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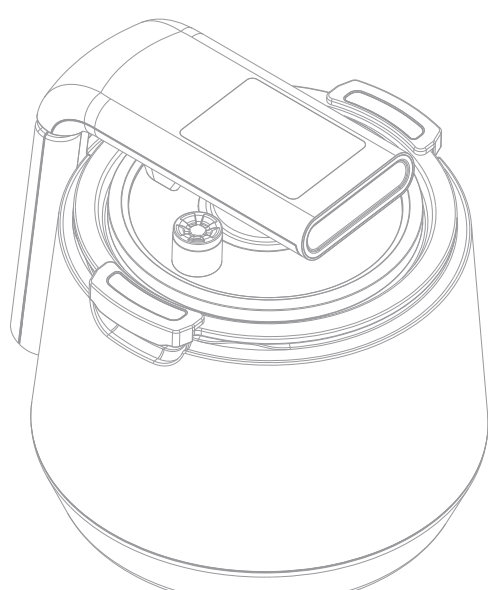
The product has passed the test of QC

This product is covered by product liability insurance by PICC Energy and Environment Co., Ltd.

天际 TONZE

User Manual

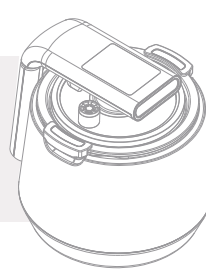
Description: Microcomputer Rice Cooker
Model No.: FD23A20TAQ



In order to correctly use the cooker and ensure your safety, please read this instructions carefully before use, and also carefully keep this instructions for future use.
The technical specifications in this manual are subject to change without prior notice.

Implementation Standard: GB4706.1-2005 GB4706.19-2008 GB4343.1-2018
GB17625.1-2022 GB12021.6-2017

Thanks for your purchase of Tonze microcomputer rice cooker. For your safety, please use the cooker correctly according to this instruction. This product is for household or similar scenery only.



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Model No.: **FD23A20TAQ**
Purchase and After-sales maintain Record

Product No.	Invoice Address
Model No.	Distributor Name
Serial No.	Product Name
Address	Address

Please fill out this Warranty Card when you purchase the product

Repair Record 1	Oversee	Yes	No
Repair Location	Repair date		
Symptoms of the malfunction	Repair Details		
Service Personnel	Customer Confirmation		
Repair Record 1 2	Oversee	Yes	No
Repair Location	Repair date		
Symptoms of Malfunction	Repair Details		
Service Personnel	Customer Confirmation		

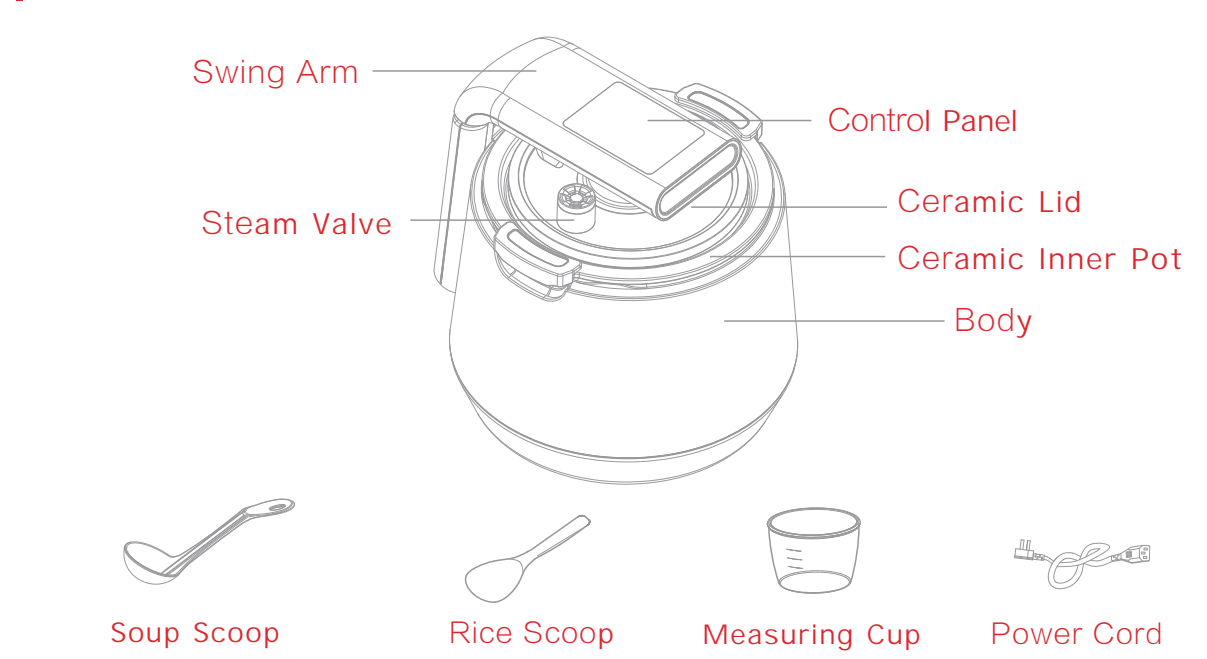
Features:

