

사용설명서

Operating Instruction

使用说明书

CR-3032

CUCKOO

always new

happiness

NO.1 CUCKOO

Mechanical type Electric Rice Cooker/Warmer



design

love

emotion

CUCKOO ELECTRONICS CO., LTD.

CONTENTS

저희 쿠쿠 전기 밥솥을 구입해 주셔서 대단히 감사 드립니다.

이 설명서를 잘 읽으시고 사용방법에 따라 정확하게 사용하십시오. 그리고 설명서는 보관해 두었다가 필요할 때 보시면 아주 유용합니다.

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感谢您选购 CUCKOO 福庫电子的电压力饭煲

*请您在使用前仔细阅读此说明书，并按照正确方法使用；
阅读后请妥善保管，以备日后查阅。

*说明书中的图片可能与实物有所不同，以实物为准。

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Thank you very much for purchasing "CUCKOO"
Electric Rice Cooker/Warmer

Read all instructions before use.
Save these instructions for future reference.

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IMPORTANT SAFEGUARDS

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

- ▶ Read all instructions.
- ▶ Do not touch hot surfaces. Use handles or knobs.
- ▶ To protect against electrical shock do not immerse cord, plugs in water or other liquid.
- ▶ Close supervision is necessary when this appliance is used by or near children.
This appliance is not intended for use by young children or infirm persons without supervision.
Young children should be supervised to ensure that they do not play with the appliance.
- ▶ Unplug from outlet when not in use and before cleaning. Allow to cool before putting on or taking off parts.
- ▶ Do not operate any appliance with a damaged cord or plug, or after the appliance malfunctions, or is dropped or damaged in any manner.
Return appliance to your nearest authorized service facility for examination, repair, or electrical or mechanical adjustment.
- ▶ If the supply cord is damaged, it must be replaced by a special cord or assembly available from the manufacturer or its service agent.
- ▶ The use of accessory attachments not recommended by the appliance manufacturer may cause injuries.
- ▶ Do not use outdoors.
- ▶ Do not let cord hang over edge of table or counter, or touch hot surfaces.
- ▶ Do not place on or near a hot gas or electric burner, on in a heated oven.
- ▶ Extreme caution must be used when moving an appliance containing hot oil or other hot liquids.
- ▶ 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.
- ▶ Do not use appliance for other than intended use.
- ▶ Do not obstruct the steam vent hole with any articles, e.g.a piece of cloth.
- ▶ Do not place the inner pot directly over flame for cooking.

SAVE THESE INSTRUCTIONS.

ADDITIONAL SAFEGUARDS

- ▶ Avoid touching hot parts : outer lid, inner pot, inner lid and especially the steam vent hole.
- ▶ Do not switch on when the main body is empty.
- ▶ Make sure that heating plate and the magnetic switch are clean and dry whenever putting the inner pot into the cooker.
- ▶ Do not use sharp instruments to clean the inner pot as these will damage the non-stick coating.
- ▶ A short power-supply cord is to be provided to reduce the risk resulting from becoming entangled in or tripping over a longer cord.
- ▶ Longer detachable power-supply cords or extension cords are available and may be used if care is exercised in their use.
- ▶ This appliance is intended to be used in household and similar applications such as :
 - staff kitchen areas in shops, offices and other working environments;
 - farm houses;
 - by clients in hotels, motels and other residential type environments;
 - bed and breakfast type environments.

SHORT CORD INSTRUCTIONS/SPECIFICATIONS

- Note : A. A short power-supply cord (or cord set) is to be provided to reduce the hazards resulting from becoming entangled in or tripping over a longer cord.
- B. Longer cord set or extension cords are available and may be used if care is exercised in their use.
- C. If a long cord set or extension cord is used.
- (1) the marked electrical rating of the cord set or extension cord should be at least as great as the electrical rating of the appliance.
 - (2) if the appliance is of the grounded type, the extension cord should be a grounding-type three-wire cord, and
 - (3) the longer cord should be arranged so that it will not drape over the counter top or tabletop where it can be pulled on by children or tripped over accidentally.

