

Optimum
ThermoCook

PROFESSIONAL COOKING ASSISTANT



USER'S MANUAL

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WELCOME TO YOUR NEW KITCHEN ASSISTANT!

Congratulations on the purchase of the Optimum ThermoCook Multi-Function Appliance. Your new Optimum ThermoCook is suitable for use in a domestic environment and you'll very quickly see why we describe it as "your new kitchen assistant". From the first time you use your Optimum ThermoCook, it will become your "secret ally", helping you to cook like a five-star chef.

The Optimum ThermoCook features over 20 convenient functions designed to help you to create a range of impressive, nutritious and preservative-free meals your whole family will love. Here's just a selection of its functions: chopping, whipping, mixing, emulsifying, milling, kneading, cooking, blending, stirring, steaming, weighing, precise heating and much more. The unique DYI function offers the ability to memorise your favourite recipes to prepare on a regular basis.

The Optimum ThermoCook is a powerful, high quality appliance yet affordable enough for the average household – your ThermoCook will last a lifetime. Think of it as your personal kitchen assistant in a single appliance.

FOR BEST RESULTS, AND TO ENSURE YOUR SAFETY, PLEASE READ THE INSTRUCTIONS IN THIS MANUAL CAREFULLY.

FOR ADDITIONAL INSPIRATIONAL IDEAS FOR DELICIOUS RECIPES, PLEASE REFER TO THE OPTIMUM THERMOCOOK MULTI-FUNCTION APPLIANCE RECIPE BOOK.

SAFETY FIRST

Your Optimum ThermoCook Multi-Function Appliance is designed for household use, but can also be used in other similar environments, such as:

- staff kitchen areas in shops, offices and other working environments
- hotel and motel guestrooms
- bed and breakfast type environments
- other residential type environments



BEFORE USING YOUR OPTIMUM THERMOCOOK, PLEASE READ THESE SAFETY INSTRUCTIONS CAREFULLY.

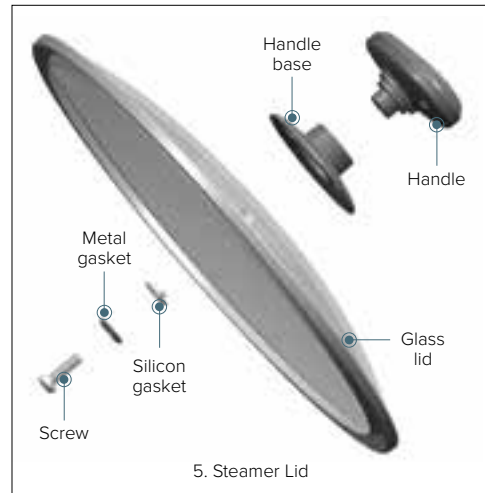
- Appliances can be dangerous if they are used incorrectly. Please ensure that anyone who uses your Optimum ThermoCook clearly understands how to operate it safely to avoid potential hazards.
- Your Optimum ThermoCook is not a toy. Do not allow children to use it; and keep it and the cord that comes with it out of their reach.
- The cutting blades on your Optimum ThermoCook are extremely sharp, and can injure you. Take care when you handle them, e.g. when you empty the bowl or clean it. Do not touch the edge of blades, and be careful to only hold the top part of the blade assembly when you place or remove it.
- Switch off your Optimum ThermoCook and disconnect it from any power supply before you change the accessories or handle any moving parts.
- Always disconnect your Optimum ThermoCook from the power supply if you need to leave it unattended; and before you assemble, disassemble or clean it.
- Please disconnect your Optimum ThermoCook from the power supply when you clean the appliance or put it away for long-term storage.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- Accessories, other than those supplied with the appliance, should not be used when operation the Optimum ThermoCook. Misuse may damage your appliance and void your warranty.
- Do not remove the lid while your Optimum ThermoCook is boiling water.
- Do not immerse your Optimum ThermoCook in water.

