necessary to use longer cord sets or an extension cord, extreme care must be exercised.
  - a) The marked electrical rating of the cord set or extension cord must equal to or be greater than the electrical rating of the appliance. The longer cord should be arranged so that it will not drape over the counter top or table top where it can be pulled on by children or tripped over unintentionally.
  - b) The extension cord should be a grounding 3-wire cord.

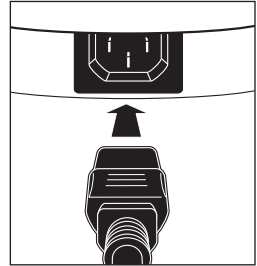
**NOTE:** Neither Westinghouse nor the dealer can accept any liability for damage to the product or personal injury resulting from failure to observe the electrical connection procedures.

# SET UP & USE

## GROUNDING INSTRUCTIONS

This appliance must be grounded. It is equipped with a 3-wire detachable cord with grounded plug. The plug must be plugged into an outlet that is properly installed and grounded.

**NOTE:** Improper use of the grounded wire can result in a risk of electric shock. Consult a qualified electrician if necessary. Do not attempt to defeat this safety features by modifying the plug.



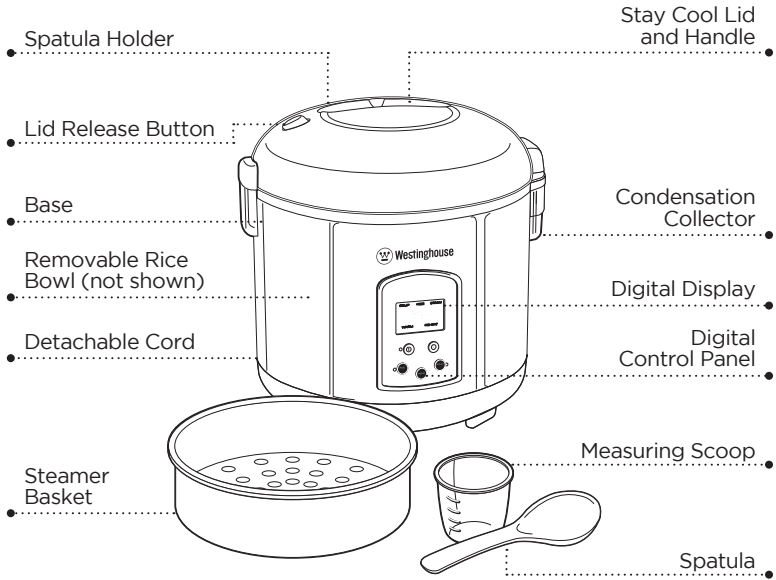
## BEFORE FIRST USE

Carefully unpack the Rice Cooker and remove all packaging materials. To remove any dust that may have accumulated during packaging, wipe the interior of rice bowl, spatula, steam tray and measuring scoop of the Rice Cooker with warm, soapy water. Do not immerse the Rice Cooker base in water or any other liquid. Wipe the exterior of the Rice Cooker with a clean damp cloth. Allow to dry thoroughly. Do not use harsh detergents or abrasive cleansers.

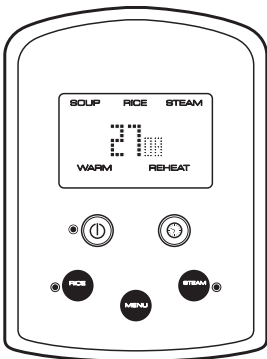
**NOTE:** When you turn on your new Rice Cooker for the first time, it may emit a slight odor for approximately 10 minutes. This is normal on first use. The odor is harmless, and should not reoccur after initial heating.

# SET UP & USE

## PARTS & FEATURES



## CONTROL PANEL



- **Power Button:** Turns the rice cooker Standby mode and Heat On when using any cook setting.
- **Time Button:** Allows you to adjust the default time of the various cooking settings.
- **Rice Button:** Programmed to cook rice with a default time of 50 minutes.
- **Menu Button:** Allows you to choose between Warm, Reheat, Soup and Steam settings.
- **Steam Button:** Programmed to steam vegetables or dumplings with a default time of 5 minutes.

