

# CONDURA

OWNER'S  
MANUAL



STEAM  
**MULTI COOKER**



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Thank you for purchasing the Condura Steam Multi Cooker. Please read this manual thoroughly before using the product and keep it for future reference.

## **GENERAL INSTRUCTIONS**

1. This product is not a toy. Children must not be allowed to play with this product.
2. This product is not intended for use by persons (including children) with reduced physical, sensory and mental capabilities or lack experience or knowledge unless supervised and given proper instructions by a person responsible for their safety.
3. This product is for home use only and is not intended for commercial use.
4. Turn off the appliance before unplugging and cleaning.
5. Place the product on a stable and even surface. The product has a suction that can prevent it from unnecessary movement.
6. Do not place on top of a wet surface or non-heat-resistant surfaces like cloth, carpet, or plastic.
7. The heating element surface is subject to residual heat after use. Do not touch.

## **SAFETY INSTRUCTIONS**

- ❗ This appliance uses high-temperature pure steam for cooking. The machine's water tank must use pure water, otherwise, the limescale will cause blockage of the steam generator and machine failure. It is recommended that the water temperature be 0~40°C.
- ❗ To maintain the good performance of the steam generator inside the machine, the machine is set with the automatic maintenance function. When the sensor detects an abnormality of the steam generator, the machine will display "CL" for 5 seconds after starting any function of the machine to remind the user to maintain the machine or the user to take the initiative to maintain the machine according to the water quality and the frequency of use.

Specific operating method of machine maintenance:

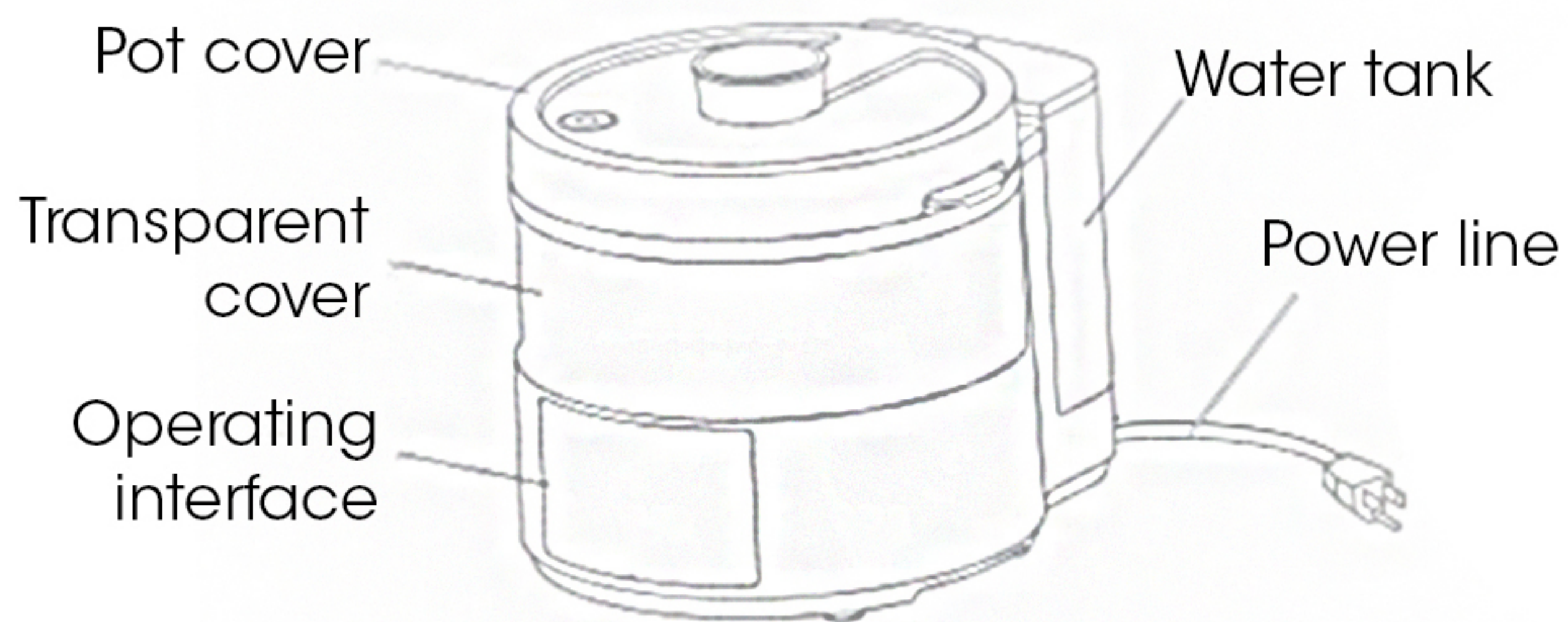
- Remove the energy bar, cover the pot and place the empty pot in the corresponding position of the machine;
- Add the purified water to the water level scale. Then add 80g professional descaling citric acid and stir evenly.
- Long press the "Function" button 3S in the standby mode to display 40 minutes and then press "Start/Cancel" to enter the steam generator cleaning mode;
- When E2 is prompted by the machine, add pure water to the water level again until the cleaning function is finished.

Note: Do not use vinegar instead of lemon acid.

- ❗ The rice and water ratio for cooking rice, porridge, low carb rice should strictly refer to the water line on the pot (Note: Steam heating requires less water than ordinary rice cooker)
- ❗ The amount of water added for all functions should not exceed the maximum water level corresponding to the function of the pot. (Note: Due to the participation of steam in cooking, less water is needed by an ordinary rice cooker, and the total amount of soup for the function of Soup will increase by 10%-20%).
- ❗ In the cooking process, when the steam heats the cold water, it will vaporize and swell momentarily, namely partial explosion, so it will produce a heating noise, which is a normal occurrence.
- ❗ The energy bar should be installed in the cooking process as required, otherwise, the food cooking will not achieve the desired effect.

# PRODUCT INTRODUCTION

## Parts

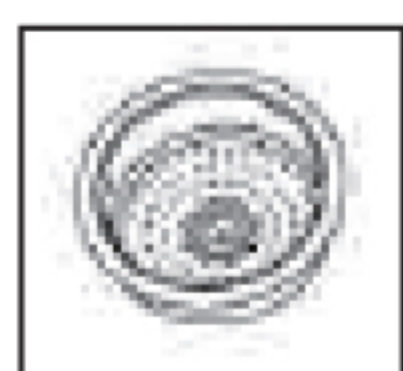


Inner pot  
(Borosilicate glass)