- Dropping your Optimum ThermoCook or allowing it to fall can seriously damage it. Please place it on stable, flat, heat-resistant surface (e.g. a bench or table); and ensure that it is at a safe distance from the edge to avoid falling. Please be aware that when you use the unit to knead dough or cut food, vibration may cause it to move; so do not leave it operating unsupervised.
- Any damage to components – including the main body, jar, and steamer – can make your Optimum ThermoCook less safe to use. Regularly check all components for damage, and if you find something wrong, please stop using the appliance and contact our After Sales Service centre.
- If your Optimum ThermoCook stops unexpectedly or appears to malfunction, switch off the power supply, unplug it from the mains, and stop using it immediately. Seek professional advice from the manufacturer, its service agent, or a similarly qualified person to identify the fault and make any repairs.
- The measuring cup is the only part that can be safely used to cover the round hole in the jar lid. Please do not use a cloth or anything similar to cover this hole, and ensure the measuring cup is placed correctly to cover it when you process food. Pay attention to the capacity mark on the blender jar.
- Be careful with hot food when you open the jar lid. Do not touch the jar when you process food that is hotter than 60°C.
- When you use the steamer, make sure that it is connected properly to the jar, and that the steamer lid is in place. Be careful of any vapour that flows out through the top or sides of the cover, as this may scald you. Regularly check that the vent hole on the steamer lid is clear to prevent the vapour from escaping elsewhere.
- When the steamer is operating, the handles are the only safe place to touch it. Touching it anywhere else may result in injury.
- After using your Optimum ThermoCook, please keep it and any of its parts that are still hot well out of children's reach.
- Food leakage can damage your Optimum ThermoCook. To avoid this, make sure that you place the blade sealing ring correctly, and use the fixing bracket to affix the blade assembly to the bottom.
- Poor ventilation can also damage your Optimum ThermoCook. To avoid this, ensure that the vents on the back of the main body are clear of any blockages.
- The 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 us of the appliance by a person responsible for their safety

IMPORTANT: FAILURE TO FOLLOW THESE SAFETY INSTRUCTIONS AND WARNINGS COULD RESULT IN SERIOUS INJURY. ADDITIONALLY, MISUSING YOUR OPTIMUM THERMOCOOK MAY DAMAGE IT AND VOID YOUR WARRANTY.

GETTING TO KNOW YOUR THERMOCOOK

This section introduces you to the key components of your new Optimum ThermoCook Multi-Function Appliance.



1. BLENDING BOWL

The stainless steel bowl has a maximum capacity of 2L, with intervals of 0.5 litres marked on the bowl.

! Caution Do not immerse the bowl in water or place it in the dishwasher. Keep the surface underneath the bowl dry.

Important:

- Do not put more than 2.0L of food into the bowl.
- Your Optimum ThermoCook will not operate if the bowl is not securely affixed to the main unit. To fix it correctly, place the bowl on the main unit body with its handle pointing to the front.

2. BLADE ASSEMBLY

- The blades in the assembly have sharp edges, and are intended for blending, chopping, mincing, ice crushing and grinding functions.
- The blades can be easily removed for cleaning.

Removing the blade assembly

- Turn the bowl upside down, and place a tea towel inside it.
- Turn the fixing bracket anti-clockwise. This will allow the blade assembly to drop down onto the tea towel.
- To re-insert the blade assembly, ensure that the black sealing ring is in place. Push the blade through the opening of the bowl. Hold it in place with one hand, while positioning the fixing bracket with the other hand. Turn the fixing bracket clockwise and the blade assembly will lock into place.

Important:

- The blades are very sharp. Cover the blade assembly with a tea towel when assembling or removing the blade base.
- Please make sure that the fixing bracket and the sealing ring are in place and locked tightly with the blade assembly. If the sealing ring is positioned incorrectly, the food inside the bowl may leak out and damage the appliance.

GETTING TO KNOW YOUR THERMOCOOK (CONTINUED)

3. BOWL LID

Your Optimum ThermoCook will only operate if both the bowl and lid are properly secured. To secure the lid, turn it clockwise until it clicks into place.

Important:

- Do not open the lid to your Optimum ThermoCook until the food in the jar stops rotating.

4. MEASURING CUP

The measuring cup serves as a part of the lid, and performs three functions:

- to prevent heat loss during cooking;
- to keep ingredients from splashing up;
- to measure ingredients with a full capacity of 100ml.

To place the measuring cup correctly, insert it into the hole of the lid and turn it.

Important:

- The measuring cup is the only part that can safely be used to cover the round opening in the lid.

ACCESSORIES

This section introduces you to the accessories that come with your new Optimum ThermoCook Multi-Function Appliance.



