cook's essentials

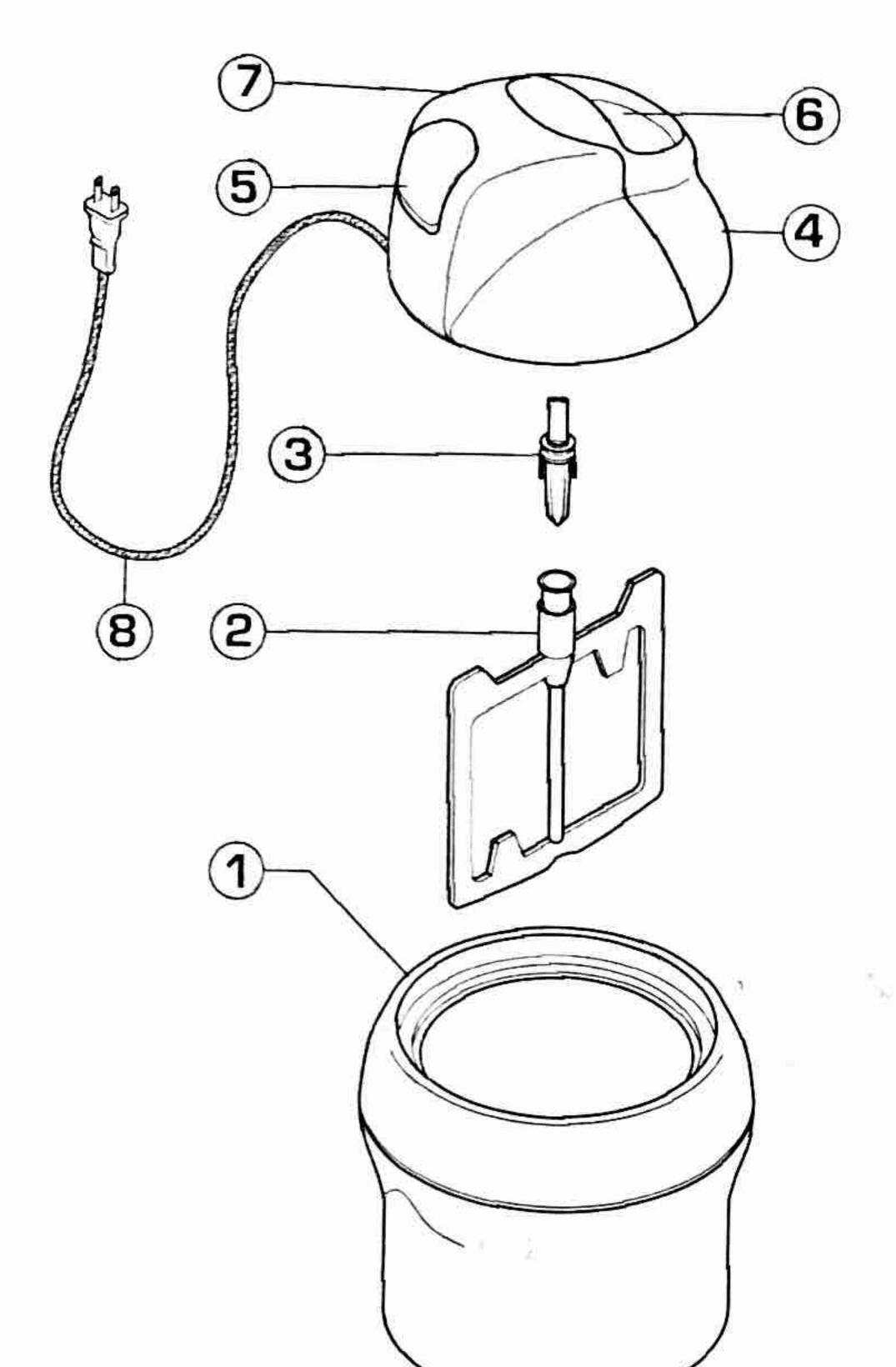
High performance kitchenware

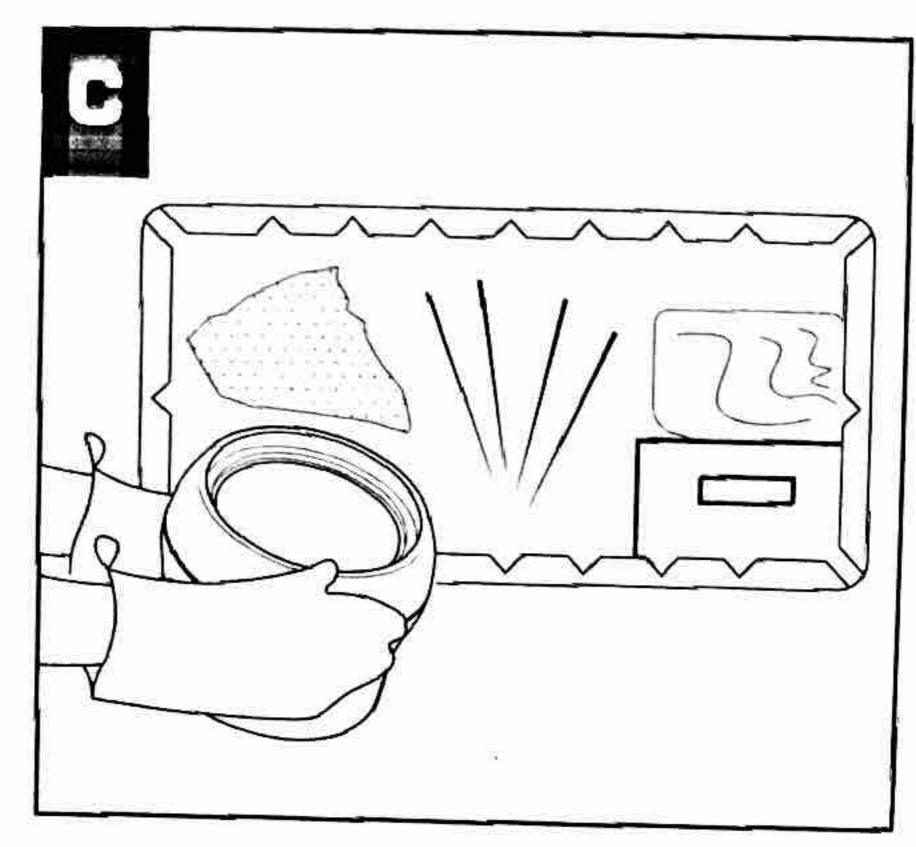