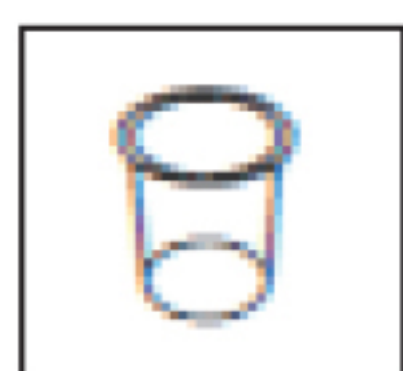
## Packing Accessories



Meal spoon



Steaming rack

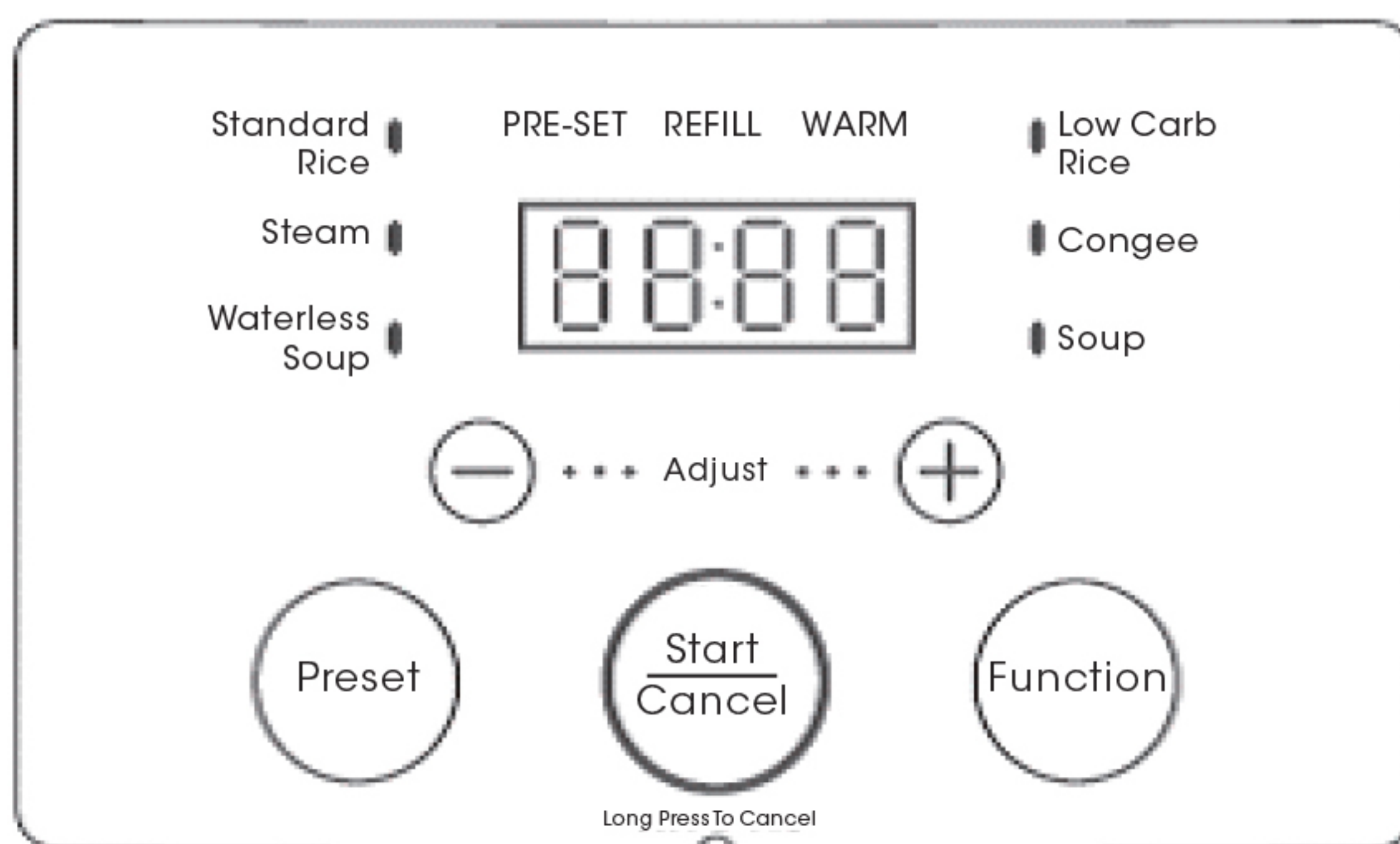


Measuring cup



Energy bar

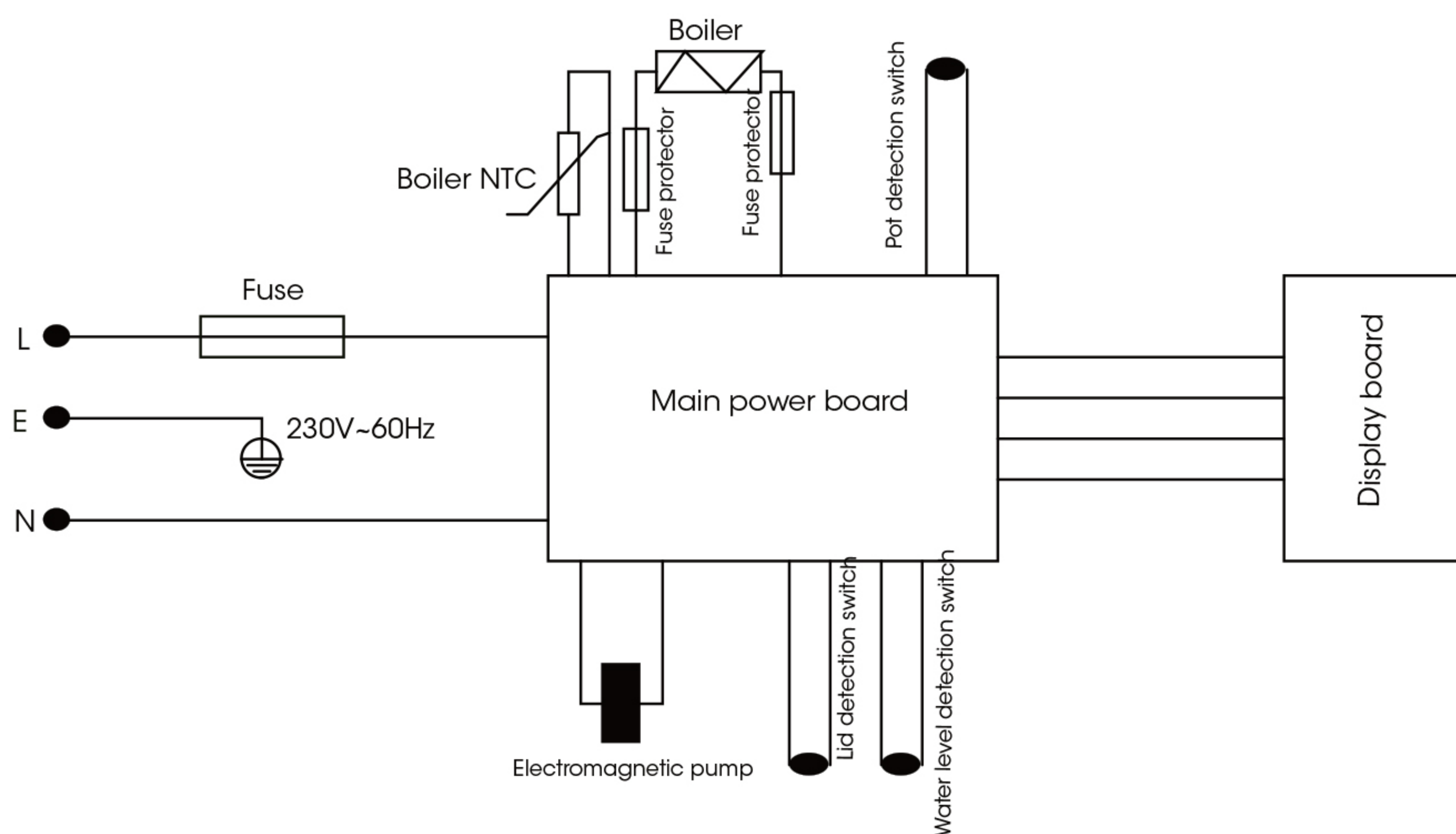
# OPERATING PANEL



# PRODUCT SPECIFICATIONS

Product Name	Condura Steam Multi Cooker
Model Number	CONSD3.0SMCATDIG
Voltage	230V~60Hz
Power Input	900W
Temperature Setting	80°-100°
Product Size	335 x 269 x 258 mm