1. COOKING BASKET

The cooking basket serves many functions:

- **Sieving fruit and vegetable juices.** After using your Optimum ThermoCook to grind fruit or vegetables, or making fruit puree, put the basket into the bowl to help pour out the juice.
- **Stewing.** Delicate foods such as meatballs or fishballs cannot be prepared in the bowl. Place these foods into the cooking basket where they can be stewed.
- **Cooking side dishes.** Use the cooking basket to make dishes such as rice, potatoes etc.

Note: Use the small groove on the handle of the spatula to put in or take out the cooking basket.

Caution Hot steam and splashing liquids may escape from the hole in the lid if the measuring cup is not in place. Also be careful when you remove the cooking basket, as it may be hot.

ACCESSORIES (CONTINUED)

2. MIXING TOOL

The Mixing tool is ideal for whipping cream or beating egg whites. It is also ideal for preparing creamy mixtures.

Affix the mixing tool onto the blade assembly by the hole, and press it with enough force to create a good connection. Then turn the butterfly bar anticlockwise to hook the tool onto the blade.

To remove the mixing tool, simply turn it clockwise to unhook it from the blade, and pull it off.

Important:

- Do not start your Optimum ThermoCook until the mixing tool is fully fixed in place.
- Do not use above speed 4 when using the mixing tool.
- Do not use the spatula when using the mixing tool.
- Do not add ingredients into the bowl when the appliance is operating with the mixing tool installed. Doing so may damage or block the mixing tool.
- Do not use the mixing tool to knead dough.

3. SPATULA

- The included spatula is specifically designed to be used without damaging the bowl. To avoid any damage, please do not use any other tools (e.g. cooking spoons) to scrape, mix or stir food in the bowl.

Important:

- Only use the spatula in the bowl when the blades are stationary. Do not use it if the butterfly is attached.
- You can use the small groove on the handle of the spatula to hold the cooking basket.

4. STEAMER

- There are three parts to the steamer: the small 2.6 Litre steamer, large 3 Litre steamer and lid.
- The glass lid can be used on both the small steamer and large steamer, and the large steamer can sit on the small steamer. For lid assembly instructions, please see page 4.

How to use the steamer:

1. Place the bowl correctly on the unit, and add 0.5 litres of water into it.

NOTE: 30 minutes of steam cooking requires a 0.5 litre of water. For every additional 15 minutes, add an extra 250ml of water.

2. Position the steamer on the bowl so that it completely seals the bowl opening.
3. Loosely fill the steamer tray(s) with the food you want to steam. Make sure that some slots remain open so that the steam can spread evenly.


Tip: Place food that requires a longer cooking time in the small steamer; and foods that require less cooking in the large steamer.

4. Place the steamer lid on top.
5. Select 'STEAM' program and set the desired time.

The ingredients will start to cook when the water begins to boil in steam mode.

Important:

- Do not overfill the steamer with food when you operate it.
- Always ensure the steamer lid is correctly in place before you use it.

-  **Caution**

 - Your Optimum ThermoCook will become very hot during steaming, and may burn you if you touch it incorrectly. The handles on each side of the steamer attachment are the only place that is safe to touch while the steamer is operating.
 - Do not use the steamer in a microwave oven, in or any other electric appliance.
 - During the steaming process, hot steam can escape from the steamer. Please be careful of this steam when you remove the steamer lid.

5. KNEADING SHAFT

The kneading shaft can be used for kneading or stirring and mixing without cutting the food. Follow the instructions to remove the blade assembly and simply attached the kneading shaft.

- Do not go above speed level 4 when using the kneading shaft.
- Food may become stuck between the bowl walls and kneading shaft and the motor may stop for self-protection. Stop operation and use the spatula to unblock and continue operation.



Important:

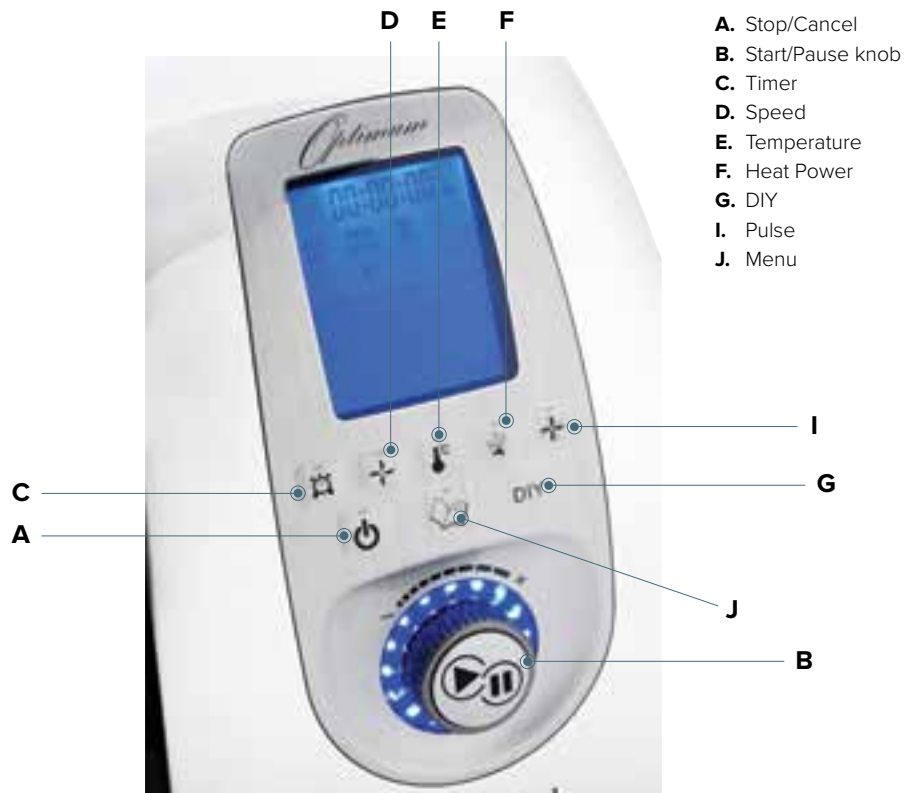
- Please make sure that the fixing bracket and the sealing ring is in place and locked tightly with the kneading bracket. If the sealing ring isn't well placed, the food being mixed or cooked may leak out and damage the appliance.

**TO ORDER REPLACEMENT PARTS, SIMPLY VISIT WWW.FROOTHIEINTERNATIONAL.COM
AND SELECT YOUR COUNTRY.**

QUICK START

1. Place your Optimum ThermoCook on a clean, stable and even surface. Do not position it too close to the edge of the surface
2. Thoroughly clean the appliance before using it (See the Cleaning and Maintenance section)
3. Plug the unit in, and turn on the switch at the back of the machine.
4. Firmly press the bowl down onto the unit with the handle pointing to the front.
5. Place the lid on top, and secure it by turning it clockwise until it clicks and locks into place.

NOTE: The Lock Failure icon  will flash on the screen if the bowl and/or lid is not fixed properly. The Lock icon  will display on the screen when the bowl and lid are fixed properly.





Stop/Cancel

When the Stop/Cancel button is pressed, the LCD backlight will illuminate allowing you to select your desired setting. Pressing this button during different stages will return your Optimum ThermoCook to the standby mode,

- During the process of choosing your desired settings.
- During operation, your Optimum ThermoCook will stop operating immediately.
- During the DIY recording process, your recording will be cancelled.

For more information about the Stop/Cancel setting refer to page 13.



Start/Pause knob

After selecting the desired setting or program on your Optimum ThermoCook, press the button on positioned on the front of the knob to start operating.

- To open the lid and remove the bowl press this button to PAUSE the operation.
- The Start/Pause knob can be used to select the desired setting. Turn the knob clockwise to increase the value, and anticlockwise to decrease it.

For more information about the Start/Pause setting refer to page 13.



Timer

To set the timer for the required length of time press the timer button and the timer icon will flash on the LCD screen indicating that you can adjust the timer.

- Use the knob to adjust the minutes between 1-60minutes.
- Press the timer button again, the seconds will flash. Turn the knob to adjust between 1-60 seconds.
- Press the timer button a third time to adjust the hours. Turn the knob to adjust between 1-12 hours.

For more information about the timer setting refer to page 13.



Speed

To adjust the speed at which your Optimum ThermoCook operates, press the speed button during the stand by mode or the operating process.

- When you push this button, the icon will flash on the LCD screen, indicating that you can adjust the speed. Turn the knob to select your desired speed, ranging from Level 1-10.

For more information about the speed setting refer to page 14.

QUICK START (CONTINUED)



Temperature and Heat Power

To adjust the temperature of your Optimum ThermoCook press the temperature button either during the stand by mode or the heating process.