- Heat and cold resistance ceramic inner pot with a round shape bottom provides a stereo overall heating to cook the rice completely
- Micro-pressure rice cooking technology, boils the rice evenly, making the rice plump and sweet;
- 350°C ceramic inner pot-ceramic lid for healthier cooking;
- Ceramic nanoscale non-stick technology, with stronger non-stick performance and easier cleaning;
- The floating heating system provides stereo circulation heating to the inner pot and achieves all-round heating
- Spill-proof inner lid that prevents spilling of soup and porridge, preserves the nutrition and flavours.

Technology Specifications

Name:	Microcomputer Rice Cooker
Model No.:	FD23A20TAQ
Power:	220V~50Hz
Capacity:	2.0L
Rate Power:	350W
Product Dimensions:	262mm×238mm×246mm
Energy Efficiency Grade:	Grade 5
Maximum / Minimum Rice Volume:	4 cups of rice / 1 cup of rice

Parts Identification



Warranty Card

Contact of after-sales service
Website: www.tonze.com
Hotline: 4007 00 5007



Product Warranty Terms:

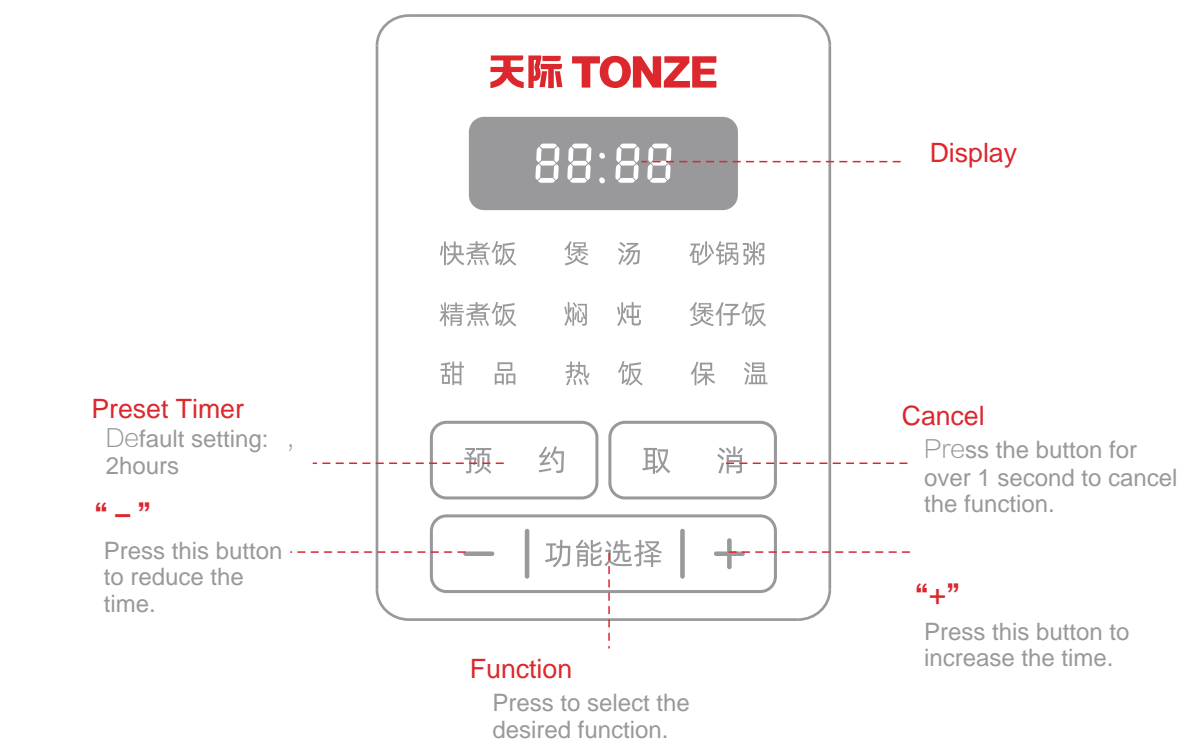
Information of food contact materials

For your safety, please use the cooker correctly according to this instruction. The food contact materials and accessories of the product comply with the implementation standard GB 4806.1-2016 and the state food safety request, please check below for further information.

Food contact materials	Application	Implementation Standard	Note:
Metal: stainless steel S304	temperature probe	GB 4806.9-2016	
Plastic: PP	Steam Valve, Measuring Cup, rice scoop, soup scoop, lid	GB 4806.7-2016	
Silicone	inner pot sealing ring, steam hole sealing ring, and handle silicone sleeve	GB 4806.11-2016	
Ceramic	Inner Pot	GB 4806.4-2016	Do not place it on other stoves for heating.

Note: This product is not suitable for long-term food storage as a container.

Control Panel



Initial Use

- Take out all the accessories and remove the packaging
- Clear the accessories with boiled water, like inner pot, silicone parts, steam cover, etc
- Fill the inner pot with clean water and use either function to boiled it

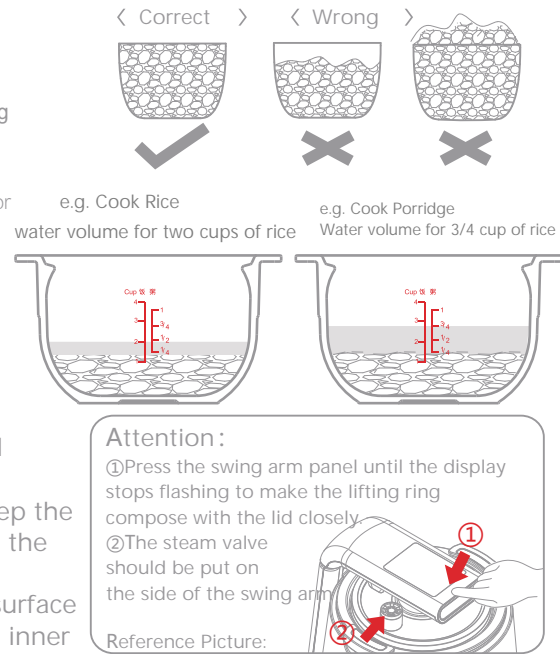
How to use

- Measure the rice with the measuring cup
- Measure the rice correctly (CUP=1 full cup, more or less than one cup may affect the cooking result).
- Please don't use the inner pot to wash the raw rice, avoid damaging the non-stick effect

Water Volume Adjustment

- When the rice or congee is cooked, pay attention to water levels indicator of the corresponding rice volume.
- When the rice of 2 measuring cups is cooked and after proper rice put in, add the water up to the water level "2" on the side marked with "rice".
- When the porridge of 2/3 measuring cups is cooked and after proper rice put in, add the water up to the water level "2/3" on the side marked with "Porridge".