# ELECTRICAL SCHEMATIC DIAGRAM

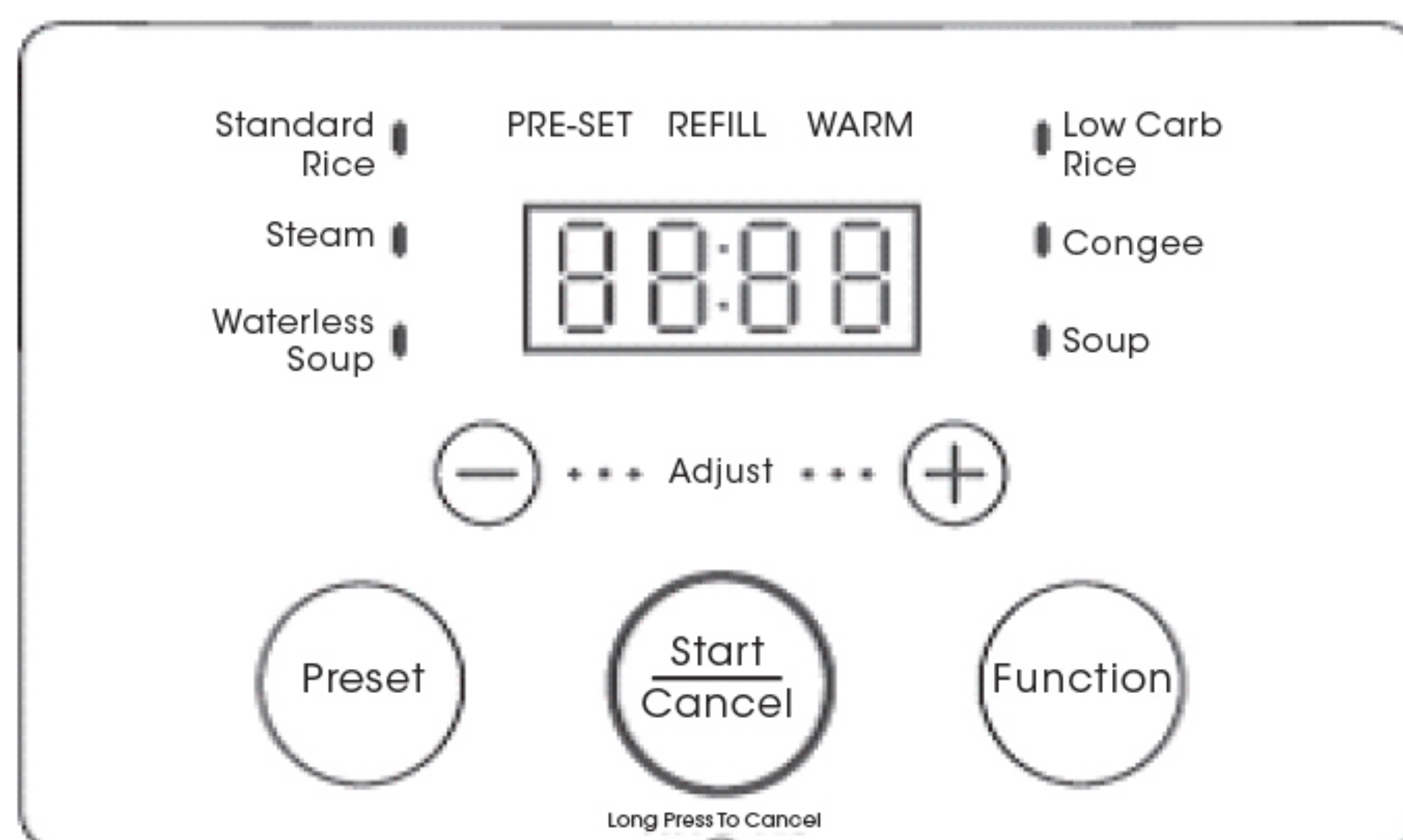


# QUICK START

- a. Heat Reservation or Keep Warm function: The Heat Reservation time is used to keep the food warm. It is best to use this function for a maximum of 8 hours.

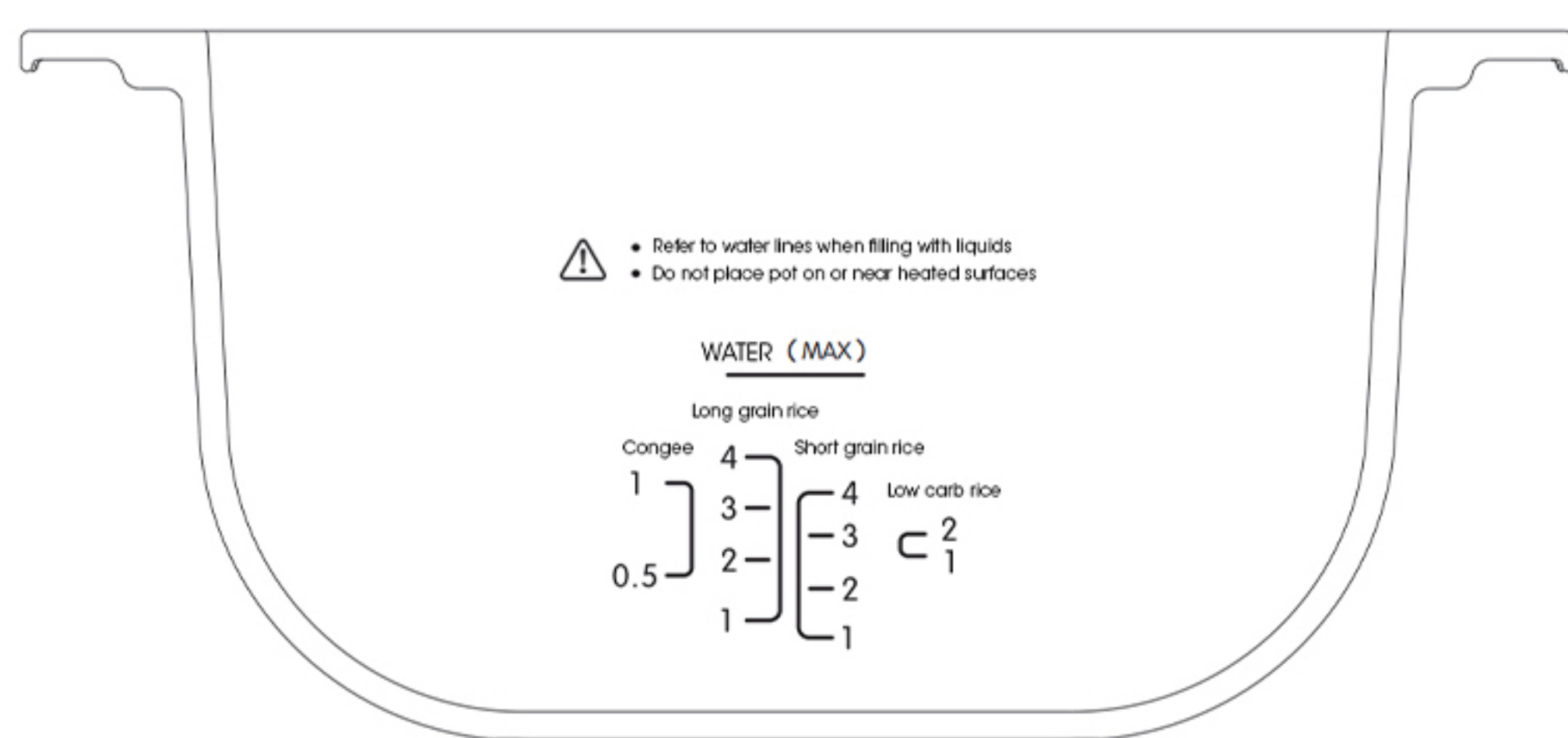
## b. Water Tank

Pure water should be added up to the maximum level only. If the water is below the required amount, the REFILL light indicator will flash.



When the REFILL light indicator turns on, add pure water into the water tank just below the maximum water level to ensure that the cooking, steaming, and Keep Warm Function can be completed smoothly.

## c. Cooking Rice

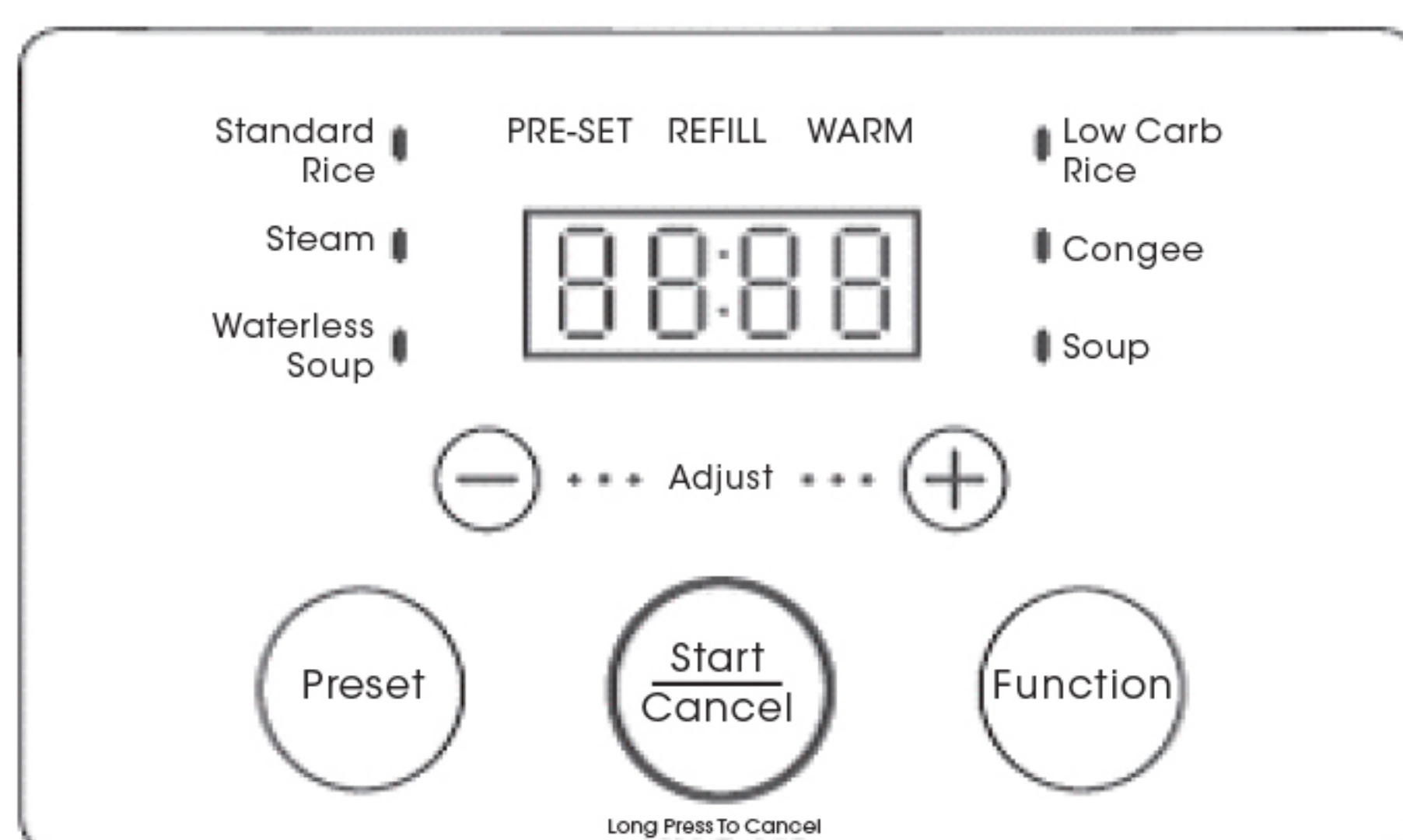


You may also use the following rice:

- Simiao Rice / Long Grain Indica/Basmati
- Japonica / Sinica
- Short grain

Put the washed rice into the inner pot and add water with the corresponding water level according to the amount and kind of rice. You may also cook soup, congee, and low carb rice using the Low Carb Rice Function.