- The icon will flash on the LCD screen, indicating that you can adjust the temperature. Turn the knob to select your desired temperature, ranging from 37 120°C.
- The heat power setting will automatically change to the default heating power for that temperature level.

For more information about temperature and heat power refer to page 14.



DIY

DIY

Your Optimum ThermoCook offers the ability to programme and record your own custom made settings for future use.

Please refer to the steps outlined on page 15 to record your own DIY programmes.



Pulse

The Pulse function allows you to chop and mix ingredients at maximum speed.

- Simply press and hold the pulse button for the required time (usually 3-4 seconds).
- To crush ice or grind hard food, press the button in short bursts until you achieve your desired result.

For more information about the pulse setting refer to page 15.



Menu

The menu button provides access to 15 auto programmes included with your Optimum ThermoCook.

- The functions include Smoothie, Quick Soup, Thick Soup, Chop, Saute, Stir, Knead, Steam, Stew, Warm, Reheat, Boil, Yogurt, Rice and Porridge.
- Turn the knob to select your desired programme.

For more information about the menu setting refer to page 16.

USING THE CONTROL PAD



Stop/ Cancel

- When this button is pressed, the LCD backlight will illuminate, and the lights around the knob will flash as your Optimum ThermoCook goes into standby mode. From here, you can select your desired functions.
- Pressing this button during the process of choosing your desired settings will clear all the existing settings, and return your Optimum ThermoCook to standby mode.
- Pressing this button during operation will stop your Optimum ThermoCook from operating immediately and return it to standby mode.
- Pressing this button during the DIY recording process will cancel the recording.
- Your Optimum ThermoCook will turn off automatically if you leave it idle for 30 seconds during standby mode.



Start/ Pause knob

- After selecting your desired setting or program on your Optimum ThermoCook, press this button to start it operating.
- Pressing this button during the operating process will pause operation, and put your Optimum ThermoCook into standby mode. The LCD will display PAUSE. During this pause, you can open the lid, take away the bowl, etc. However, you must ensure that you properly reposition it again before restarting operation by pressing the button again.
- Your Optimum ThermoCook will turn off automatically if you leave it idle for 10 minutes during PAUSE mode.
- You can also use this knob to select and set the timer, speed, temperature, and heat power. Turn the knob clockwise to increase the value, and anticlockwise to decrease it. Alternatively, you can choose between the 15 auto programmes.



Timer

- The LCD screen for the timer displays **00:00:00**, which indicates the hour : minute : second.
- To set the timer, press the timer button, and the minutes and timer icon will flash on the LCD screen. Turn the knob to adjust the minutes between 1-60 min. If you press the timer button again, the seconds will flash. Again, turn the knob to adjust them between 1-60 seconds. Pressing the timer button a third time will cause the hours to flash. Turn the knob to adjust them between 1-12 hours.
- If you press the timer during the operating process, your Optimum ThermoCook will start to count down directly.
- If you do not set a time or choose an auto programme, your Optimum ThermoCook will operate for 1 hour before automatically stopping. If you choose an auto programme, the maximum working time will be up to 12 hours.
- If the motor is working or selected to work, and you do not choose an auto programme, the maximum working time is also 1 hour. Again, some auto programmes may have maximum working times of up to 12 hours.

USING THE CONTROL PAD (CONTINUED)



Speed

- To adjust the speed at which your Optimum ThermoCook operates, press this button during either stand-by mode or the operating process (Note: in some auto programmes, the speed is fixed and cannot be adjusted).
- When you push this button, the speed icon will flash on the LCD screen, indicating that you can adjust the speed. Turn the knob to select your desired speed, ranging from Level 1-10.
- You can adjust the speed between Levels 1-10 during both the blending and heating processes. However, if the temperature is set to – or reaches – over 60°C, you can only adjust the speed up to Level 4. If your Optimum ThermoCook was working at a higher speed, it will drop to Level 4 automatically when it reaches this temperature.
- Do not increase the speed higher than Level 4 when using the mixing tool.
- Your Optimum ThermoCook has two gears, so it is normal to hear a brief noise before the motor starts working. You will also hear this noise when you change the speed between Levels 5 and 6.
- Crushing or chopping hard food, or large volumes of food at high speeds can cause vibration. To avoid this, select Level 5 speed first, then gradually increase to Level 10.