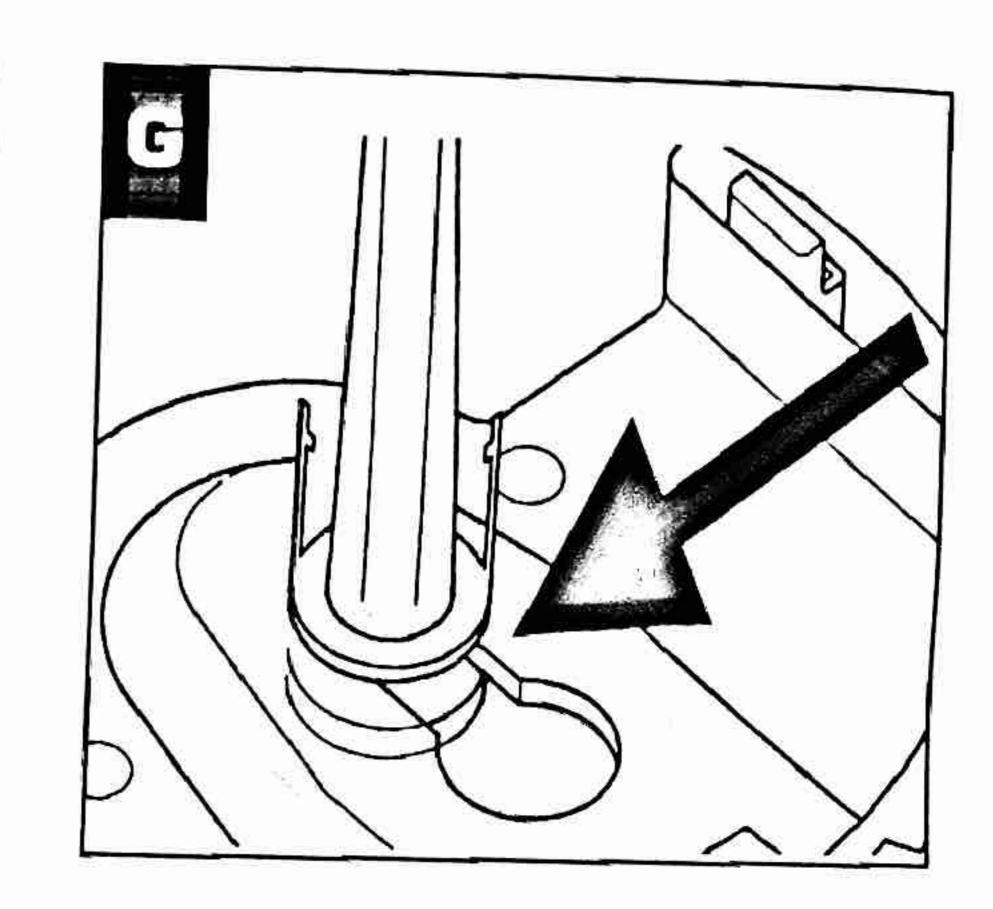
METERICAL AND RESERVED ENGINEER

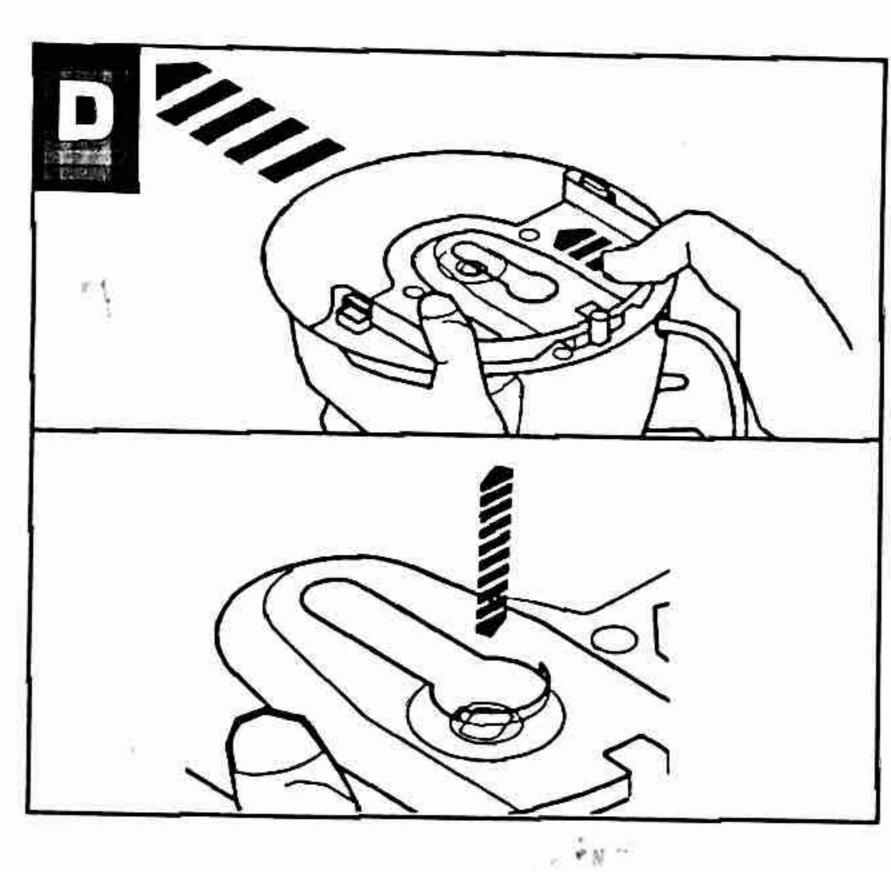
- Cylinder bowl
 Churn blade
- 3) Drive Shaft