## d. Congee



Press the Function key to select the Congee Function. You can choose the default time or press the Adjust button (+/-) for the preferred cooking time.

e. Set the cooking end time

WARM



Press the WARM button, to set the required cooking time and press the Adjust button (+/-) to adjust to the desired cooking time. The cooking time is the the time difference between the current time and the cooking completion time.

f. Start cooking time



Press the Start/Cancel button to begin cooking. Cooking will end following the end time set earlier.

#### Available Pre-set Functions

- |  |   |
|--|---|
| 1. Cook regular rice - maximum of 3 cups | 4. Cook low carb rice - maximum of 2 cups |
| 2. Steam - set for 5 minutes             | 5. Cook Congee - set for 1 hour & 5 mins. |
| 3. Cook waterless soup - set for 1 hour  | 6. Cook Soup - set for 2 hours            |

#### Other functions

Under the reservation state: press the Adjust button (+/-) to increase or decrease 10 minutes each time or long-press it for two seconds, and the time can be rapidly increased or decreased. The pre-set time is 12 hours for the maximum reservation state.

Timing functions are also available under the following: Congee, Soup, Steam, and Waterless Soup.

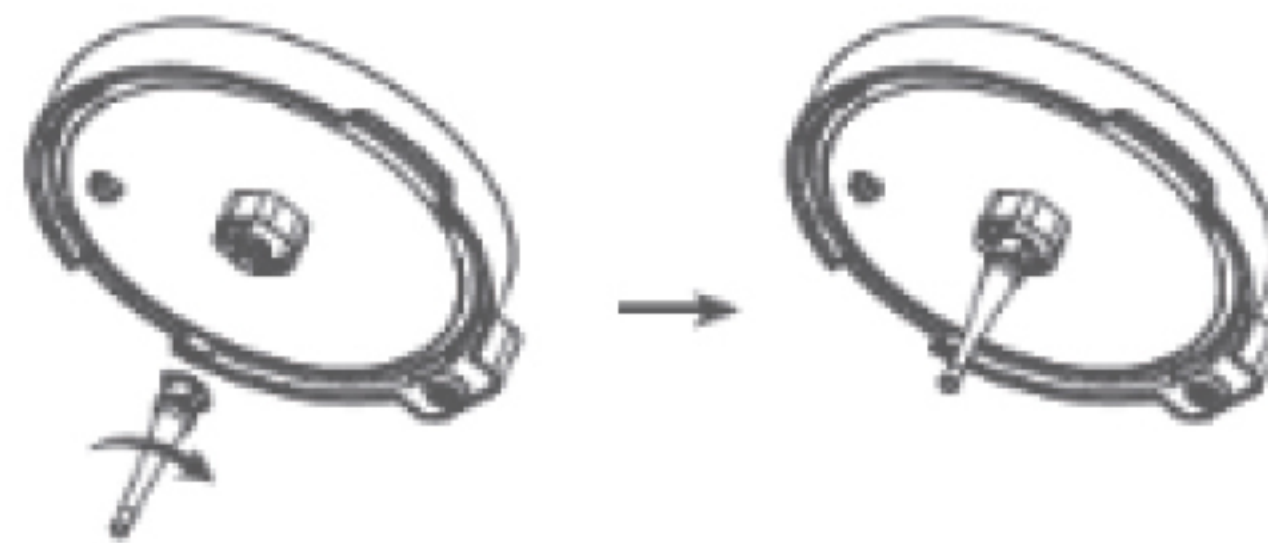


1. Under the timing functions: Press the Soup function button to increase and decrease 10 minutes each time. Press the Function for "waterless soup or congee" to increase and decrease 5 minutes every time. For the Steam Function, press one time to increase 1 minute in the first 20 minutes and press one time to increase by 5 minutes after 20 minutes. Long press the button for two seconds to rapidly increase or decrease the time.
2. The longest time for Steam, Waterless Soup or Congee shall not exceed 1.5 hours and the longest timing time of Soup shall not exceed 3 hours.

The number of rice cups to choose: After selecting low carb rice (default: 2 cups) and Steamed Rice (default: 3 cups), press "+" and "-" to adjust the number of rice cups according to the amount of rice.

### **Energy bar installation**

Install the energy bar to the corresponding position in the center of the pot cover. Turn the energy bar clockwise to lock it tightly.



(Schematic diagram of energy bar installation)

## **INSTRUCTIONS FOR USE**

### ※ Pause function

- During cooking, press the Function button again to suspend the cooking. The corresponding function button flashes and the pause lamp lights up.
- If you need to continue cooking, press the Start/Cancel button to continue cooking.
- The functions that can be suspended are as follows: Standard Rice, Steaming, Waterless Soup, low carb rice, Congee and Soup.

## ※ Waterless soup function

- Wash and season the prepared food ingredients and put them into the pot.
- Install the energy bar, put the pot into the fixed position of the machine, and cover the pot with the lid.
- Add pure water to the water tank above the minimum scale.
- Press the Function button to select the Waterless Soup function and select required cooking time according to the applicable recipe. (Refer to the Recommended Recipe Table below)
- Press the Start/Cancel button to enter the cooking state.

Recommended Recipe Table. Listed below are the approximate time recommended for different recipes in Waterless Soup. You can choose different menu with different cooking time. Maximum cooking time is 90 minutes.

Waterless soup function	Chicken	Tomato braised beef brisket	Lotus root ribs	Kelp sparerib	Stewed pig's feet with soy beans	Taro spareribs	Young pigeon	Steamed pork with rice flour
Weight	500g	500g	500g	500g	500g	500g	350g	400g
Time (minutes)	60	90	90	90	90	90	60	60

## ※ Porridge

- Wash the prepared food ingredients (rice/millet) and put them into the pot;
- Add an appropriate amount of water to the scale of the pot depending on the amount of rice and taste.
- Install the energy bar, put the pot into the fixed position of the machine, and cover the pot with the lid.
- Add pure water to the water tank below the maximum level.
- Press the Function button to select the Congee function. Press the "+" and "-" buttons to adjust the cooking time according to the rice quantity and taste.
- Press the "Start/Cancel" button to start the cooking operation.

## ※ Soup

- Wash the prepared ingredients and put them into the pot.
- Add an appropriate water to the pot according to the water level but do not exceed the maximum water level.
- Install the energy bar, put the pot into the fixed position of the machine, and cover the pot with the lid.
- Add pure water to the water tank below the maximum level.
- Press the Function button to select the Cooking function and press the "+" and "-" buttons to adjust the cooking time according to ingredients and taste.
- Press the Start/Cancel button to start the cooking operation.

## ※ Rice

- Measure the rice in the measuring cup and put the washed rice into the pot. Add water corresponding to the rice quantity.
- Install the energy bar, put the pot into the fixed position of the machine, and cover the pot with the lid.
- Add pure water to the water tank above the minimum scale.
- Press the Function button to select the preferred rice function and press the "+" and "-" buttons to adjust according to the amount of rice.
- Press the Start/Cancel button to enter the cooking state.