# SET UP & USE

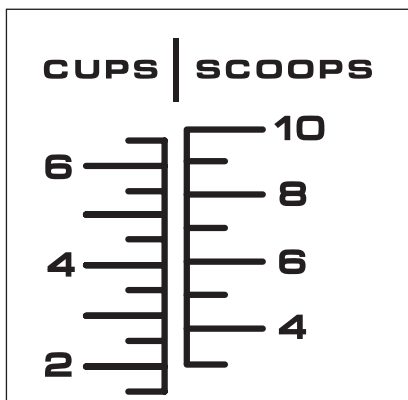
## OPERATION INSTRUCTIONS

### RICE DIRECTION

It is advised that you carefully rinse your rice before cooking. Do not rinse flavored or enriched rice or if the package clearly states not to rinse. Rinse under cold running water in a strainer until the water runs clear. Do not rinse the rice in the rice bowl, as you may damage the non-stick coating. To measure rice use the included markings in the rice bowl.

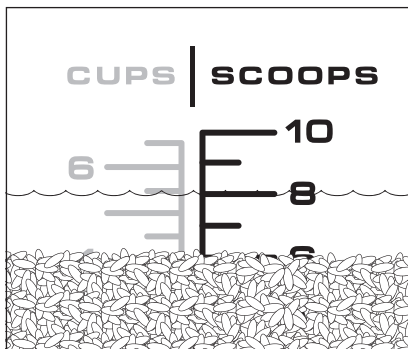
**CUPS** : Standard 8 oz. measuring cup

**SCOOPS** : Included measurement cup



### USING THE INCLUDED MEASUREMENT SCOOP

Measure the desired quantity of rice with the included measuring scoop. Rinse the rice in cold water, if required, and put into the rice bowl. Add cold water, filling to the corresponding marking under "Scoops" on the inside of the rice bowl that matches the number of scoops of rice you have used. For example: if you are using 8 scoops of rice, add enough water to reach the "8" mark in the rice bowl under "SCOOPS."



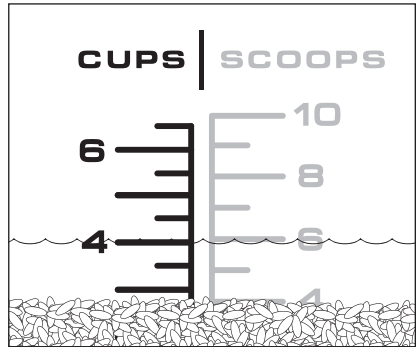
**NOTE:**

- These markings correspond to the included measuring scoop, not to the standard measuring cup amounts.
- To ensure that your rice cooker does not boil over, never pour water into the rice bowl exceeding the "MAX" level marking on the side of the rice bowl.

# SET UP & USE

## USING STANDARD MEASURING CUP

Refer to the cooking instructions on the package of rice you are using. Follow the ratio, and adjust according to suit your preferences. Alternatively, use the marking under “CUPS” on the inside of the rice bowl as a guideline. Measure the desired quantity of rice with a measuring cup (160 mL/8 oz). Rinse the rice in cold water, if required, and put into the rice bowl. Add cold water; filling to the corresponding marking on the inside of the rice bowl that matches the number of cups of rice you have used. For example: if you using 4 cups of rice, add enough water to reach the “4” mark in the rice bowl under “CUPS.”



**NOTE:**

- Always add rice to the bowl before adding water, otherwise you will have too much water.
- To ensure that your rice cooker does not boil over, never pour water into the rice bowl exceeding the “MAX” level marking on the side of the rice bowl.

## RICE TO WATER MEASUREMENT CHART

Please note that these are only suggested ratios. Different types of rice require different ratios of rice to water. It is advisable to adjust the ratios to suit your own tastes and preferences.