CAUTION : During use, the internal parts of the rice cooker and the area around the steam vent are **HOT**.
Keep out of reach of children to avoid possible injury.

제품규격/Specifications / 产品规格

모델명 / Model Name / 型号		CR-3032
전원 / Power Supply / 额定电压		AC 120V , 60Hz
소비전력 / Power Consumption / 额定功率 (approx.) W	취사 / Cooking / 煮饭	1460W
	보온 / Keeping Warm / 保温	160W
취사용량 / Cooking Capacity / 煮饭容量 L (Cups)	백미 / White Rice / 白米	1.8-5.4L(5-17.5 杯)
코드길이 / Power Cord Length / 电源线长度 m (ft)		1.4m/4.6ft/1.4 米
외형크기 / Dimension / 外形尺寸 cm (in)	폭 / Width / 宽	37.7cm(18.9in)
	높이 / Height / 高	37.3cm(13in)



CAUTION FOR SAFETY

- The following must be observed to use the product safely and correctly to prevent accidental and dangerous situations.
- 'Warning' and 'Caution' are different as follows.

Warning

This means that the action it describes may result in death or severe injury.

Caution

This means that the action it describes may result in injury or property damage.



- This sign is intended to remind and alert that something may cause problems under the certain situation.
- Please read and follow the instruction to avoid any harmful situation.



- Indicates a prohibition.



- Indicates an instruction.

Warning

(Do not)

Do not use the cooker near hot objects such as stove, gas stove or expose to direct sun light.



- It can cause an electric shock, fire, transformation or discoloration. Please check the power cord or plug frequently.

Please pay careful attention not to get any water or chemicals on the cooker.



- It can cause an electric shock or fire.

Keep the cooker out of children's reach.



- It can cause burns, electric shock or injury.

Do not sprinkle water on the cooker.



- It can cause an electric shock or fire.
- If it contacts water, please separate power cord and contact dealer or service center.

Do not plug and unplug the power cord over and over unnecessary.

- It can cause an electric shock or fire.

Do not bend, tie or pull the power cord by force.



- It can cause an electric shock or short circuit resulting in fire. Please check the power cord and plug frequently.

Keep your hand and face away from the steam outlet.



- It can cause burns.
- Especially keep it out of children's reach.

Do not open the top cover while in heating and cooking.



- It can cause burns.

CAUTION FOR SAFETY



Warning

(Do not)

Use a single socket with the rated current above 15A.



- Using several lines in one socket can cause overheating resulting in fire. Please check the power cord or plug frequently.
- Use an extension cord with a rated current above 15A.

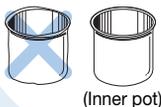
Do not use damaged power cord, plug or loose socket.



- Please check the power cord frequently for damage.
- Serious damage can cause electric shock or fire.
- If the plug is damaged, contact the dealer or service center.

Do not use pots that are not designed for the cooker.

Do not use abnormal pot and do not use cooker without the inner pot.



- It can cause an electric shock or fire.

Do not use on a rice chest or a shelf.



- Do not wedge the power cord between furniture. It can cause an electric shock resulting in fire. Please check the power cord or plug frequently.
- When using on furniture, automatically released steam can cause damage, fire, and an electric shock.

Do not use it without the inner pot.



- It can cause an electric shock or malfunction.
- Do not pour rice or water without the inner pot.
- If rice or water gets in then do not turn the product over or shake it, please contact the dealer or service center.

Don't spray or put any insecticide or chemicals on the cooker.



- It can cause an electric shock or fire.
- In case cockroach or any insects get inside of the cooker please call a dealer or a service center.

Do not alter, reassemble, disassemble or repair.



- It can cause fire, electric shock or injury.
- For repair, contact dealer or the service center.

Do not insert alien substance such as metal rods inside the Product.



- It can cause an electric shock or fire.

Do not change, extend or connect the power cord without the advice of a technical expert

- It can cause an electric shock or fire.