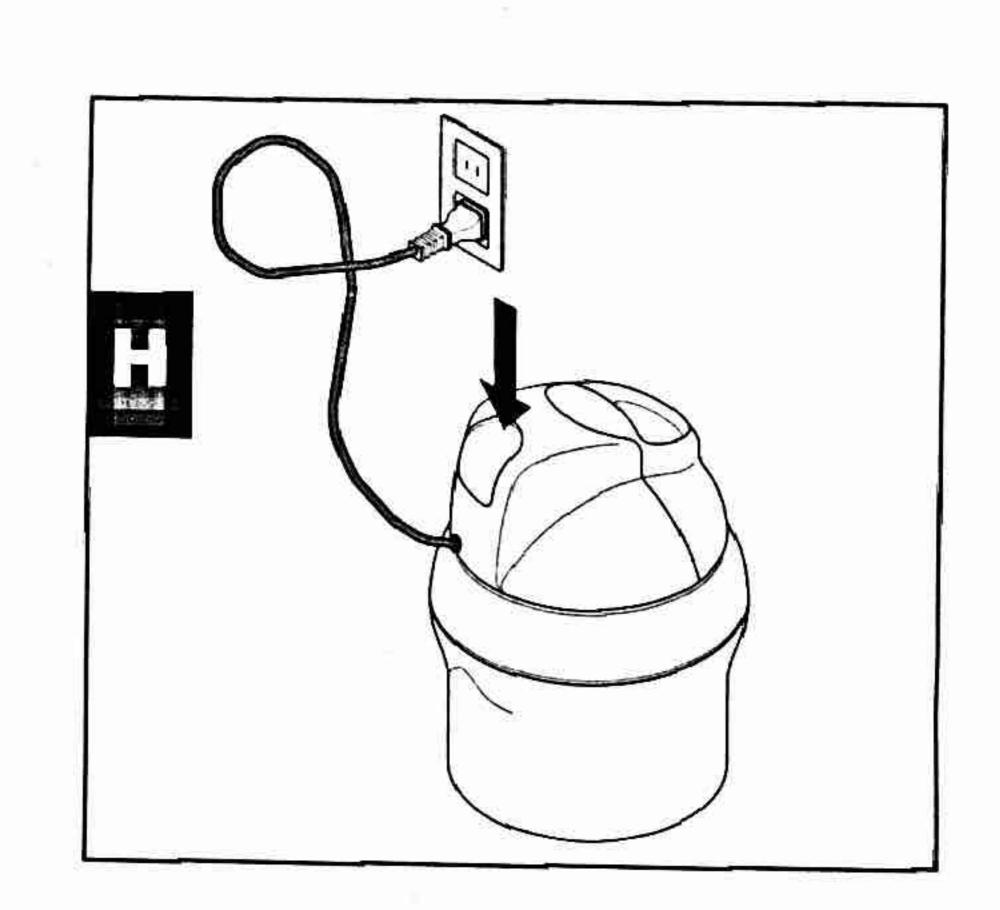
- 4) Lid
- 5) On/Off Switch & Lid release button
- 6) Lid opening 7) Electric Motor Assembly 8) Electrical Cord