- Water volume can be adjusted according to personal preference and the type of rice;
- When select the function of "Casserole porridge", keep the water surface not exceed the highest water level of on the side marked with "Porridge";
- When select the function of "Soup", keep the water surface not exceed the highest water level that marked on the inner pot.
- The water level limit of "Clay Rice" refers to "rice"



Hazardous Substances Information

Components	Cooker Body	Circuit	Inner Pot	Power Cord	Electric Components	Heating Components	Fasteners	Accessories
Lead(Pb)	○	×	○	×	×	○	○	○
Mercury(Hg)	○	○	○	○	○	○	○	○
Cadmium(Cd)	○	○	○	○	○	○	○	○
Hexavalent Chromium(Cr(VI))	○	○	○	○	○	○	○	○
Polybrominated Biphenyl(PBB)	○	○	○	○	○	○	○	○
Polychlorinated Biphenyl(PCB)	○	○	○	○	○	○	○	○

The data given above are tested according to regulations of SJ/T11364
○ means the substance's content in all the materials is lower than the request in the regulation of GB/T 26572
× means the content of the substance in the component's certain homogeneous material exceeds the limit requirements specified in GB/T26572, and there are currently no mature alternatives in the industry, comply with the RoHS ECU requirements.
10 The "10" inside this symbol indicates that the product has an environmentally friendly service life of 10 years under normal usage conditions.

- Non-professionals should not disassemble or attempt to repair the product.
- In the event of a damaged power cord, it must be replaced with a dedicated cord or a component obtained from the manufacturer or their service department.
- If the product experiences a malfunction that cannot be resolved, do not attempt self-repair. Please contact our local authorized service center or our customer service department for assistance.
- When not in use for an extended period, please ensure the product is cleaned and stored in its original packaging in a well-ventilated and dry location to prevent moisture damage that may affect its functionality.
- Please note that the ceramic components in this product are fragile and not covered by the warranty, so handle them with care.

Product suggestions and feedback

If you have any feedback or suggestions regarding this product, please don't hesitate to contact our (national) customer service hotline at 4007005007 or visit our website at www.tonze.com to provide your valuable input. We greatly appreciate your feedback!

Packing List

Description	Unit	Quantity
Cooker	Set	1
Measuring cup	pcs	1
Rice Scoop	pcs	1
Soup Scoop	pcs	1
Power Cord	pcs	1
User Manual	pcs	1

Usage Instructions: *For Quick Cook, Precision Cooking, Clay Pot Rice, and Reheating

- Press the "Function Selector" button to choose the desired function (e.g., "Quick Cook"). The indicator light for the selected function will flash, and the display screen will show "----".
- After 1 second, the indicator light for the selected function will stay on continuously, while the indicator lights for other functions will turn off. The display screen will show a "heating" animation, indicating that the rice cooker is entering the fully automatic cooking mode.
- When cooking is completed, the rice cooker will produce three "D-D-D" beeping sounds as an alert, and it will automatically switch to the keep-warm mode. The "Keep Warm" indicator light will flash, and the display screen will show the keep-warm countdown.