Do not place the product near dusty places or near chemical substances.

- Do not place the product near combustible gas or near inflammables.
- It can cause an explosion or fire.

Do not move the product by pulling or grabbing power cord.

- Electric short might cause fire.



CAUTION FOR SAFETY

⚠ Warning

! (Remember)

Do not plug or pull out the power cord with wet hands.



- It can cause an electric shock.

Remove any foreign substance on the cord and plug with a clean cloth.



- It can cause fire. Please check the power cord and plug frequently.

Be careful not to harm your hand when opening the cover.



- Do not leave the cover opened. It might cause accident.

Be careful that both the plug and power cord are not chewed by animal or damaged by sharp metal materials such as nails.



- Damages by impact can cause an electric shock or fire. Please check the power cord or plug frequently.

Do not place heavy objects on the power cord.



- It can cause an electric shock or fire. Please check the power cord and plug frequently.

Clean any dust or alien substance off the temperature sensor, heating plate and inner pot.



- It can cause a system problem or fire.

⚠ Caution

⊘ (Do not)

Do not touch the metallic surface of the inner pot and heating plate after cooking or warming.



- It can cause burns.

Do not use over the maximum capacity.



- It can cause overflow or breakdown.
- Do not cook over stated capacity for cooking of chicken soup and congee.

Do not cover the steam outlet with a duster, a towel or a pron, etc.



- It can cause a transformation or a breakdown.

Please pull the plug out when not in use.



- It can cause electric shock or fire.
- Use AC 120V only.

When warming, please close the cover and turn on the power.

- It may cause rice discolor or/and rice to stink.

If possible, only use warming function when cooking white rice. Other foods are easily discolored.

Take out the Rice scoop before warming.

- It may cause rice discolor or/and rice to stink.

CAUTION FOR SAFETY



⚠ Caution

🚫 (Do not)

Don't use for various purpose for inner pot. and do not heat up the inner pot on the gas stove.



- It can cause the deformation of the inner pot.
- It can cause to spill the inner coating.

Please only use the cooker for it's intended purpose.



- It can cause malfunction or smell.

Do not drop or impact the cooker.



- It can cause a safety problem.

Do NOT use near wall or furniture. Otherwise wall or furniture may be damaged, discolored or deformed due to vapor or heat.

- When using in drawer cabinet etc, ensure that no vapor enters it.

Use product only on a flat surface. Do not use on a cushion. Please avoid using it on an unstable location prone to falling down.



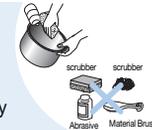
- It can cause malfunction or a fire. Please check the power cord and plug frequently.

Do not place on rough top or tilted top.



- It can cause bumps or malfunction.
- Be careful to install the power cord which does not disturb to pass.

Please call customer service if the inner pot coating peels off.



- Oven coating may wear away after long use.
- When cleaning the inner pot, do not use tough scrubber, metallic scrubber, brush, abrasive metallic etc.

⚠ Caution

! (Remember)

Please contact dealer or service center if there is a smell or smoke coming from the cooker.



- First pull out the power cord. And contact dealer or the service center.

Please pull out the plug when not in use.

- It can cause an electric shocks or fire.

Do NOT pull out or damage steam vent or steam vent seal packing.

- In case steam vent or steam vent seal packing is separated or damaged, stop using the device and contact your representative or service center.

Keep steam vent always clean with no foreign matters near it.

In case Cooking switch refuses to be pressed or does not work before or after use, contact your representative or service center.



Please clean the body and other parts after cooking.



- It can cause the transformation or smell.

To clean the product, wait until it cools down.

- Touch hot area may become a cause of burn.