Temperature

- To adjust the temperature, press this button either during stand-by mode, or during the heating process (Note: in some auto programmes the temperature is fixed, and cannot be adjusted).
- The temperature icon will flash on the LCD screen, indicating that you can adjust the temperature. Turn the knob to select your desired temperature, ranging from 37-120°C.



Heat Power

- When you adjust the temperature, the heat power setting will automatically change to the default heating power for that temperature level.
- To change the heat power, press this button either during stand-by mode, or during the heating process (Note: in some auto programmes, the temperature is fixed and cannot be adjusted).
- The heat power icon will flash on the LCD screen, indicating that you can now adjust the heat power. Turn the knob to select your desired heat power, ranging from Level 1-10.
- Low power will allow you to have more precise control over the temperature; while High power will heat food quicker.
- However, some sticky foods may end up burning the base of the bowl at high temperatures. To reduce this risk, select a low heat power for these foods. Additionally, if you only have a small volume of food that requires a precise temperature, select Low heat power.
- Your Optimum ThermoCook will not operate if you have selected a heat power setting, but not a temperature setting. We recommend following the default heat power setting when you select different temperature levels.

DIY**DIY**

- Your Optimum ThermoCook has three DIY programmes. Use these programmes to record custom settings for future use.
- To record your own DIY programme: Press this button, and the icon will flash on the LCD screen. Press the button again to select between the three options:
- When the icon flashes, press and hold the DIY button for 5 seconds until the screen shows STEP:01
- Set your desired speed, temperature, heat power, and time; then press the DIY button again. You will see STEP:02 flash on the screen. Adjust the settings for this step, repeat the previous until the end of the programme, up to maximum STEP:20. When you are finished, hold the DIY button again for 5 seconds to save and record.
- To operate your desired DIY programme: Press the DIY button, select your desired DIY function, and press START to begin the recorded programme .
- If you press the Stop/Cancel button while you are recording, the machine will stop recording and abandon the programme.
- To revise any DIY programme settings: If you need to revise previous settings while you are recording the programme, press the DIY button. This will cycle through the available programme steps from STEP:01 until STEP:20, then return back to STEP:01.
- When a DIY programme is operating, your Optimum ThermoCook will stop for 10 seconds at the end of each step and beep. This allows you to PAUSE the machine and add any ingredients you need for the next step. If you leave it idle during these 10 seconds, your ThermoCook will continue with the next step in the programme.
- While the DIY programme is operating, you can adjust all settings without changing the recorded programme.

**Pulse**

- The Pulse function allows you to chop and mix ingredients at maximum speed. To use this function, simply press and hold this button for the required time (usually 3-4 seconds).
- To crush ice or grind hard food, press the button in short bursts until you achieve your desired result.

Note: You cannot use the Pulse function if the temperature in the bowl is over 60°C.

- **Caution** • If the measuring cup is not locked into position when using this function, ingredients might splash, resulting in burns. We recommend always locking the measuring cup into place before using the Pulse function.
 - Do not use mixing tool with this function.

USING THE CONTROL PAD (CONTINUED)



Menu

- Press the Menu button to access any of the 15 auto programmes:
- Turn the knob to select your desired programme.
- Once the programmes QUICK SOUP, THICK SOUP, STIR, STEW, REHEAT, BOIL, RICE, or PORRIDGE finish, “End” will appear on the LC screen. If you leave your Optimum ThermoCook idle for 5 minutes after this, it will automatically enter WARM mode for up to 12 hours until you manually stop it.
- Some settings in certain auto programmes are fixed, and cannot be adjusted.

Programme setting

Although the settings for some auto programmes are not adjustable, many can be adjusted to suit your needs. The table below outlines which settings you can adjust for each programme.

Program	Description	Program	Description	Program	Description
SMOOTHIE	No settings adjustable	STEW	Time adjustable from 1-12 hours	CHOP	Time adjustable from 1-10 minutes
QUICK SOUP	Time adjustable from 15-60 minutes	WARM	Time adjustable from 1-12 hours	SAUTE	Time adjustable from 1-30 minutes
THICK SOUP	Time adjustable from 15-60 minutes	REHEAT	Time adjustable from 30-60 minutes	BOIL	No settings adjustable
YOGURT	Time adjustable from 3-12 hours	RICE	No settings adjustable	PORRIDGE	No settings adjustable
STIR	Time adjustable from 5-60 minutes Speed adjustable from level 0-3 Temperature adjustable from 90-120°C	KNEAD	Time adjustable from 5-20 minutes Speed adjustable from level 2-3 Temperature adjustable from 0 to 37°C	STEAM	Time adjustable from 15-60 minutes

CLEANING AND MAINTENANCE


Before you use your Optimum ThermoCook for the first time, and again after each use, clean the machine, its components and any accessories thoroughly.