### **COOKING PREPARATIONS GUIDE: Regular and Low Carb Rice**

a. Use the accessory measuring cup to measure rice

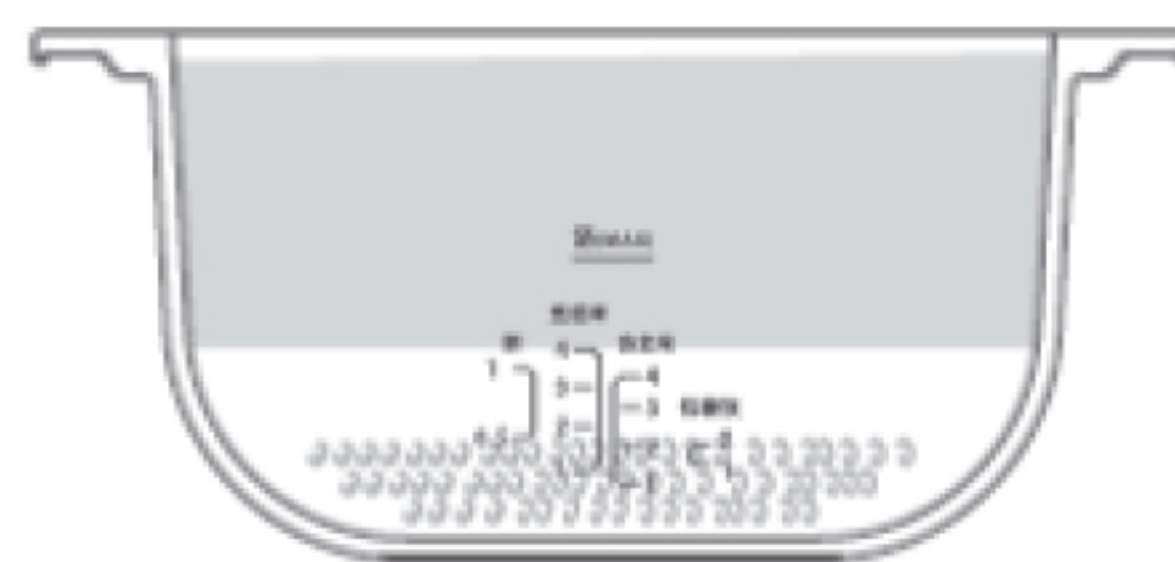
Correct



Wrong



b. Add water



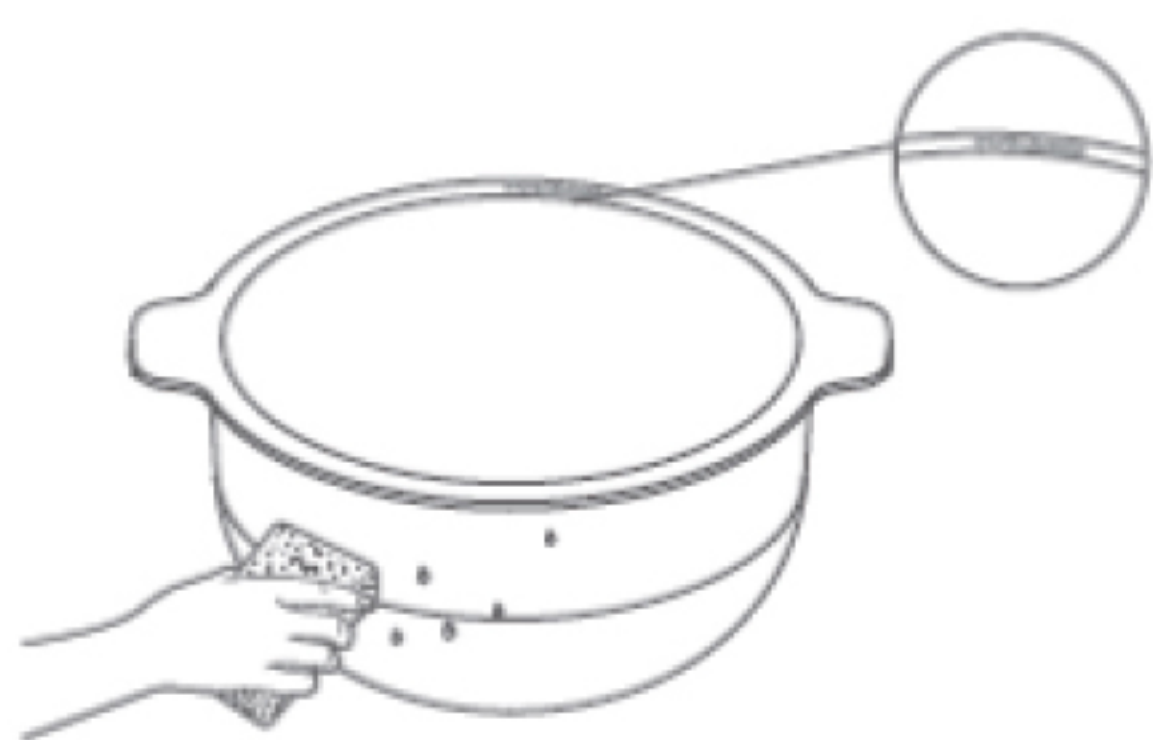
Standard Rice:

When cooking with 4 cups of rice, add water to level 4 of "Rice."  
(depending on the kind of rice grain)

Low Carb Rice:

With 1 cup rice, add water to level 2 of "Low Carb Rice."

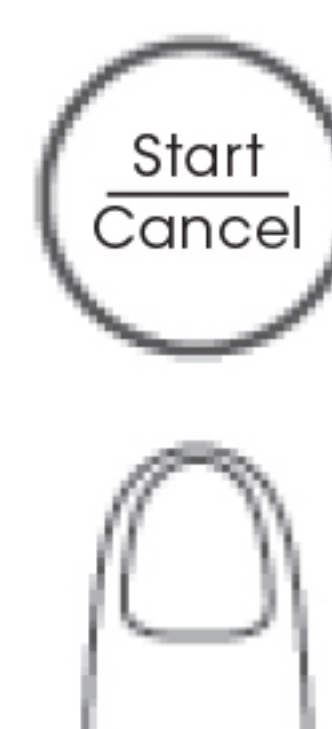
c. Dry the inner pot



Wipe with a soft cloth to remove the rice grains and water droplets found outside of the inner pot.

Make sure that the inner pot and the lid are sealed without any food residue, rice grains, or water droplets.

d. Function selection



Put the inner pot into the fixed position of the machine, close the lid of the pot. Press the function button to select desired rice cooking operation. Press the Start/Cancel button to begin cooking.

Note: According to the comparative test, the starch content in the low carb rice prepared with the Fulinmen Northeast Quality Rice by this method is significantly lower than that of conventional rice. Starch removal is around 20%.

※ Listed below are the number of cups of rice for steamed rice, porridge, low carb rice, and the approximate time required:

Function	Raw Rice (cups)	Water Level	Time (min)
Regular Rice	1	1	30
Low Carb Rice	1	2	55
Congee	1	as desired	90

- This data is obtained under the laboratory conditions (room temperature: 25.0°C, rated voltage: 220V, volume ratio of rice and water: 1:0.8, rice species: Fulinmen Northeast Rice, altitude not exceeding 1,000m).
- The time is from the beginning to the end of the cooking operation.

## ※ Steaming

- Wash and season the prepared ingredients and put them on the steaming rack. Place the steaming rack inside the pot.
- Install the energy bar, put the pot into the fixed position of the machine, and cover the pot with the lid.
- Add pure water to the water tank below the maximum level.
- Press the Function button to select the Steaming function.
- Press the "+" and "-" buttons to select the cooking time of different ingredients.

Recommended time for steaming various food:

Delicious steaming function	Egg	Egg custard	Crab	Shrimp	Fish	Beef	Pork ribs	Potato	Vegetable	Corn	Quick frozen steamed bread
Quantity	3 pieces	2 eggs	4 pieces	250g	500g	500g	500g	150g/pc	200g	2 pieces	4-6 pcs
Time (mins)	10	15	25	10	20	90	90	30	5-10	30	10

- This data is obtained under laboratory conditions (room temperature 25°C, rated voltage: 220V, altitude not exceeding 1,000m).
- The recommended time is the time required from the beginning to the end of cooking. Maximum steaming time is 90 minutes.
- Egg custard and other cooking or baking using a baking dish do not require the energy bar.

## ※ Cleaning/Sterilization

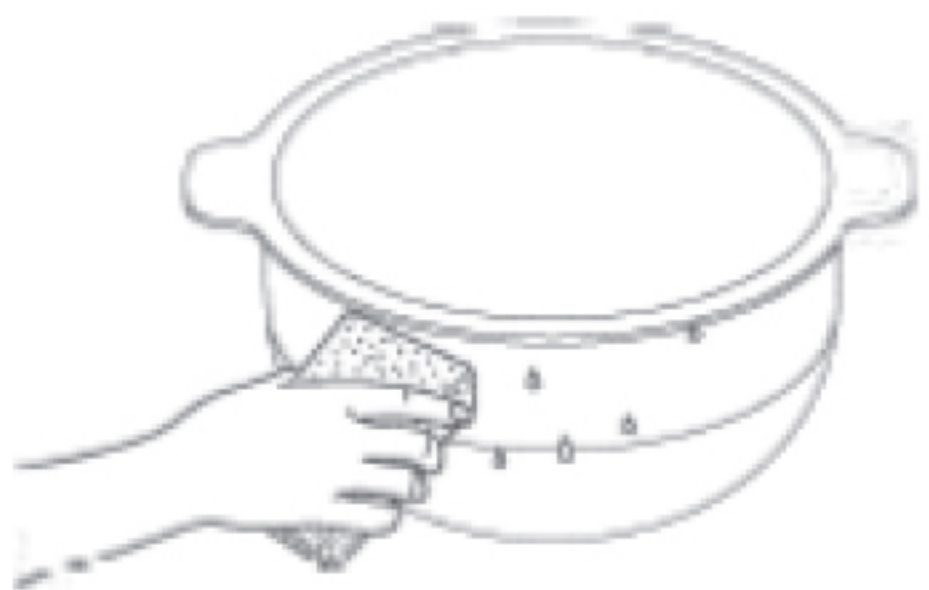
- After washing the tableware (eating and serving utensils), place them for sterilization in the pot.
- Put the pot into the fixed position of the machine, and cover the pot with the lid.
- Add pure water to the water tank below the maximum level.
- Press the Function button to select the Steaming function (the default time is 5 minutes). Press the button to select the cleaning/sterilization time and press the "Start/cancel" button to begin the cleaning/sterilization operation.
- After cleaning/sterilization, remove the tableware and be careful not to be burned.