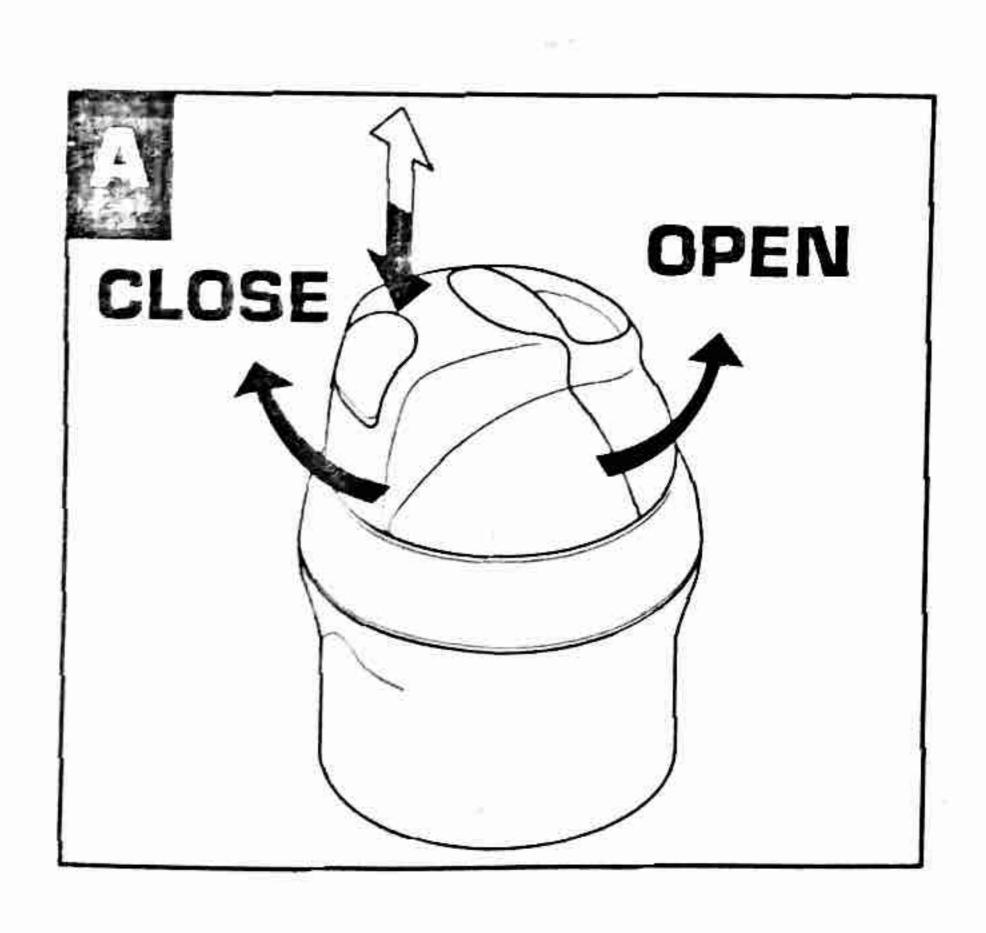


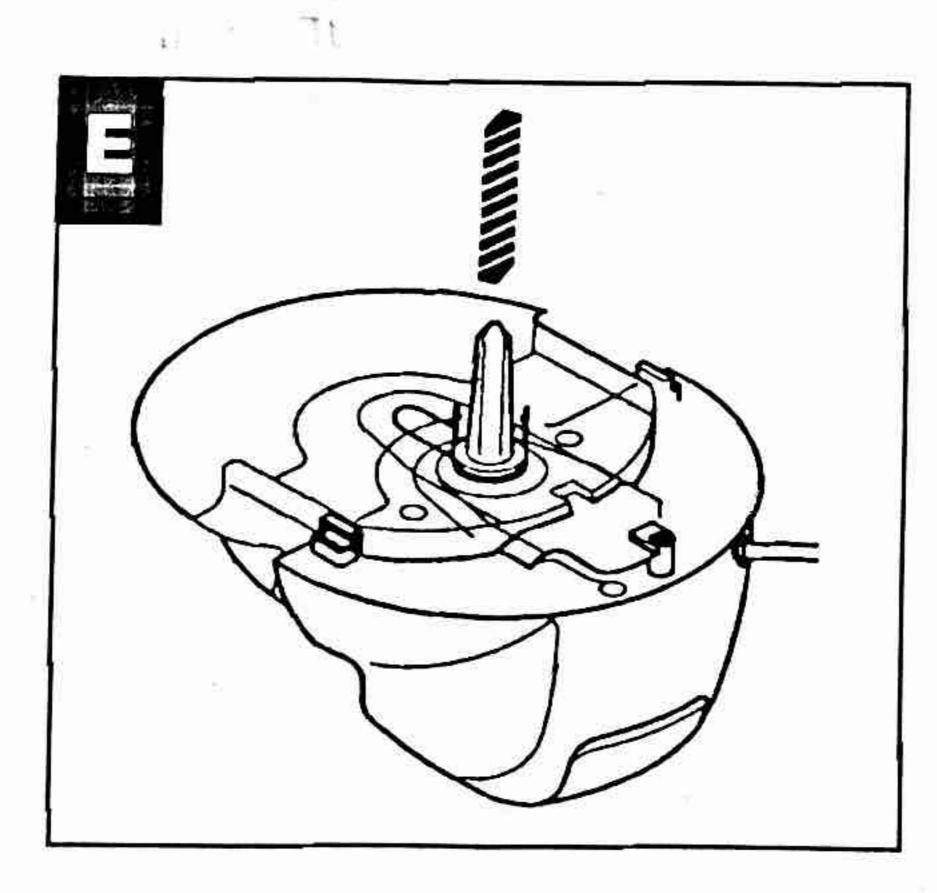


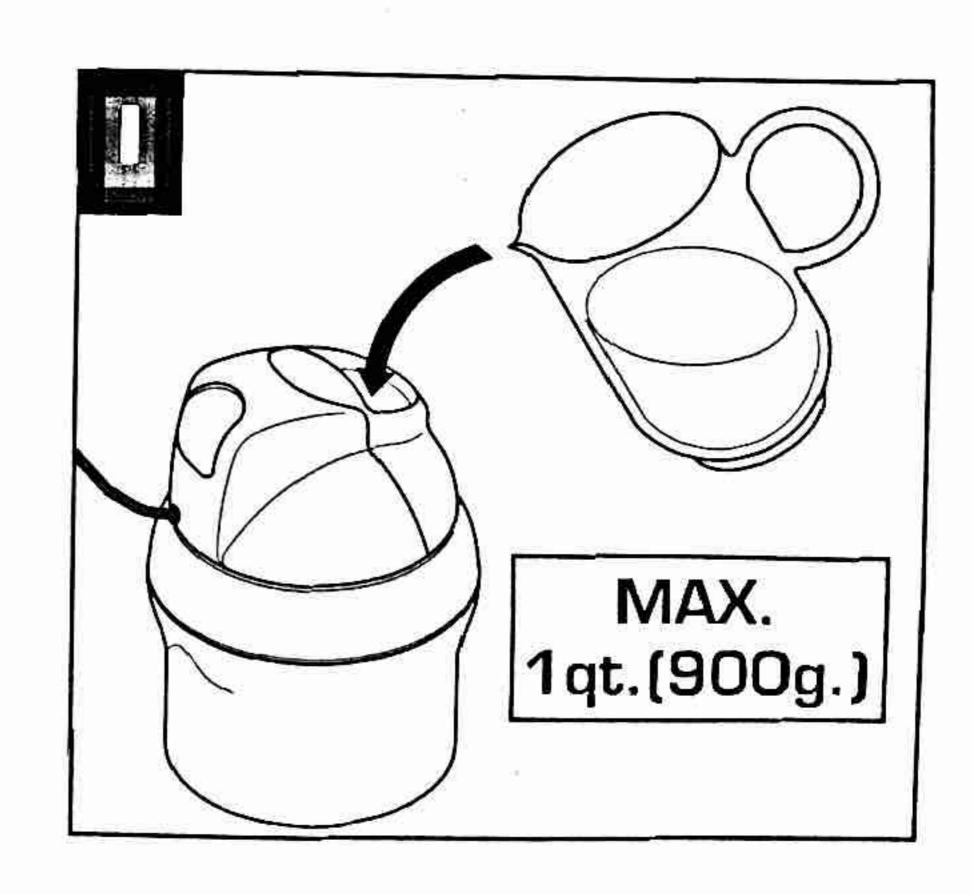


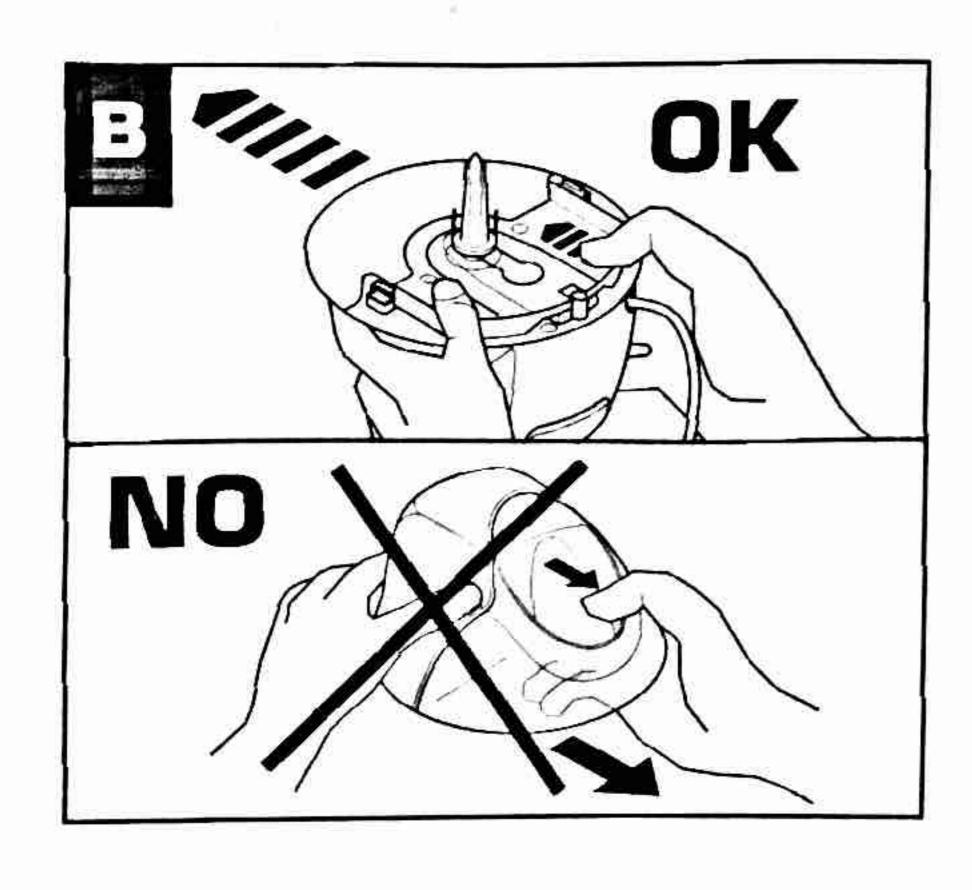


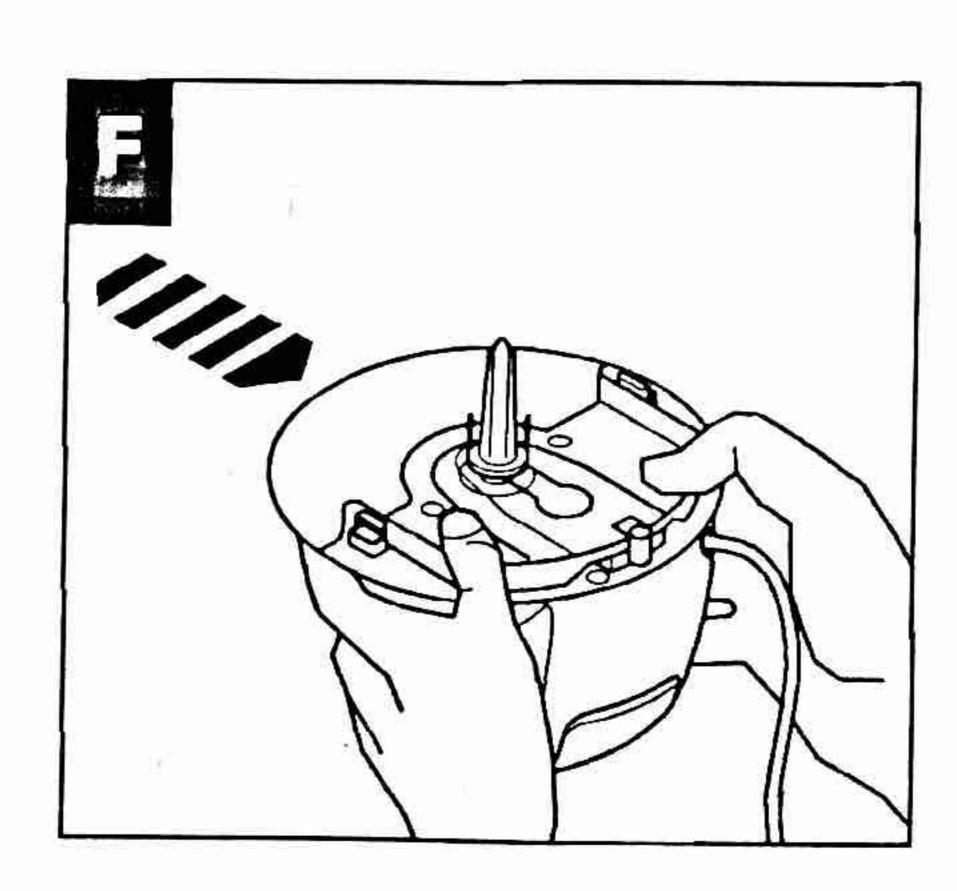


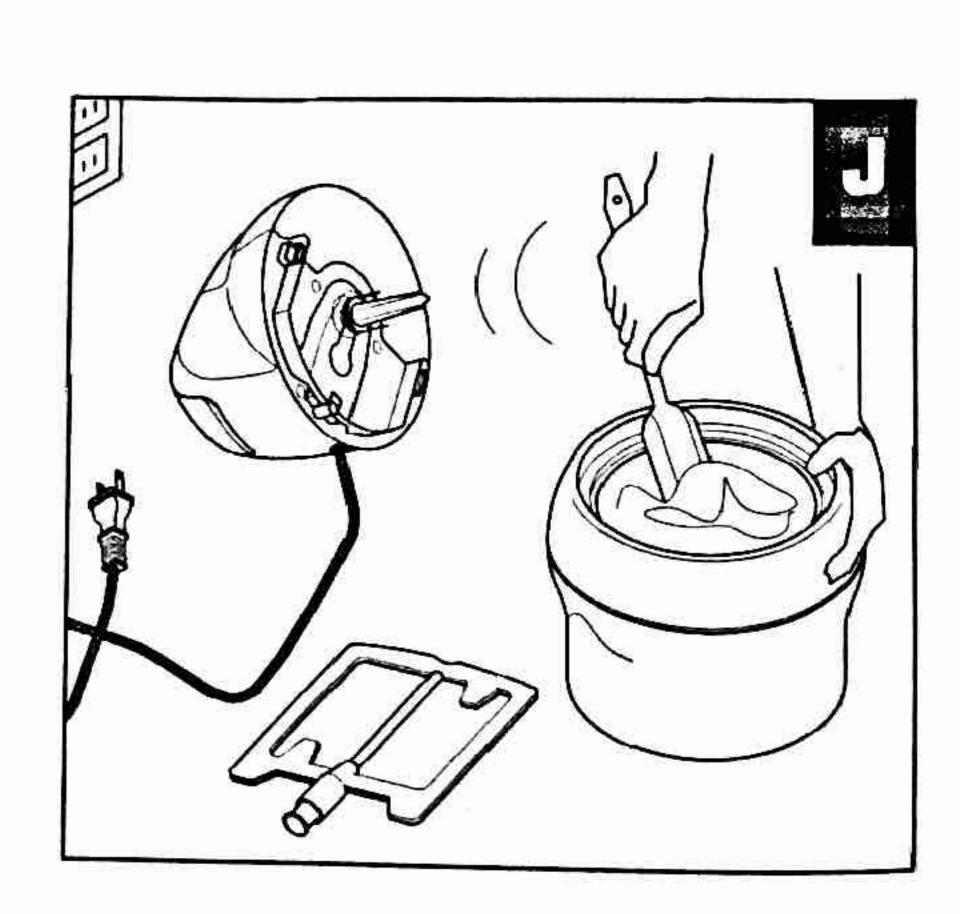












MEDERAL SALEMENT

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

- Read all instructions carefully.
- To protect against risk of electric shock, do not put motor assembly of appliance in water or any other liquid.
- Close supervision is necessary when any appliance is used by or near children.
- Unplug from outlet when not in use, before putting on or taking off parts, and before cleaning.
- Avoid contact with moving parts. Keep hands, hair, clothing, as well as spatulas and other utensils away during operation to reduce the risk of injury to persons, and/or damage to the appliance.
- 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 the appliance to an authorized Service Center for examination, repair or electrical or mechanical adjustment.
- The use of attachments not recommended or sold by the appliance manufacturer may result in fire, electric shock or injury.
- Do not use outdoors.
- Do not let cord hang over edge of table or counter, or touch hot surfaces.
- Do not let cord contact hot surfaces, including the stove.
- Keep hands and utensils out of cylinder bowl while in use to reduce the risk of injury to persons or to the appliance itself.
- DO NOT USE SHARP UTENSILS INSIDE THE CYLINDER BOWL!