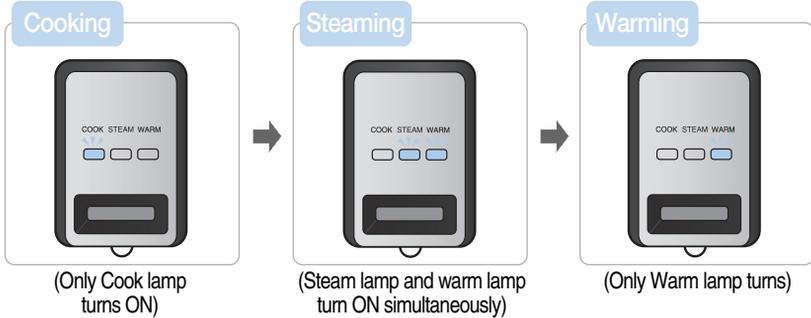
When you pull out the power plug, don't pull by the power cord. Please, safely pull out the power plug.

- If you inflict impact on power cord, it can cause an electric shock or fire.



STEAM DISPLAY LAMP

- This product includes steam lamp that indicates that the rice is being settled in steam after cooking.
- To enhance rice taste, keep the lid open after cooking is completed and steam settlement lamp turns OFF.



NOTE :

- When power is supplied for the first time: Only warm lamp turns ON
- When cooking : Only Cook lamp remains ON
- When steam goes on: Steam lamp and Warm lamp remain ON simultaneously (Cook lamp turns OFF)
- In Warm mode : Only Warm remains ON. (Steam lamp turns OFF)
- After cooking is completed, Steam lamp remains ON : For 15 to 20 minutes. (Lamp ON time may vary depending on rice volume, nearby environment and temperature.)
- As Steam lamp reacts to the inside temperature of product, Steam lamp turns ON also when boiling water for product management. Steam lamp turns OFF after water boiling is completed and product cools down.
- To use continuous cooking, cool down product sufficiently.

REMEMBER

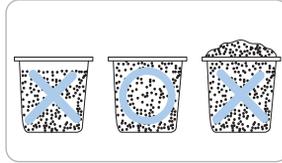
- 1 Be sure to observe steaming time.**
 - ▶ The optimal steam time is 15 to 20 minutes. (Open the lid after steam lamp turns OFF.)
 - ▶ The time at which steam lamp turns OFF may vary depending on rice volume, nearby environment and temperature.
- 2 Steam display lamp may not be manipulated arbitrarily.**
 - ▶ Steam lamp is designed to turn ON only when cooking is completed or certain temperature is reached through water boiling etc for product management.
 - ▶ Steam display lamp may not be turned ON or OFF arbitrarily.
- 3 Steam display lamp works according to product temperature.**
 - ▶ Even if the lid is opened or inner pot is taken out while Steam lamp has not been turned OFF, Steam lamp remains ON.
 - ▶ Steam lamp turns ON when product is heated through cooking or water boiling etc, and it turns OFF automatically when product is cooled down after steams are settled for 15 to 20 minutes. To get the best taste of rice, open the lid only after Steam lamp goes OFF.

HOW TO USE



1 Adjust the rice according to the measuring cup.

- ▶ One measuring cup of rice is 360ml, or two adult servings.
- ▶ Half a measuring cup of rice is 180ml, or one adult serving.



2 Wash rice in container other than Inner pot.

- ▶ How to rinse rice
 - ① Rinse rice by rubbing it 20 times or so with palm in a separate container.
 - ② Rinse rice sufficiently until clear water comes out.
 - ③ For better taste of rice, cook washed rice after leaving it for 30 minutes or so in sieve.



3 Put washed rice in Inner pot and adjust water amount.

- ▶ The graduations of Inner pot serve as the criteria to adjust water level. For instance, to cook rice for 15 servings, put 7.5 measuring cups (2 servings) of washed rice into the Inner pot, and adjust water precisely so that water may be filled up to graduation of 15.

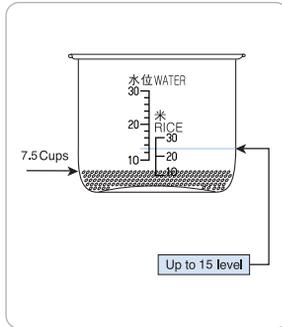
※ Water may be adjusted accurately only if Inner pot is placed at horizontal place.