TYPE OF RICE	AMOUNT OF WATER	COOKED YIELD (250 mL/8 oz cups)
<b>Long Grain White Rice</b> 4 scoops rice 6 scoops rice	up to 4 scoops mark up to 6 scoops mark	makes 10 cups makes 14 cups
<b>Basmati Rice</b> 4 scoops rice 6 scoops rice	up to 4 scoops mark up to 6 scoops mark	makes 11 cups makes 14 cups
<b>Brown Rice</b> 4 scoops rice	up to 6 scoops mark	makes 10 cups


**NOTE:** · Brown rice produces a greater volume when cooked than other varieties (approximately three to four times the volume). To prevent sputter and overflow, it is recommended that you do not cook more than 4 scoops of brown rice.



# SET UP & USE

## COOKING RICE

1. Place water and rice in rice bowl.
2. Place rice bowl in base.
3. Close rice cooker lid. The lid should “click” into place.
4. Plug cord into a 120V AC 60Hz only outlet. Ensure that the detachable plug is firmly seated into the socket located on the back of the rice cooker.
5. The word RICE should appear in the top centre of the screen. Press the  button to start the cooking process. The  light should stop flashing and the time display will start counting downwards from 5000 (50 minutes).

When the cooking is complete, the rice cooker will automatically switch into a Warm mode. This feature will keep your rice or food at serving temperature. The word WARM will automatically appear in the bottom left of the display. The time will start to count upwards to a maximum time of 90 minutes (9000). To turn off the Warm features, press the  button.

After cooking, fluff the rice with spatula, close lid and keep in the Warm mode for 10 minutes. Any excess moisture will be absorbed during that time. Fluff rice again and use the spatula to serve. This technique results in better tasting, fluffier rice.

Always turn off the rice cooker before removing rice bowl. Always wear protective oven mitts when touching the bowl.



## CAUTION

- When opening, always open lid from face, to avoid steam burns. Handle the rice bowl carefully.
- Scratching or denting the bowl might cause unsatisfactory performance.
- Before using, be sure that the outside of the rice bowl is clean and dry. Be sure that the heat sensor in the center on the inside of the base is clean, dry and cool.
- If you would like to begin another cook cycle after your cook mode is completed, you must ensure that the heat sensor on the inside of the base is clean, dry and cool. Beginning a cook cycle with a cool heat sensor will ensure your rice cooker will cook properly. If you wish to cool down the heat sensor quickly, remove the rice bowl from the unit and leave the lid open. Allow the unit to cool down while you are preparing the food or rice for your next cook cycle. The cool down process may take up to 30 minutes to complete.


# SET UP & USE

## STEAM DIRECTIONS

To steam vegetables, dumplings and other foods, use the steamer basket included with your rice cooker.

1. Prepare the food to be steamed and place into the steamer basket. Please note the larger the pieces or vegetables are, the longer it will take to cook.
2. Fill the rice bowl with a sufficient amount of water. You should fill the bowl according to how long you will be using the Steam function. If you are using the Steam cycle for a short amount of time, use less water (never less than 1 cup/250 mL under CUPS or 1.5 under SCOOPS). If you are using a longer amount of steam time, use more water (never more than 6 scoops/4 cups). Filling over the 6 marking under "SCOOPS" (4 under "CUPS") will result in the possibility of overflowing while in the steam cycle. The amount of water used to fill the rice bowl will affect the cooking time; it is advised you experiment by using the Steam setting with different amounts of water before you find an amount that suits your personal preference.
3. Place the steam basket into the rice bowl. The steam basket will sit near the top of the rice bowl, with the water underneath.
4. Close rice cooker lid. The lid should "click" into place.
5. Plug cord into a 120V AC 60Hz only outlet.
6. Press the STEAM button. The word STEAM should appear in the top right of the screen. Press the  button to start the cooking process and the steam indicator light should engage. The  light will stop flashing and the time will begin

to count downwards. The Steam function has a default cooking time of 5 minutes (0500).