- Sharp objects will scratch and damage the inside of the cylinder bowl. A rubber spatula or metal spoon may be used, when the appliance is in the "off" position.

This appliance is for household use. An authorized Service Center should perform any servicing other than cleaning and user maintenance.

ATTENTION!

This appliance is fitted with a polarized plug (one blade is wider than the other is). To reduce the risk of electric shock, this plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. Do not attempt to defeat this safety feature.

SAME THE INSTITUTE

CAUTION

This appliance is for household use. An authorized service representative should perform any servicing other than cleaning and user maintenance.

Authorized service personnel only should do repair.

- Check voltage to be sure that the voltage indicated on the nameplate agrees with your voltage.
- Keep your hands and the cord away from hot parts of the appliance during operation.
- Never clean with scouring powders or hard implements.

- Do not place or use the appliance on hot surfaces, such as stoves, hotplates, or near open gas flames.
- Do not expose the freezing cylinder to temperatures above 158°F/70°C.
- Do not clean freezing cylinder in dishwasher.
- Do not unplug the unit by pulling on the cord.

BEFORE FIRST USE

Remove all literature and packing material from inside the ice cream maker.

Separate the lid from the motor by pulling apart (fig. B).

Wash the freezing cylinder, the lid, the drive shaft and the churn blade in warm soapy water. Rinse and dry thoroughly all parts. **DO NOT immerse electric motor assembly in water.** To clean, wipe with a moist cloth.