※ Clean the machine body and pot

- Please handle the glass pot gently to avoid knocking and damaging the appearance.
- Remove/put the lid carefully to avoid steam burns. Do not soak the lid after cooking.
- When the energy bar is used up, clean the inside, outside, and outlet of the energy bar and keep it properly. (It is recommended to install on the lid to avoid loss)

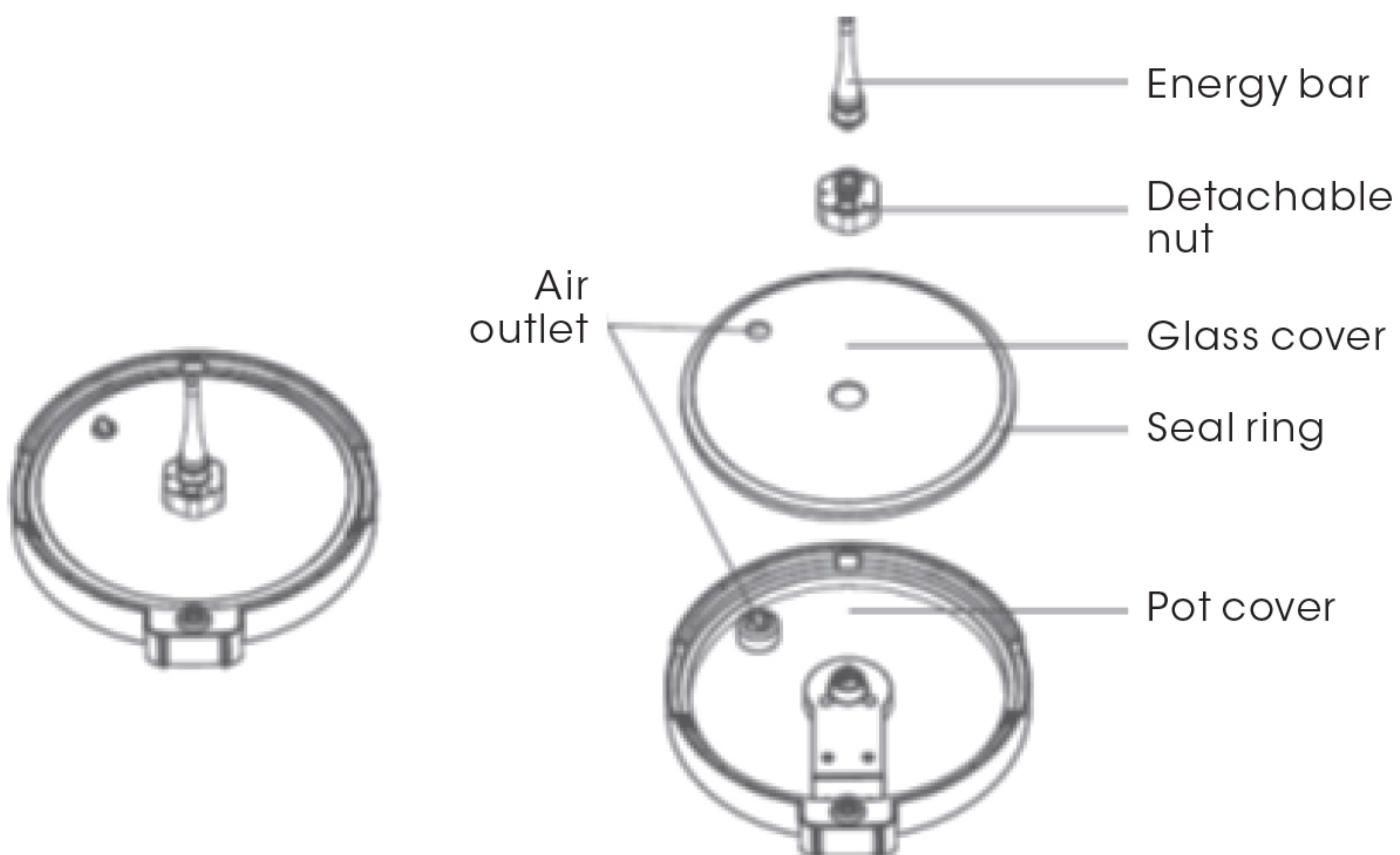


If there is water, rice grains, sundries, etc., it must be cleaned.



Remove the pot, clean inside and outside of the pot with a soft sponge, then dry with a dry soft cloth.

※ Clean the machine body and pot



※ Cleaning instructions for removable glass cover:

- Disassemble the energy bar and removable nut in order (according to the direction indicated by the arrow).
- Take out the glass cover, remove the sealing ring, and wash directly in water.


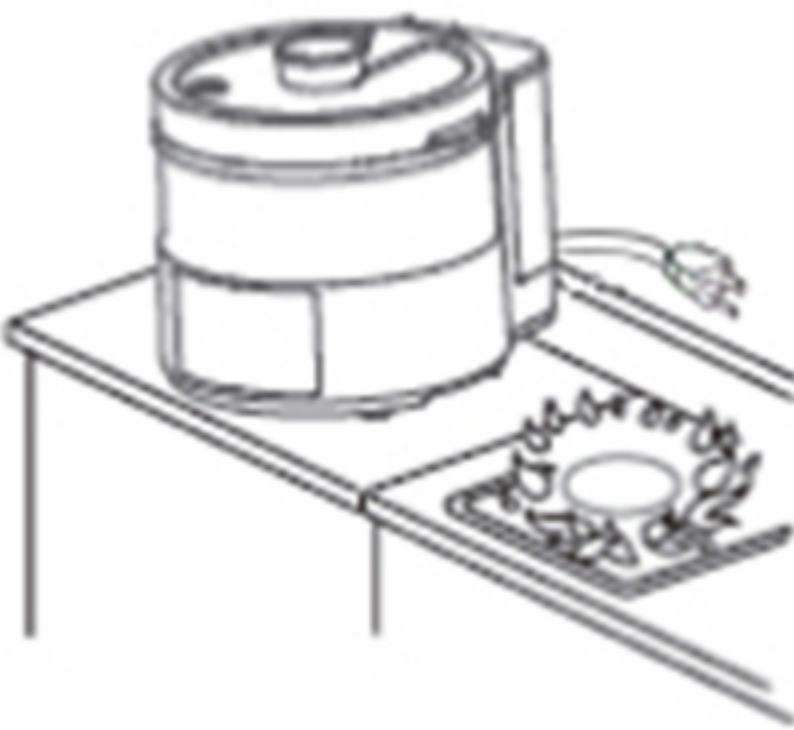
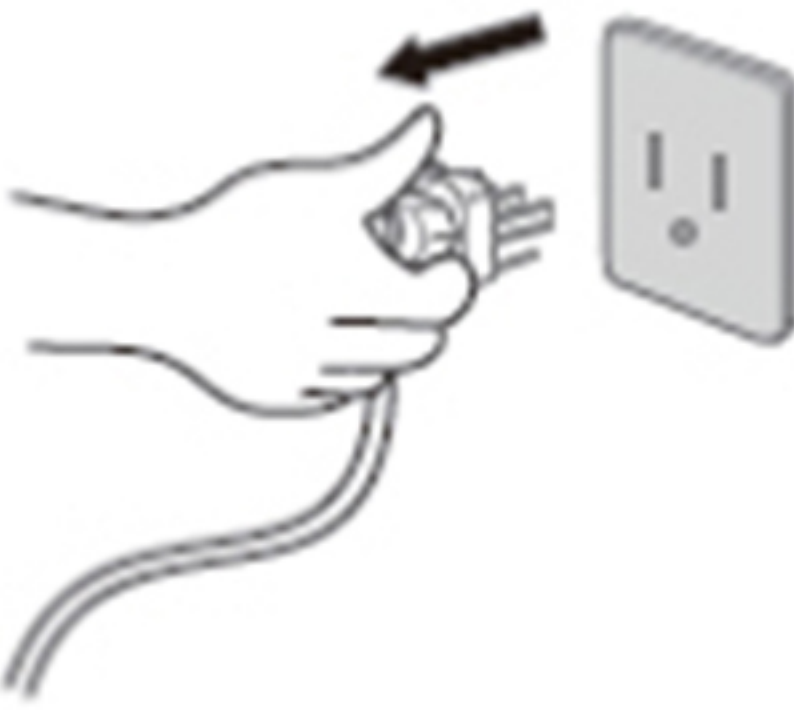
※ Installation instructions for removable glass cover:



- Install the sealing ring on the glass cover. Make sure that the sealing ring is flat without wrinkles and firmly attached to the glass.
- Install the glass cover on the pot cover and pay attention to whether or not the air outlet and sealing ring are inverted (with the lip side to the outside).
- Install the removable nut and energy bar.