- To clean the blending bowl, first dismantle the blending bowl and blade assembly (refer to page 5).

Remove the mixing knife if relevant, then clean the inside and outside of the bowl with cleansing agent and a soft sponge/cloth. You can clean the mixing knife, spatula, mixing tool, steamer, measuring cup, bowl lid and cooking basket in the same way.

NOTE: Remove the black seal ring before you wash the blade assembly, and ensure that both parts are completely dry before fitting them back together.

- Clean the body of your Optimum ThermoCook with a damp cloth only. Do not use harsh abrasives or chemicals.
- Components listed under the accessories are dishwasher safe. Please note the blending bowl and lid are not dishwasher safe.
- Once the machine is clean, dry it, and then store it in a well-ventilated and dry place.
- Ensure that the 6 contact pins at the bottom of the bowl are always clean and dry.

-  **Caution**

 - Turn off the machine, and disconnect it from the power supply before cleaning it. Never immerse the main body in water or other liquids.
 - Do not immerse the blending bowl in water or put it in the dishwasher. Keep the bottom of the bowl dry.

TROUBLE SHOOTING


Error	Description	Possible reasons	Solution
E1	Safety switch not fixed into place	The jar or jar lid is not fixed in place properly	Re-assemble the jar and jar lid, making sure all the parts are assembled properly and tightly
E2	Temperature sensor missing	The jar is not in place, or the temperature sensor connection at the jar base is damaged	Re-assemble the jar, and make sure it is fixed properly and tightly in place
E3	Motor blocked	Loading too much food into the jar	Decrease the volume of the food in the jar, or cut the food into smaller pieces and re-start the machine
E4	Too high temperature	No food or very little food in the jar, with a High temperature setting for too long	Add food into the jar
E5	Motor temperature too high	Too much food loaded in the jar for too long	Stop the machine and let it cool before restarting it
E6	Motor electric current too high	Loading too much food, or big pieces of food blocking the stirring shaft	Decrease the amount of food. Alternatively, Pause and use the spatula to remove any stuck food, then restart
E7	Speed change failure	Speed changing between low level (1-5) and high level (6-10) is blocked	Remove the jar, turn the lower clutch manually, then re-fix the jar into place, and restart the machine
E8	Motor NTC missing	Motor temperature sensor connection is loose or damaged	Stop using the machine and contact the Froothie Support and Warranty team via www.froothiesupport.com .
E9	Fan doesn't work	The fan is damaged or the connection is loose	Stop using the machine and contact the Froothie Support and Warranty team via www.froothiesupport.com .
E10	Electric current for Fan is not strong enough	The fan is damaged or the connection loose	Stop using the machine and contact the Froothie Support and Warranty team via www.froothiesupport.com .
E11	Cannot use Pulse	The temperature in the jar is over 60°C	Cool down the food, then use Pulse again, or use a lower speed, e.g. Level 4
E12	Smell from the motor	Lubricants used in the manufacturing process are curing	Over the next 1-3 months (depending on frequency of use) the electrical ozone (strong smell)

SPECIFICATIONS

Product	Optimum ThermoCook Multi-Function Appliance
Model	TC00WF, TC00BF, TC00RF
Rating	220-240V~, 50/60Hz, 1500W
Motor	Power 500W;
Heating element	Power 1000W;
Steamer	Two layer steamer, stainless steel
Maximum capacity of blender jar	2 litre
Maximum capacity of the lower steamer	3.0L
Maximum capacity of the upper steamer	2.6L
Display	70 x 50mm LCD display
Product weight	7.16kg
Product dimensions	294 x 462 x 425 mm
Gift box weight	10kg
Gift box dimensions	560 x 320 x 420 mm

Electronic products are subject to disposal and recycling regulations that vary by country and region. It is a user's responsibility to recycle electronic equipment per local environmental laws and regulations to ensure that equipment is recycled in a manner that protects human health and the environment. To find equipment recycling drop off locations, please contact your local waste recycle/disposal service or the product representative.