▶ Water Amount:

- When rice is swollen sufficiently ————— Pour less water than specified amount.
- For thicker rice ————— Pour less water than specified amount.
- When cooking with long-stored rice ————— Pour more water than specified amount.
- For soft-boiled rice ————— Pour more water than specified amount.

▶ CAUTION

- If rice and water amounts are not adjusted precisely, rice won't be cooked to desired condition.
- If rice amount exceeds maximum rice graduation, rice may not be cooked.



4 Put Inner pot and close the lid tightly.



5 Connect power plug, and press Cooking switch.



6 Once cooking is completed, the cooker enters Warm mode automatically.

(Steam lamp and Warm lamp turn ON simultaneously, and Steam lamp turns OFF in 15 to 20 minutes.)



7 Stir rice evenly after Steam light goes OFF. After eating rice, keep it in Warm mode.





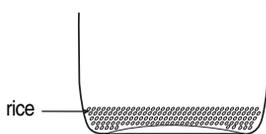
HOW TO USE

How to use cooking silicone pad

1

Washing the rice

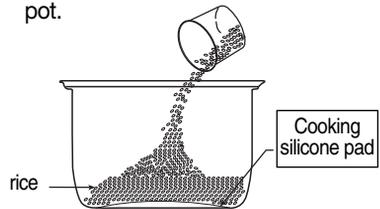
Wash the rice thoroughly in a separate bowl.



2

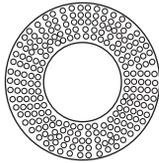
Put in the rice

Place the cooking silicone pad properly on the bottom, then pour in the washed rice slowly into the inner pot.

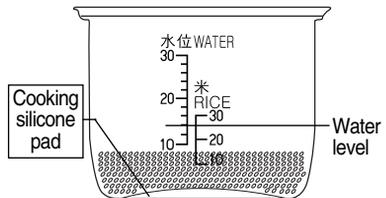


3

Adjust the water quantity



The state of the cooking silicone pad.



2. Use caution while using the cooking silicone pad.

- ① The cooking silicone pad is not harmful to human health. It is safe to use.
 - ② Let the rice settle in its own steam (for 15min to 20min) after cooking, then make sure to take out the cooking silicone pad after mixing the rice thoroughly. If you leave the cooking silicone pad inside when warming the rice, it may cause bad odor or spoiling of the rice.
 - ③ Wash the cooking silicone pad cleanly before using. If not, the foreign substance left in the cooking silicone pad cause unpleasant odor or spoiling of the rice.
 - ④ To clean the cooking silicone pad, soak it in the water and rub it smoothly with the sponge.
- ※It may cause melanization on the parts (in the middle of the oven and outer side) where cooking silicone pad don't reach.

HOW TO MANIPULATE THE COOKER



How to manipulate the cooker

When manipulating Inner pot, use neutral detergent and sponge.



Keep inner pot always clean, lest foreign matters should be stuck to hotplate.



Wipe the body frequently with a dry cloth etc.



Wash inner lid and accessories and wipe them with a dry cloth.



※ Caution when cleaning inner pot

When cleaning the inner pot, do not clean it with sharp cutlery (fork, spoon etc) placed in the pot.

- It can cause damage on the inner pot coating.

Take note

- ▶ Once cooking is completed, wipe off the water remaining on the body with a dry cloth
- ▶ While using the cooker, drain the water of water gutter always and keep water gutter clean. (Otherwise, water stain, odor or bacterial proliferation may occur.)
- ▶ Steam vent is not separable. (Do NOT pull it out forcefully, or it may be damaged.)
- ▶ In case, foreign matter enters steam vent, be sure to contact dealer or service center. (If foreign matter is taken out forcefully, the rubber packing inside steam vent may be damaged or vapor may leak out.)
- ▶ Check for foreign matter in steam vent and wipe steam vent always with a dry cloth before and after cooking.