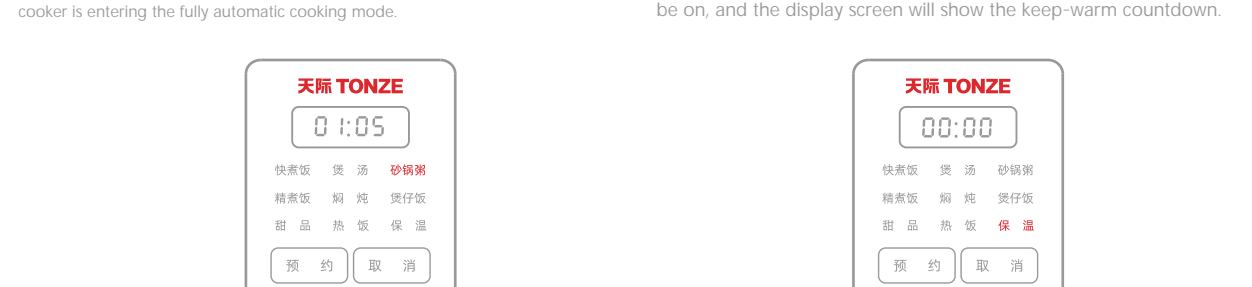
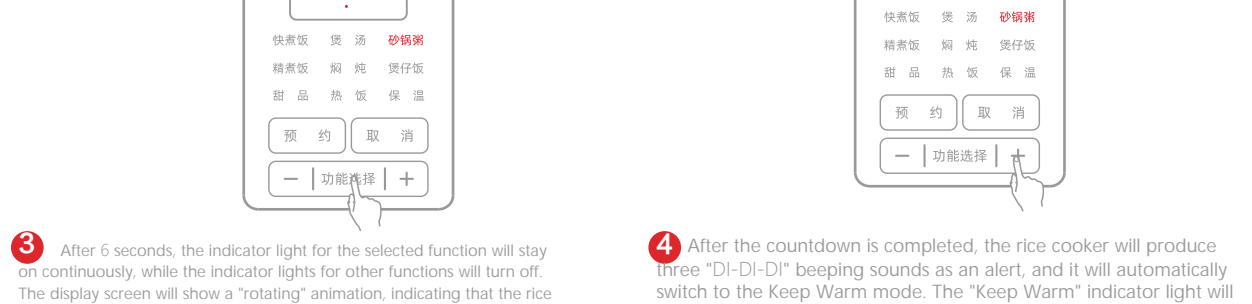


Friendly Reminder:

- Clay Pot Rice:
- When cooking clay pot rice, please refer to the water level mark on the rice cooker for the rice-to-water ratio. Add rice and water up to the corresponding water level, and then add the ingredients.
 - Do not exceed 3 cups of rice.
 - When cooking clay pot rice, add a suitable amount of peanut oil for enhanced flavor and delicious rice.
- Reheating Rice:
- If the cold rice, after being fluffed and leveled, aligns with the "Reheat" mark at the 4-cup level inside the inner pot, use the preheated measuring cup to add 1 cup of warm water for reheating. If the cold rice amount is less than the 4-cup mark, adjust the amount of warm water accordingly.
 - Avoid reheating rice that is excessively sticky, as it may lead to scorching.
 - Too little water can cause rice to burn, while too much water can make the rice mushy. Please control the water quantity appropriately.
 - After reheating, fluff the rice evenly to ensure even heating.

Usage Instructions: *For Cooking Clay Pot Congee / Braising / Desserts

- Press the "Function Selector" button to choose the desired function (e.g., "Clay Pot Congee"). The indicator light for the selected function will flash, and the display screen will show "----".
- Press the "+" or "-" buttons to adjust the cooking time within the adjustable range.
- After 1 second, the indicator light for the selected function will stay on continuously, while the indicator lights for other functions will turn off. The display screen will show a "heating" animation, indicating that the rice cooker is entering the fully automatic cooking mode.
- After the countdown is completed, the rice cooker will produce three "D-D-D" beeping sounds as an alert, and it will automatically switch to the Keep Warm mode. The "Keep Warm" indicator light will be on, and the display screen will show the keep-warm countdown.