## IMPORTANT REMINDERS

- To ensure safety, avoid injuries, damages, and accidents due to incorrect use, please follow the safety instructions below.




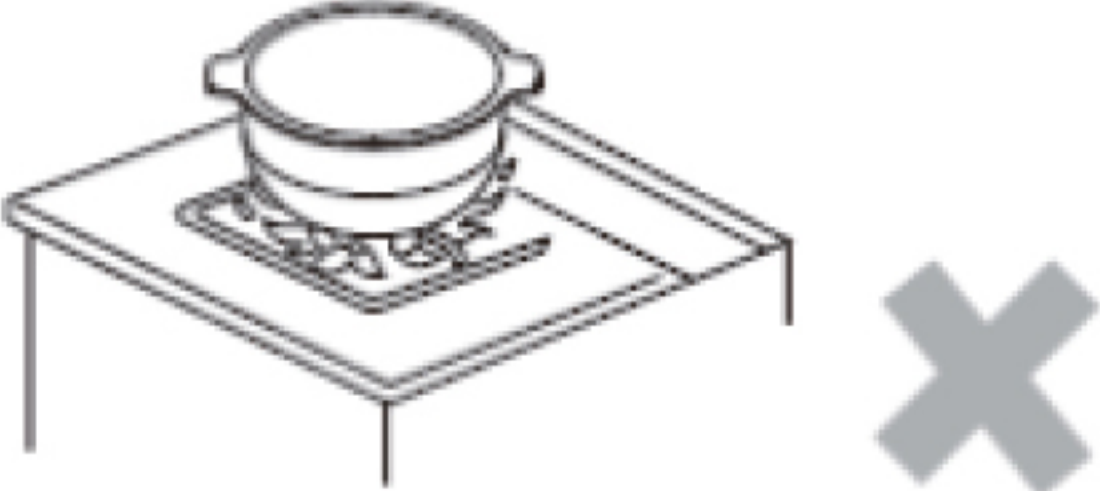
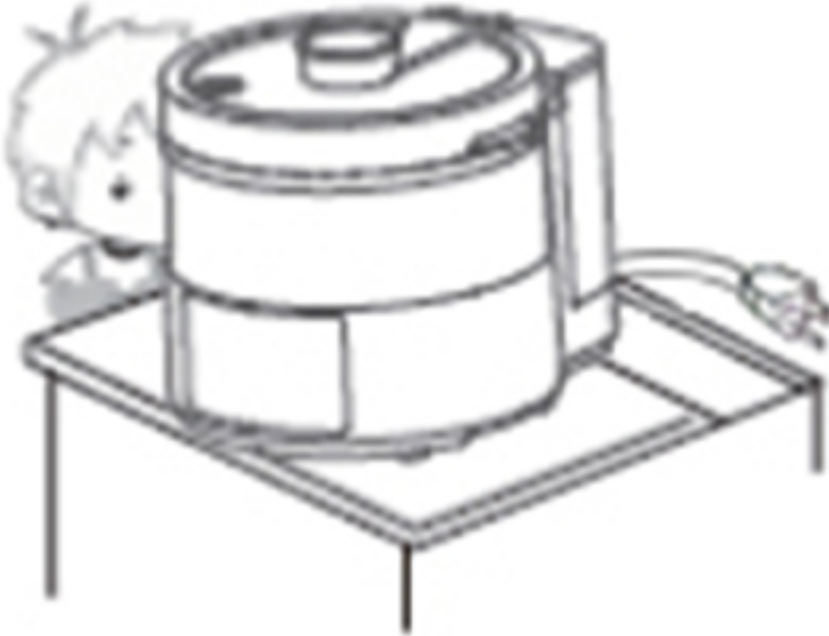
⚠ Warning: Operating items for daily attention

 <p>When the product is working, the temperature will rise. Do not touch the steam outlet of the product to prevent burns.</p>	 <p>Do not put the product directly on the fire or any source of heat or fire, otherwise, the product will be damaged or malfunction and may even cause danger.</p>	 <p>Before using, it is necessary to ensure the reliable connection between the power cord and the socket, otherwise the device will be damaged which may result in short-circuit or cause fire hazards.</p>
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 <p>Do not place the product in an unstable, wet, high-temperature, smooth, and non-heat-proof table surface (such as plastic tablecloth, cotton cloth, carpet, etc.), in order to avoid injury, accidents and property losses caused by electric shock, fire and falling off.</p>	<p>Do not lift the head of the machine when the product is working, as this may cause steam burns.</p>	
<p>Do not start the function operations when the inner pot is not put into the main machine to avoid damaging the components.</p>	<p>The bottom and edge of the pot should be kept clean and there should be no rice grains or other sundry items attached to the inner pot. The inner pot should be placed smoothly, otherwise, it will cause abnormal detection of the pot.</p>	<p>Don't plug or unplug the power socket with wet hands to avoid electric shock. When pulling out the plug, you must hold the plug handle and do not pull using the power cord, otherwise, it may easily damage the power cord.</p>
<p>After opening the package, immediately put the plastic bag into the garbage can to prevent children from playing with it and causing suffocation.</p>	<p>Since this product is listed under Class I appliance, the ground wire of the socket should be reliably grounded.</p>	<p>In case of power failure, pull up the plug and operate again after power is back on.</p>
	<p>When spooning out the rice and other food, do not touch the inner pot, the inside of the pot lid, and other high-temperature parts, so as not to be burned.</p>	<p>Ensure that the power cord does not come into contact with sharp edges, rough edges, other sharp objects or objects with high surface heat. This may cause electric leakage, electric shock or fire.</p>



⊘ Forbidden: Operating items absolutely prohibited

 <p>Do not place the product in water to avoid electric shock or short circuit.</p>	 <p>If the product breaks down, do not disassemble the product or replace the parts by yourself, which may cause injury and further damage to the product.</p>	 <p>When the product is working, do not block the air hole of the pot cover in case the steam is not released through the air hole, do not insert any foreign object to try to unblock the hole.</p>
<p>Do not cook acidic food (pH &lt;5)</p>		
 <p>Do not use the inner pot (borosilicate glass) on other heat sources, such as gas furnace, otherwise, it will be deformed easily or damaged.</p>	 <p>Keep out of reach of children. Do not allow children to operate alone to avoid accidents and burns or other injuries.</p>	<p>Do not put any bagged, canned or bottled food into this product to heat; otherwise there is a risk of explosion.</p> <p>Do not move the product during the working process.</p>

▲ Mandatory: Operating items that must be followed

<p>This product is only for indoor use. Do not use it in wet places or outdoors, to avoid damage or accidents caused by electric shock .</p>	 <p>Do not insert any foreign object like metal pieces, iron wires or needles into the product or cracks. Otherwise, these may cause electric shock/ damage or malfunction of the product.</p>	 <p>Use only the inner pot together with the product, otherwise it cannot work properly and might cause damage or product might malfunction.</p>
<p>If the power cord or plug is damaged or the socket is loose, please do not use it to avoid electric shock or fire.</p>	<p>Do not insert any foreign object like metal pieces, iron wires or needles into the product or cracks. Otherwise, these may cause electric shock/ damage or malfunction of the product.</p>	<p>Use only the inner pot together with the product, otherwise it cannot work properly and might cause damage or product might malfunction.</p>
 <p>Do not replace the power cord by yourself to avoid further damage or injury.</p>	 <p>Unplug the power cord before cleaning or moving the product, in order to prevent electrical shock or accidental starts.</p>	 <p>The normal working altitude of this product ranges from 0 to 2,000 meters.</p>
<p>Ensure that the product is properly grounded</p>	<p>Unplug the power cord before cleaning or moving the product, in order to prevent electrical shock or accidental starts.</p>	<p>The normal working altitude of this product ranges from 0 to 2,000 meters.</p>
<p>When not in use, please unplug the power cord to prevent short circuit and over burdening the outlet.</p>	<p>Use the power socket with rated current of 10A and above and alternating current voltage of 220V separately to avoid fire, electric shock or other accidents.</p>	<p>Please use the spoon attached with this product, do not use utensils with sharp edges and corners so as not to damage the inner pot.</p>

## TROUBLESHOOTING

Self-check of abnormal conditions | When you think there is something wrong with the product, please check the following conditions before calling in to the customer service for confirmation.