FREEZING THE CYLINDER BOWL

The most important step in making ice creams and frozen dessert is to make sure that the cylinder is thoroughly frozen.

The cylinder bowl must be washed and thoroughly dried.

Place the cylinder bowl in an upright position in the back of your freezer, where the temperature is coldest. Keep the cylinder opening clear (fig. C).

The temperature should be at least 0°F or -18°C. If available a home freezer would be preferable to the freezing compartment of your refrigerator.

The length of time necessary to properly freeze the cylinder bowl will depend upon how cold the freezer temperature is:

FREEZER TEMPERATURE

APPROXIMATE MINIMUM TIME FOR CYLINDEER TO PROPERLY FREEZE

-30°C / -22°F -25°C / -13°F -18°C / 0°F

8-9 Hours 12-13 Hours 20-22 Hours

The cylinder bowl should be in your freezer at least 8 hours and preferably overnight before using your ice cream maker.

Shake the cylinder to check ideal freezing condition. As there is liquid in between the cylinder walls, you should not hear any liquid moving inside.

NOTE: continually storing the cylinder bowl allows you the flexibility to make ice cream, chill wine or champagne or serve your ice cubes at a moment's notice.

MAKING ICE CREAM

Prepare one of the suggested recipes or one of your own favorites. You can use any recipe for ice cream, frozen yogurt, frozen dessert as long as the recipe does not contain more than **1 quart** of ingredients. This will allow for volume to increase during churning to maximum capacity.