- NOTE:** · If you wish to change the default time, see the heading "Changing the Default Time," pg. 12.
7. When the cooking is complete, the rice cooker will automatically switch into a Warm mode. The word WARM will automatically appear in the bottom left of the display. The time will start to count upwards to a maximum time of 90 minutes (9000). To turn off the Warm feature, press the  button.
  8. To remove steamed foods, open the lid, being careful to avoid steam. Remove food with spatula. You may remove the steamer basket, but never remove the rice bowl, unless the rice cooker power button has been placed in standby mode and the unit is unplugged. Always wear protective oven mitts when touching hot surfaces such as the steamer basket or rice bowl.




## CAUTION


Be sure to clean the condensation chamber on the side of the rice cooker body after each use. To clean, remove the chamber by pressing on the side of the plastic cover and removing by pulling outwards. Clean by running the plastic cover under warm running water. Dry thoroughly and replace by pushing the cover back into the groove on the rice cooker body. Refer to the picture located on page 13.

# SET UP & USE


## USING THE REHEAT FUNCTION

If at any time you would like to reheat rice and other foods, simply follow the instructions below:


1. Place the food into the rice bowl.
2. Place rice bowl in rice cooker.
3. Close the rice cooker lid. The lid should “click” into place.
4. Plug cord into a 120V AC 60Hz only outlet.
5. Press the MENU button until the word REHEAT appears in the bottom right portion of the LCD screen.
6. Press the  button to start the reheating process. The  indicator light will stop flashing and the time will start to count downwards from 20 minutes.
7. When the reheat cycle is complete the rice cooker will automatically switch into a Warm mode. The word WARM will automatically appear in the bottom left of the display. The time will start to count upwards to a maximum time of 90 minutes (90oo). To turn off the Warm feature, press the  button.

**NOTE:** · If you are not satisfied with the results of the reheat setting, turn the rice cooker off by pressing the  button and repeating steps 1-6 above

## HOW TO REHEAT SOUP

1. Place rice bowl in rice cooker.
2. Add soup to rice bowl. Add additional liquids as necessary, and stir contents with a wooden or plastic spoon.
3. Close lid until it “clicks” into place.
4. Plug cord into a 120V AC 60hz only outlet
5. Press the MENU button until the word SOUP appears in the top left corner of the screen. Press the  button to start the cooking process. The power indicator light should engage and the time will begin to count down. The Soup function has a default cooking time of 10 minutes.

**NOTE:** · If you wish to change the default time, see the heading “Changing the Default Time,” pg. 12.

6. When cooking is complete, the rice cooker will automatically switch into a warm mode. The word WARM will automatically appear in the bottom left of the display. The time will start to count upwards to a maximum time of 90 minutes (90oo). To turn off the Warm feature, press the  button.

## SET UP & USE


### HOW TO PREPARE DIFFERENT FOODS AT THE SAME TIME


- Two different types of food can be cooked at the same time. For example, you can cook rice at the bottom in the rice bowl and fish on the top in the steamer basket. Use regular amounts of water to cook the rice. However, some vegetables (like broccoli, Brussels sprouts and potatoes) require an additional 500 mL/2 cups of water.
- For best results, we advise you to select two recipes for which the cooking times are approximately the same.

**NOTE:** · The cooking times for all functions stated are only approximate and vary depending on quantities and personal taste.

- Follow the cleaning instructions, located at the back of this manual, after each use.


### CHANGING THE DEFAULT TIME

- When steaming and cooking soup, you may want to use a longer cooking period than those preset as Default settings. To increase the Default time, first choose the Steam or Soup Setting. You may change the default time for the SOUP and STEAM modes only.
- Press the  button will increase the cooking time. STEAM cooking time increases by 1-minute increments up to 30 minutes. SOUP cooking time increases by 5-minute increments up to 60 minutes.

- When you have chosen your desired cooking time, press the  to start cooking.

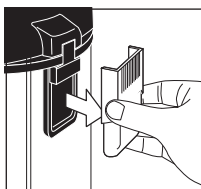
**NOTE:** · If, at the end of your cooking time, your food is not sufficiently cooked, simply reset the rice cooker and restart the appropriate cooking program.