HOW TO USE / TAKE NOTE

Take note

1. To remove odor during Warming:
 - ① Pour water in Inner pot up to the graduation for 10 servings cooking.
 - ② Close the lid of Inner pot, and press Cooking button.
 - ③ Leave the water boiling for 10 minutes or so, and switch to Warm mode.
 - ④ When water is cooled down properly, remove the inner pot and inner lid and wash them clean.
2. After product is opened, foreign matters may be stained at the inner pot.
Wash Inner pot clean before using it.
3. If the separable cover is not attached, warming performance may be drops.
Do not forget to attach the separable cover before use.
4. NEVER use inner pot for purpose other than rice cooking. If inner pot is used for other purpose, remove odor in the method provided in paragraph 1 before cooking.
5. What is melanoising about?
In this warming rice cooker, rice at the bottom becomes a slightly yellowish tone. This is a phenomenon called melanoising which is intended to produces the unique soothing flavor and taste of rice.
6. During warming, 'click' sound may occur from the product. This sound indicates that thermometer is working properly and does not mean failure.
7. This rice cooker is designed so that power be supplied and lamp illuminate even when Inner pot is not in place. (When the rice cooker is not used, pull out power plug.)
8. Steam light is designed to turn ON simultaneously with 'Warm' light whenb cooking is completed and cooker is converted to Warm mode.
(Steam light turns OFF in 15 to 20 minutes. The time at which Steam light turns OFF may vary depending on rice amount, nearby environment or temperature.)
9. Steam light works only within proper temperature range.
(Steam light may not be turned ON or OFF arbitrarily.)
10. If the inside temperature of product is high after cooking or through water boiling etc for product management, steam light remains ON even if the cooker is in steam condition.
11. For details on steam light, see the steam display light of page 20 in USER MANUAL.

CHECK BEFORE ASKING FOR SERVICE

- ▼ If the cooker is not used according to specified procedure, it may not work properly even though the symptom is not a failure.
 If rice is not cooked properly or warm is abnormal, check the condition per the checklist below.
 If abnormality still persists even after checking, consult customer care center.

Symptom	Checkpoint	Action
Rice water overflows	<ul style="list-style-type: none"> Was there too much water added beyond the criteria water level? Was the rice cooked without inner lid attached? 	<ul style="list-style-type: none"> Open the lid and take out water. Attach inner lid.
Cooked rice is: <ul style="list-style-type: none"> Too thick Half-cooked Too soft-boiled 	<ul style="list-style-type: none"> Is water adjusted to proper level? Is there any foreign matter stuck at the outer bottom of inner pot, or is the bottom of inner pot uneven? Wasn't the lid open before the steam lamp turned off after conversion to mode? Wasn't the power cut or did the cooking switch go off while the rice was cooking? 	<ul style="list-style-type: none"> Adjust water level to measurement graduation depending on rice amount. Clean foreign matters. Keep the lid closed and let the steam settle as long as possible. Do not touch Cooking switch until rice cooking is completed and the switch turns OFF automatically.
Rice is scorched and stuck to inner pot.	<ul style="list-style-type: none"> Was the rice washed properly? Was Cooking switch pressed forcefully even after the rice cooking was completed and the cooker switched to warm mode? Was the rice cooked without the scorched trace at the bottom of the inner pot washed off? Wasn't there any foreign matters stuck between the heating plate and inner pot when rice was cooked? Was the rice scorching proof plate used? 	<ul style="list-style-type: none"> Wash rice thoroughly. Once rice cooking is completed, NEVER press Cooking switch. Wash the inner Pot thoroughly. Clean the heating plate and inner pot so foreign matter does not stick to them. Use cooking silicone pad plate when cooking rice. (See page 22.)
Cooked rice has odor or is discolored warm mode.	<ul style="list-style-type: none"> Is the lid closed tightly? Does power plug refuse to be pulled out during warming? Was there any rice paddle, cold rice or other grains during warming? Was the amount of rice used too small? 	<ul style="list-style-type: none"> Close the lid completely to allow no gap. Keep power socket plugged always during warming. Do NOT put in rice paddle, cold rice or other grains. If the amount of rice to remain in warming mode is small, gather rice at the center of inner pot during warming.
Steam lamp is ON before pressing Cooking switch.	<ul style="list-style-type: none"> Did you try continuous cooking before Steam lamp turns OFF when doing continuous cooking? Did you boil water for product management immediately before use? 	<ul style="list-style-type: none"> If product temperature drops below certain temperature, Steam lamp turns OFF automatically. Cool down product sufficiently, and then use it. Steam lamp is designed to work at certain temperature.
Steam lamp is OFF after cooking is completed.	<ul style="list-style-type: none"> Did you press Cooking switch forcefully? Did you cook an amount of rice for less than 10 servings? 	<ul style="list-style-type: none"> Cook an amount between minimum servings(10 servings) and maximum servings(30 servings). If steam lamp works abnormally even after normal use, contact the service center and dealer.