Always **chill your mixture** in the refrigerator before attempting to freeze-churn. Ice cream mixtures will stay fresh in the refrigerator for a few days. Shake well before pouring the mixture.

- 1. If you have taken the lid, motor and drive shaft apart, insert the drive shaft into the motor unit, proceeding as follows:
- Slide the motor onto the lid until the "keyhole" part of the lid is over the hole in which the drive shaft fits (fig. D).
- Push the drive shaft into the hole (fig. E).
- Slide the motor until it locks into position (fig. F).
- WARNING: Ensure that the non-keyhole part of the lid fits between the top and bottom collars of the drive shaft (fig. G).
- 2. Only when the mixture is ready, remove the cylinder from the freezer and place on a firm, level surface near a convenient power outlet. It is extremely important that the bowl be used immediately after it is removed from the freezer, as it begins to thaw once removed.
- 3. Insert the churn blade onto the drive shaft. Lower assembled lid/motor/churn blade onto the cylinder bowl. Rotate the lid and motor clockwise (fig. A) until resistance is met. At this point the clips on the top of the unit should be engaged over the clips on the bowl.
- 4. Plug the electric cord into the power outlet. Press the switch (5) (fig. H): this will both start operating the churn blade and lock the top unit into position.

Warning: ensure the paddle motor is fully locked, otherwise it will not be possible to switch the motor on.