Faults and Troubleshooting

SE0	Symptoms of the malfunction	Causes of the malfunction	Methods for troubleshooting and resolution
①	No power (display screen not lit)	Power cord plug not inserted properly Insufficient water volume Ceramic inner pot has dirt or foreign particles on the bottom. The rocking arm is not securely closed.	Check if the power cord plug is securely inserted. Please send it to our authorized local service center for repairs.
②	Rice or porridge not fully cooked (or undercooked)	Insufficient water volume Ceramic inner pot has dirt or foreign particles on the bottom. Adding too much water or rice.	Adjust the water volume. Clean thoroughly with a damp cloth. Securely cover the lid on the rocking arm. Please send it to our authorized local service center for repairs.
③	The bottom of the rice or porridge is burnt	Insufficient water volume Voltage is too high Ceramic inner pot has dirt or foreign particles on the bottom.	Adjust the water volume. Use the household stable voltage. Clean thoroughly with a damp cloth.
④	Softener when cooking rice porridge or slow	Water interference	Add water and rice according to the water level scale. Please send it to our authorized local service center for repairs.
⑤	No reactions	Presser interference	Unplug the power plug for 20 seconds, then reconnect it and power on again. Please send it to our authorized local service center for repairs.
⑥	Displaying E0	Opening the lid for more than 10 minutes during the cooking process.	Restart the cooking process.
⑦	Displaying E101 or E102	Presser interference	Please send it to our authorized local service center for repairs.
⑧	Displaying E201, E202 or E203	Dry cooking in the ceramic inner pot without water.	After the ceramic inner pot has cooled down, add water and food, start cooking normally. Please send it to our authorized local service center for repairs.

Maintenance and Care.

1.Cleaning instructions

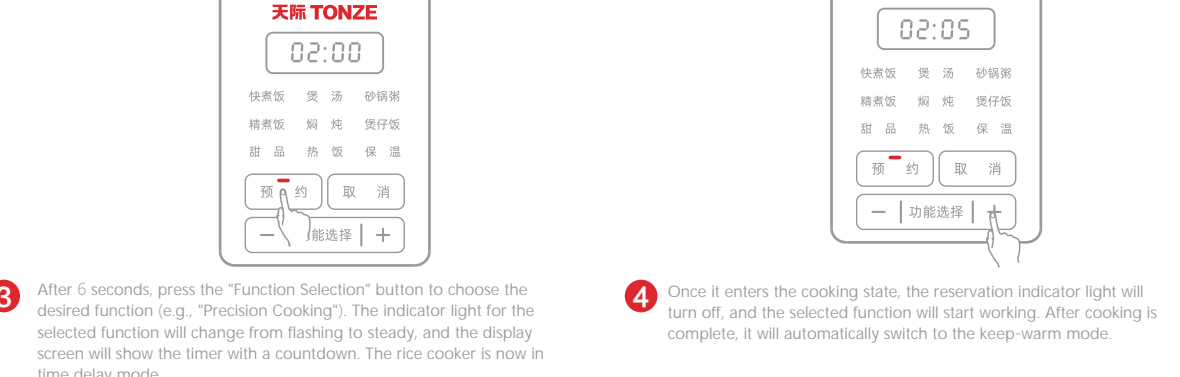
- After using the product, it is essential to unplug the plug and wait for the pot to cool down completely before beginning the cleaning process.
- Detergent must be a kitchen-specific detergent.
- Do not use barbers water, gasoline, cleaning powder, hard brushes, stainless steel wire balls, or similar items for wiping or cleaning.
- For cleaning the ceramic inner pot, it is recommended to use a clean, soft cloth or towel. Avoid using hard steel wire for cleaning, during the process to prevent surface damage. Besides the ceramic inner pot and removable lid, do not submerge the power cord or the entire product in water or immerse it, as it may lead to electrical damage, malfunctions, and compressor safety.
- The product's outer shell should not be submerged in water or immersed with water. Instead, you can wipe it with a soft, damp cloth (wring out excess water).
- After each use of the function, please remove the removable inner lid and steam cap assembly and clean them thoroughly.
- It's important to clean promptly after use to prevent dirt from adhering firmly to the surface of the components, making it difficult to remove.

2.Storage method.

When the product is not in use for an extended period, please clean it thoroughly, pack it in its original packaging, and store it in a well-ventilated, dry place to prevent moisture damage that may affect its performance.

Usage Instructions: *Preset Timer

- Press the "Preset Timer" button, and the display screen will show the default timer as "02:00".
- Press the "+" or "-" buttons to adjust the cooking time within the adjustable range.
- After 1 second, press the "Function Selector" button to choose the desired function (e.g., "Precision Cooking"). The indicator light for the selected function will change from flashing to steady, and the display screen will show the timer with a countdown. The rice cooker will enter the time delay mode.
- Once it enters the cooking state, the reservation indicator light will turn off, and the selected function will start working. After cooking is completed, it will automatically switch to the keep-warm mode.