### TIPS FOR USING THE WARM MODE

- Make sure the rice cooker is the only electrical appliance operating under one circuit. A low voltage may cause the rice cooker to not switch to the Warm mode when the cooking cycle is complete.
- If there is too much water added to the rice bowl in relation to the amount of rice, the rice cooker may stall a few minutes after the cooking cycle is complete before entering the Warm mode. The rice cooker is taking steps to ensure the rice is perfectly cooked without the addition of excess water during that time.
- If you are cooking just a small quantity of rice, less than 3 SCOOPS/2 CUPS, we do not recommend using the Warm mode. Serve small quantities of rice right after stirring.
- If you need to keep your food warm for longer than the 90 minute default time, press the menu button until the word WARM appears in the bottom left portion of the LCD screen. Press the  button to engage another Warm cycle. Please note, we do not recommend using the Warm feature for longer than 2 hours.

# CLEANING AND CARE

- It is advised that you clean your rice cooker and all of the used accessories after each use. Ensure the rice cooker is unplugged before cleaning. NEVER clean the rice cooker while it is still plugged in.
- Do not use harsh or abrasive cleansers on any part of the rice cooker. Do not immerse the main body in water. Remove the rice bowl, and the steamer basket (if used) from the main body. Wash these items in warm soapy water along with the spatula and measuring scoop. Do not use any scouring pads on the rice bowl as they will damage the non-stick coating. If rice has “baked” on the rice bowl and regular washing will not remove it, place hot soapy water into the bowl and let it sit. After allowing the bowl to soak, the rice should be loosened enough to remove. If this does not work, continue to let the rice bowl soak.
- After every use, a residue will build up on the underside of the lid plate. To clean, wipe the lid, silicone vent gasket and the large silicone ring (being careful not to remove it) with a warm, damp cloth.
- Be sure to clean the condensation chamber located on the side of the rice cooker body. To clean, remove the chamber by pressing on the sides of the plastic cover and removing by pulling outwards. Clean by running the plastic cover under warm running water. Dry thoroughly and replace by pushing the cover back into the groove on the rice cooker body.



- To clean the inside of your rice cooker,

ensure it has cooled down. Use a damp cloth to clean the inside removing remaining food and moisture. Dry thoroughly.

- To clean the main body of the rice cooker, wipe the exterior including the lid with a damp cloth. NEVER immerse any part of the main body in water or liquid. Polish the exterior of the rice cooker with a dry, soft cloth.

## HELPFUL HINTS

- Try using beef, poultry or vegetable stock instead of water for more flavorful rice.
- Experiment with different kinds of rice. Your rice cooker is perfect for many kinds of rice including Wild Rice blends, Jasmine Rice, Brown Rice and Basmati Rice.
- Rinsing your rice washes away excess starch and makes fluffier rice. Don't wash flavored or enriched rice; it will wash away flavors and valuable nutrients.
- Do not open lid during cooking or cook with lid open. Heat and moisture will escape and affect the final outcome.
- Always ensure that the outside of your rice bowl and the inside of the rice cooker body are clean and dry before starting any cooking mode.
- When cooking rice, ensure that the rice is well distributed around the rice bowl to allow for even cooking.

# TROUBLESHOOTING & WARRANTY

## BEFORE YOU CALL FOR SERVICE

IF THE RICE COOKER FAILS TO OPERATE:

- A) Check to make sure that the rice cooker is plugged in securely. If it is not, remove the plug from the outlet, wait 10 seconds and plug it in again securely.
- B) Check for a blown circuit fuse or a tripped main circuit breaker. If these seem to be operating properly, test the outlet with another appliance.

IF NONE OF THE ABOVE SOLVES THE PROBLEM, CONTACT A QUALIFIED TECHNICIAN. DO NOT TRY TO ADJUST OR REPAIR THE RICE COOKER YOURSELF.

## CUSTOMER SERVICE

# IMPORTANT

## DO NOT RETURN THIS PRODUCT TO THE STORE

If you have a problem with this product, please contact the W Appliance Co. Customer Satisfaction Center at 1-855-855-0294.