CUCKOO ELECTRONIC RICE COOKER/WARMER LIMITED WARRANTY

KEY Company, P&K USA TRADING CORP and Cuckoo Trading Canada. will repair at its option replace, without charge, your product which proves to be defective in material or workmanship under normal use, during the warranty period listed below from the date of original purchase. This warranty is good only to the original purchaser of the product during the warranty period. P&K USA TRADING CORP covers the east and the central districts, KEY Company covers the west and the central districts, Cuckoo Trading Canada covers the whole Canada.

WARRANTY PERIOD

MODEL#	#LABOR	PARTS	HOW SERVICE IS HANDLED
CR-3032	1YEAR	1YEAR	The East and the Central Districts Call : 718 888 9144 Address : 5-48 46th Rd., Long Island City, NY 11101, USA
			The West and the Central Districts Call : 323 780 8808 Address : 1137 E. 1st ST, Los Angeles CA 90033 USA
			Canada (Toronto) Call : 416 878 4561 / 905 707 8224 Address : #D8-7398 Yonge Street Thornhill Ontario Canada L4J 8J2
			Canada (Vancouver) Call : 604 540 1004 / 604 523 1004 Address : 945 Lougheed Hwy Coquitlam BC Canada V3K 3T4

No other express warranty is applicable to this product. THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY HEREIN. CUCKOO ELECTRONICS CO.,LTD, SHALL NOT BE LIABLE FOR THE LOSS THE USE OF THE PRODUCT, INCONVENIENCE, LOSS OR ANY OTHER DAMAGES, DIRECT OR CONSEQUENTIAL, ARISING OUT OF THE USE OF, OR INABILITY TO USE, THIS PRODUCT OR FOR ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY APPLICABLE TO THIS PRODUCT.

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

THE ABOVE WARRANTY DOES NOT APPLY IN THESE CASES:

- * To damages problems which result from delivery or improper installation.
- * To damages problems which result from misuse, abuse, accident, alteration, or incorrect electrical current or voltage.
- * To serve call which do not involve defective workmanship or material and explaining the operation of the unit.

Therefore, these costs are paid by the consumer.

Customer assistance numbers :

- To Prove Warranty Coverage : ► Retain your Sales Receipt to prove date of purchase
 ► Copy of your Sales Receipt must be submitted at the time warranty service is provided.

To Obtain Product, Customer, or Service Assistance and Nearest Authorized service center, Parts Distributor or Sales Dealer:

The East and the Central Districts
Call : 718 888 9144
Address : 5-48 46th Rd. Long Island City,
NY 11101, USA

The West and the Central Districts.
Call : 323 780 8808
Address : 1137 E. 1st ST, Los
Angeles CA 90033 USA

Canada (TORONTO)
Call : 416 878 4561 / 905 707 8224
Address : #D8-7398 Yonge Street
Thornhill Ontario Canada
L4J 8J2

Canada (VANCOUVER)
Call : 604 415 9858 / 604 524 8282
Address : 103-4501 North Road
Burnaby BC Canada
V3R 4R7