Friendly Reminder:

- The preset time corresponds to the cooking completion time, and there's no need to calculate the cooking time for the selected function.
- When using the reservation feature for Quick Cook, Cook Rice, or Clay Pot Rice, if the set reservation time is less than 70 minutes, the product will start cooking immediately.
- In high-temperature environments, it's advisable to avoid using the reservation feature to prevent food spoilage.
- Due to differences in rice quantity, water quantity, and environmental temperature, the cooking may finish slightly earlier than the set reservation time.
- The Keep Warm and Reheating functions cannot be preset.

Precautions:

- Please do not use power source that matches the voltage range indicated on the nameplate.
- Use a power source with proper grounding to ensure personal safety.
- Do not place the product near flammable or explosive materials, and avoid using it in damp or near other heat sources to prevent malfunctions and hazards.
- When using the product, place it on a stable platform out of the reach of children.
- Steam is emitted while the product is in operation. Do not bring your face or hands close to the steam vent to prevent burns. Do not place objects that may be affected by steam above the product. Do not cover the steam vent with a cloth or similar items to avoid accidents or product malfunctions.
- The exterior of the product becomes hot during operation. Do not touch it to prevent burns.
- The ceramic inner pot is only suited for heating in this product. Do not place the ceramic inner pot directly over an open flame or heat it on other stoves. Also, avoid exposing the ceramic parts to cold water when they are hot to prevent cracking.
- The water level should be between the minimum and maximum water level marks. Insufficient or excessive water may lead to malfunctions and hazards.
- When inserting the power cord, make sure it is fully inserted to ensure proper contact.
- Keep the power plug and socket dry and avoid plugging or unplugging the power plug with wet hands to prevent electric shocks.
- Do not move the product while it is powered on and in operation.

- When the product is powered on, it may emit slight clicking sounds, which are the sounds of the appliance adjusting the heating. This does not affect its normal operation.
- If you press and hold the "Cancel" button for more than 1 second while the product is in operation, it will return to standby mode, displaying "----" on the screen. If the product is stopped using the "Cancel" button during operation and you wish to restart the operation, please be aware that the food inside the ceramic inner pot may become overcooked or exhibit other anomalies due to multiple heating cycles. It is best to avoid this scenario during everyday use.
- If there is a power interruption, the product will return to standby mode and needs to be reprogrammed to resume operation.
- Adding boiling water for rice or congee cooking will not shorten the cooking time if it is undercooked or overly soft or congee. Please use caution.
- After the product has finished working, the ceramic inner pot will be hot. Do not touch it directly to avoid burns.
- When using the product for the first time, it may emit a slight odor. Also, the display screen may flicker when initially powered on. Unplug the plug and reconnect it. These two occurrences are normal and safe to use.
- The ceramic inner pot is fragile. Handle it with care to prevent collision with hard objects or falling from a height, which can lead to breakage.
- When steaming or cooking congee, avoid excessively high tables of food to water or rice to water, as this may result in dry or burnt food and can even affect the lifespan of the ceramic inner pot.
- Do not pour water on the heating plate. Before using, clean any water droplets, rice grains, or debris on the outer side of the ceramic inner pot (especially the bottom) and inside the rice cooker. After confirming that the heating plate is free of debris, place the ceramic inner pot and press it into place. Slightly rotate it left and right to ensure good contact between the bottom of the ceramic inner pot and the heating plate.
- When cooking, ensure that the rocking arm panel is pressed tightly against the inner pot to avoid affecting the cooking results. When the rocking arm panel is locked, the digital display will flash, and operation buttons will be locked to prevent accidental operation.
- Before removing the ceramic inner pot, make sure to unplug the power cord.
- This product is designed for use at altitudes below 2000 meters.