**DATED PROOF OF PURCHASE, MODEL # AND DATE CODE  
REQUIRED FOR WARRANTY SERVICE**

## TROUBLESHOOTING

Troubleshoot your problem by using the chart below. If the rice cooker still does not work properly, contact W Appliance Co. customer service center or the nearest authorized service center. Customers must never troubleshoot internal components.

TROUBLE	POSSIBLE CAUSE	POSSIBLE REMEDY
Rice is too dry/hard after cooking	Not enough water added before cooking process	Depending on how dry the rice is, add $\frac{1}{2}$ to 1 cup of water to rice and stir. Close lid and press the $\text{\textcircled{O}}$ button to start cooking process. Repeat as necessary until rice is soft and moist.
Rice is too moist/soggy after cooking	Excess moisture	Use spatula to stir rice. Close the lid and allow to remain on Warm mode for 10-30 minutes as needed.
The bottom layer of rice is browned/caramelized	Excess starch	Rice should be rinsed thoroughly before cooking.

# TROUBLESHOOTING & WARRANTY

## LIMITED WARRANTY

Westinghouse brand is used under license. Any repair, replacement, or warranty service, and all questions about this product should be directed to W Appliance Co. at **1 (855) 855-0294** from the USA or Puerto Rico.

W Appliance Co. warrants to the original purchaser that the product will be free from defects in material, parts and workmanship for the period designated for this product. The warranty commences the day the product is purchased and covers up to a period of **1 year (12 months) for labor/1 year (12 months) for parts (manufacturing defects only)/carry in service.** W Appliance Co. agrees that it will, at its option, replace the defective product with either a new or remanufactured rice cooker equivalent to your original purchase during the warranty period.

**Exclusions:** This warranty does not apply to the below:

1. If the appearance or exterior of the product has been damaged or defaced, altered or modified in design or construction.
2. If the product original serial number has been altered or removed or cannot be readily determined.
3. If there is damaged due to power line surge, user damage to the AC power cord or connection to improper voltage source.
4. If damage is due to general misuse, accidents or acts of God.
5. If repair attempts are done by unauthorized service agents, use of parts other than genuine parts or parts obtained from persons other than authorized service companies.
6. On units that have been transferred from the original owner.
7. On products that have been purchased as refurbished, like new, second-hand, in a "As-Is" or "Final Sale" terms.
8. To products used in a commercial or rental setting.
9. To products used in settings other than ordinary household use or used other than in accordance with the provided instructions.
10. To damages for service calls for improper installations.
11. To glass parts and other accessory items that are included with the unit.
12. Transportation and shipping costs associated with the replacement of the unit.
13. Food loss for loss due to product failure or delay in service, repair or replacement.
14. Service calls to instruct you how to use your rice cooker.
15. Service calls to repair or replace the house fuse, reset the circuit breaker or correct the wiring in the house.

REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CUSTOMER; W Appliance Co. SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT, EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW. ANY IMPLIED WARRANTY OF MERCHANTABILITY OF FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED TO THE DURATION OF THE WARRANTY.

Some states do not allow the exclusion or limitations of incidental or consequential damages, or limitations on how long the warranty lasts. In these cases the above exclusions or limitations may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

**Obtaining Service:** To obtain service, product literature, supplies or accessories please call **1 (855) 855-0294** to create a ticket for exchange/repair. Please make sure to provide the date of purchase, model number and a brief description of the problem. Our customer service representative will contact you or send detailed return instructions.

W Appliance Co. does not warrant that the appliance will work properly in all environmental conditions, and makes no warranty and representation, either implied or expressed, with respect to the quality, performance, merchantability, or fitness for a particular purpose other than the purpose identified within this user's manual. W Appliance Co. has made every effort to ensure that this user's manual is accurate and disclaims liability for any inaccuracies or omissions that may have occurred. Information in this user's manual is subject to change without notice and does not represent a commitment on the part of W Appliance Co.. W Appliance Co. reserves the right to make improvements to this user's manual and/or to the products described in this user's manual at any time without notice. If you find information in this manual that is incorrect, misleading, or incomplete, please contact us at **1-855-855-0294**.

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