The European Union WEEE (Waste Electrical and Electronic Equipment) symbol (left) and on the product or on its packaging  indicates that this product must not be disposed of in a standard waste container.

WARRANTY TERMS & CONDITIONS

Effective as of 1st January 2014

This warranty as outlined below solely covers distributors. Please contact your distributor for full product warranty.

1. Athena Solutions® ("we") warrants this appliance to be free from defects in materials and workmanship. As long as you use it according to this instruction book, Athena Solutions® warrants that it will perform satisfactorily in household use for a period of 2 years; and in commercial use for a period of 12 months from the date of purchase.
2. Any warranties beyond this standard period are offered as extended terms by the selling distributor. This means you can only claim them through that provider.
3. We will repair/replace your appliance if any defects occur under normal use and care within this manufacturers' warranty period at our discretion, and only if the selling distributor cannot do so. This is done solely at our option with no charge for parts. This warranty does not extend to any accessories, whether included or purchased separately. If your distributor determines that your appliance has a major fault, they may offer a replacement at their own discretion.
4. The blade assembly and drive socket will only deteriorate through abuse and misuse. They are therefore only covered by this warranty for up to 30 days after purchase date.
5. If your appliance needs repair while it is under warranty, and your distributor cannot provide the repairs, you are responsible for the cost of returning it to us (or an approved service provider), and also for the cost of returning it back to you.
6. Whilst your appliance is in transit, you assume all risk for it. The warranty does not cover any further damage during transportation.
7. You must ensure that you properly package your appliance when you return it to avoid any damage to it during transit.
8. To enable us to process your warranty claim, ensure you include an explanation of any problem. We will not look for faults for you, and will only repair described faults as covered under warranty.
9. This full warranty is void if your appliance has been subjected to abuse, negligence, accident, alteration, failure to follow operating instructions, or exposed to abnormal or extreme conditions.
9. Cosmetic changes that do not affect performance will not be considered defects or fall under this warranty. These changes include discolouration of any parts of your appliance, or the effects of using abrasive cleaners. The warranty does not cover cleaning or removing any food products from your appliance, or repairing any damage caused by allowing them to build up.
10. This warranty does not cover normal wear and tear on your appliance or its parts.
11. This warranty does not cover any defect caused by an accident, misuse, abuse, improper installation or operation, lack of reasonable care, unauthorised medication, loss of parts, tampering or attempted repair by anyone we have not authorised to make repairs.
12. The warranty will not apply if the damage, malfunction or failure results from alterations, accident, misuse, abuse, fire, liquid spillage, maladjustment of customer controls, use on an incorrect voltage, power surges and dips, thunderstorm activity, acts of God, voltage supply problems, tampering or unauthorised repairs by any persons, use of defective or incompatible accessories, exposure to abnormally corrosive conditions or entry by any insect, vermin or foreign object in the product.
13. The warranty does not cover damage from using your machine with an alternate power source (e.g. solar, inverter, generator, etc.). We do not recommend using these devices to power your appliance.
14. You must keep your purchase docket/receipt as both proof of purchase, and proof of the date on which you made the purchase. You will need to present your purchase docket or receipt when making a claim under this warranty.
15. If you do not present your receipt of purchase, this warranty is invalid. Consumer Law allows us to request reasonable proof of purchase to service a warranty claim.
16. This warranty does not imply, intend to or detract from any consumer rights listed in, and able to be enforced from, Regulated Consumer Law. If any condition is found to be in breach of the Consumer Law, only that single condition shall be void; and all other conditions will remain in place.

CONTACT US

Please contact the distributor located in the country where you made your original purchase for all Support, Servicing and Warranty.

Your distributor is:



Call to speak to one of our friendly Customer Service Representatives during business hours.

Australia 1300 309 900

New Zealand 0800 741 369

United Kingdom 0800 0789 055

United States 187 766 11851

24/7 After Hours Support, Appliances Faults, Repairs And Warranty.

Australia and New Zealand www.froothiesupport.com

United Kingdom www.froothieuk.supportsystem.com

United States www.froothiesupport.com

Europe www.froothiesupport.com

Customer feedback.

Australia feedback@froothie.com.au

New Zealand feedback@froothie.co.nz

United Kingdom feedback@froothie.co.uk

United States feedback@froothie.com

Europe feedback@froothie.eu

TO FIND OUT MORE, VISIT FROOTHIE INTERNATIONAL AND SELECT YOUR COUNTRY.

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