<b>SN</b>	<b>Abnormal conditions</b>	<b>Possible reasons</b>	<b>Corresponding methods</b>
1. Before cooking	The keys have no reaction	The power cord plug is loose	Plug the power cord plug tightly.
	Failure to close the pot cover	The pot lid was not properly aligned	Put the pot cover in position, hear the sound of "tick" and press to make sure that the cover is in
2. During cooking	Steam overflows at places other than the steam outlet	The pot cover is not in place	Put the pot cover in position, hear the sound of "tick" and press to make sure that the cover is in
		The pot cover is damaged and deformed	It can be replaced at after-sales network.
		The seal ring is damaged	It can be replaced at after-sales network.
	The top cover pops up automatically	The pot cover fails to be closed properly.	Put the pot cover in position, hear the sound of "tick" and press to make sure that the cover is in place
	Alarm displays fault code	Refer to the fault code table for judgment.	
3. Abnormal indication	The screen gets foggy and hazy	Please send it to the after-sales service department of Joyoung for maintenance.	
4. There's unpleasant odor	There's a plastic smell	It has a plastic smell at the beginning, which will gradually disappear after a period of time	

## Error Codes:

<b>Code</b>	<b>Causes for abnormalities</b>	<b>Treatment</b>
E0	Waterless dry burning alarm/digital tube display "CL" more than twice	After power off, connect the power and start the steam generator cleaning process (for the specific cleaning process, please refer to the special note for steam rice cooker). If the same fault occurs after cleaning, send it to Joyoung after-sales service department for maintenance
E1	No lid detected in working condition	Place the lid properly.
E2	Alarm for lack of water in main tank	Add pure water to the water tank above the minimum water tank line, and it will automatically resume working.
E3	The grid voltage is higher than $260\pm 10V$	The machine immediately stops heating, the grid voltage is restored, and the machine automatically returns to work
E4	Grid voltage below $180\pm 10V$	The machine immediately stops heating, the grid voltage is restored, and the machine automatically returns to work
E5	The surface temperature sensor of the steam generator has an open circuit fault	Connecting the power after power off, if the same failure occurs, please send to Condura after-sales service department for maintenance.
E6	The surface temperature sensor of the steam generator has a short circuit	Connecting the power after power off, if the same failure occurs, please send to Condura after-sales service department for maintenance.
E9	Zero passage failure	Connecting the power after power off, if the same failure occurs, please send to Condura after-sales service department for maintenance.
E10	Communication failure	Connecting the power after power off, if the same failure occurs, please send to Condura after-sales service department for maintenance.
E13	Steam generator does not heat	Connecting the power after power off, if the same failure occurs, please send to Condura after-sales service department for maintenance.

# Customer Care

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We are committed to serve.

## **QUESTIONS ABOUT YOUR CONDURA STEAM MULTI COOKER:**

Please feel free to email us thru our website:

<http://www.conceptstore.com/>

Or visit us at [condura.com.ph](http://condura.com.ph)



**CONCEPCION DURABLES INCORPORATED**  
**CUSTOMER SERVICE DEPARTMENT**

**308 Sen. Gil Puyat Avenue, Makati City**

**Trunk Line: (02) 8 863 5555**

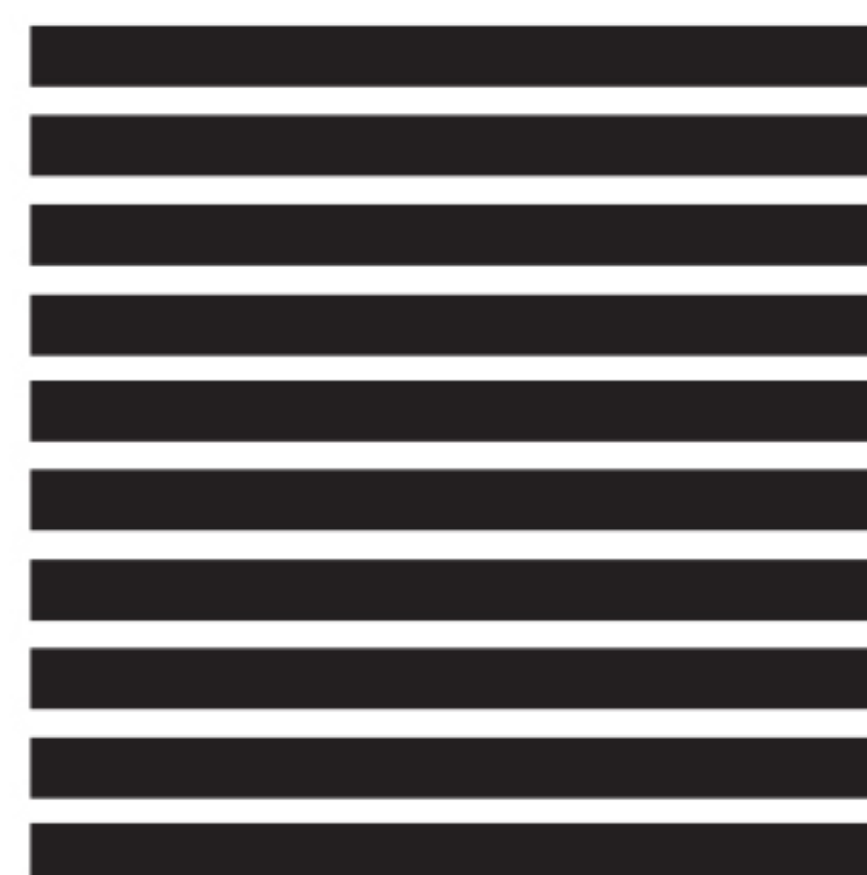
**TOLL FREE: 1800 10 888 8888**

**Mobile Nos.: 0917 536 3030 (Globe)  
0947 996 2415 (Smart)**

**PO BOX 211 COMMERCIAL CENTER**

**MAKATI CITY**

**BUSINESS REPLY!**  
**Permit No. 2416A!**  
**NO STAMP NEEDED**



# CONDURA

## PRODUCT WARRANTY CERTIFICATE

### IMPORTANT: PLEASE READ CAREFULLY

Concepcion Durables, Inc. ("CDI") warrants to the purchaser that this CONDURA STEAM MULTI COOKER will be free from defects in material and workmanship, and agrees to repair or replace any defective part or unit with a new or equivalent part or unit through any of its Authorized Service Centers if such defect is found to be manufacturer's error and in accordance with the terms of this warranty, subject to the following conditions:

### 1. COVERAGE OF WARRANTY

Applicable for Condura Steam Multi Cooker

### 2. WARRANTY PERIOD (from the date of original purchase)

**System Parts and labor.....1 Year**

CDI warrants this Steam Multi Cooker to the original purchaser/user to be free from defects in materials and workmanship under normal use.

CDI shall, at no cost to the original purchaser/user, repair or replace the unit or any of its parts that is found by CDI to be actually defective within the Warranty Period, with original or equivalent unit or parts, subject to the conditions and exclusions provided below.

### 3. LIMITATIONS

This warranty is not transferable, valid only in the Philippines. This warranty shall be void if the unit is:

- Improperly installed or mounted, or subjected to misuse, abuse, neglect, accident, alteration or abnormal voltage conditions
- Plugged into any device other than a suitable power supply outlet
- Serviced, opened, dismantled, disassembled, or reassembled by anyone other than a CDI accredited service center
- Damaged in transport or subjected to rough handling
- Damaged due to rodent, pest, or related infestation
- Damaged due to commercial use (stores, restaurants, other businesses, and non-household application)
- Damaged due to accidents, flood, fire, etc.

This warranty does not cover breakable parts and accessories, and any damages due to wear and tear.

The above warranties are given by CDI in lieu of any other warranties, express or implied. CDI and its vendors disclaim any implied warranty of merchantability or fitness for a particular purpose or any similar standard imposed by applicable legislation. CDI's responsibility to repair, replace or offer a refund for defective units, parts and related items is the sole and exclusive remedy provided for breach of these warranties.

**MODEL NO.** CONSD3.0SMCATDIG ..... **SERIAL NO.** .....

NOTE: Keep this warranty card together with your Original Sales Invoice/Official Receipt as proof of purchase. If the date of purchase cannot be proven, warranty shall be based on CDI's Invoice to Dealer.



Fill out this warranty card completely and mail within 15 days from date of purchase. This will activate your warranty.

# CONDURA

**MODEL NO.** CONSD3.0SMCATDIG ..... **SERIAL NO.** .....

**DEALER (Please indicate branch)** .....

**DATE OF PURCHASE** ..... **DEALER INVOICE NO.** .....

**CUSTOMER NAME** ..... **EMAIL ADDRESS** .....

**ADDRESS** .....

**TELEPHONE NO.** ..... **MOBILE NO.** .....





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