- 5. Immediately pour the chilled mixture into the cylinder bowl through the lid opening (fig. I). Do not fill more than half way from the top, as mixture will expand during the freezing process to fill the cylinder bowl.
 - The built-up of ice on the inside of the cylinder bowl might cause some resistance to the churning blades. They are specially designed to reverse direction automatically when resistance is reached to avoid any damage to the unit.
- **6.** Leave the machine on for approximately 20-40 minutes. Do not turn the appliance off during use, as mixture may freeze on the walls and prevent the movement of the churn blade.
- 7. During the freezing process you can add through the opening in the lid (5) ingredients (such as chocolate, raisin, nuts, etc.) finely chopped or pureed. Alcohol should not be added until near the end of the process as it significantly slows down the freezing process.
- 8. When ice cream is ready press the switch (5) to stop the churn blade and remove the power cord from the outlet. Having switched off the motor, the locking mechanism between the motor / lid and the cylinder will be released. Remove the Electric Motor Assembly and Lid from the cylinder by rotating the lid anti-clockwise (fig. A).
- **9.** Remove the churn blade from the ice cream (fig. J). The finished result is a soft spoonable Italian ice cream. Homemade ice cream will not be the same consistency than that of hard store-bought ice cream. If you wish to firm the ice cream further before eating, this can be transferred to an airtight container for storage in the freezer.
 - You may leave the ice cream in the cylinder bowl with the lid on to harden for a short period (no more than 30 minutes) but long term freezing should be done in an airtight container.

Provided by http://www.pickyourown.org/icecreammakermanuals.htm

IMPORTANT:

Do not operate the machine longer than required. If after 40 minutes the mixture is not yet solid, or has thawed again, do not continue. Refreeze cylinder bowl and chill ice cream in another bowl before continuing process.

Do not use sharp objects or utensils to empty the cylinder bowl as they could damage the surface. OK for use with metal spoons.

CLEANING

Hygiene is extremely important.

Remove the lid from the motor assembly by pulling apart until the "keyhole" part of the lid is over the hole in which the drive shaft fits (fig. D). Then remove the drive shaft and the lid (fig. E).

The lid, churn blade, drive shaft and cylinder bowl should be cleaned thoroughly using hot soapy water. Clean the motor assembly with a damp cloth. Never immerse the motor unit in water.

Make sure all parts are clean and dried thoroughly and never replace cylinder in freezer if still wet.

Note: Take care the drive shaft is small and easily lost. After cleaning we suggest you reassemble the entire motor assembly to avoid losing parts.

STORING ICE CREAM

In the ice cream maker

When the ice cream is ready it can be left covered in the ice cream maker for approximately 30-40 minutes. If placed covered into the refrigerator it can also be left in the ice cream maker for 30-40 minutes.

In the freezer

Although ice cream can be stored in the freezer for a short period, a lengthy period of storage is not beneficial for either the taste or the quality of ice cream. After one or two weeks the texture starts to deteriorate and the fresh taste is lost. Ice cream tastes best when fresh. Should you wish to store ice cream in the freezer, pay attention to the following:

- Store the ice cream in a clean, well-sealed container that is suitable for freezing.
- Storage temperature must be 0°F (-18°C) or lower.
- Attach a label to the container with the date when it was made and the kind of ice cream it is.
- Defrosted or semi-defrosted ice cream must never be put back in the freezer. Remove the ice cream from the freezer about thirty minutes before serving and place it in the refrigerator. Or bring it up to serving temperature by allowing it to stand for ten or fifteen minutes at room temperature.

STORING TIMES

Ice cream from non-boiled ingredients:

up to 1 week

Sorbets:

1 to 2 weeks

Ice cream from half-boiled ingredients:

up to 2 weeks.

HELPFUL HINTS

- Always use your ice cream maker on a firm flat surface, near a convenient power outlet.
- Thanks to its stainless steel inner bowl the frozen cylinder maintains a temperature of about 14°F or -10°C for over 2 hours.
- We recommend that you always keep your ice cream bowl in your freezer so that
 you can make ice cream, chill wine or serve ice cubes at any time.
- For best results the ice cream bowl must be frozen thoroughly. Make sure to set your freezer at the coldest setting (temperature should be not less than 0°F or -18°C).
- Firmness of ice cream depends upon variable factors such as the recipe used, room temperature and temperature of ingredients before churning-freezing. For best results always refrigerate the ice cream mixture before churning-freezing.
- Some recipes require the mixture to be pre-cooked. Make the recipe at least one
 day ahead. This will allow the mixture to cool completely and increase volume. Prechilling the base mixture is strongly recommended. Never try to shortcut.
- Remember artificial sweeteners can be used as substitutes for sugar. Add only artificial sweeteners to mixture that are cold or have completely cooled. When a recipe calls for heating liquid to dilute sugar, omit the heating process and simply stir in the sweetener until it is well dissolved.
 - 1 packet of sweetener = 2 teaspoon of sugar
 - 6 packets = 1/4 cup,
 - 8 packets = 1/3 cup,
 - 12 packets = 1/2 cup.
- Do not attempt to make more than the maximum amount for the machine.
- Do not remove ice cream bowl from the freezer until ready to use.
- Do not puncture or heat the freezing cylinder.

IF ...

The ice cream is not firm enough; this is due to one or a combination of the following reasons:

- 1. Your cylinder bowl was not in the freezer long enough (preferably overnight)
- 2. Your freezer is not cold enough: ice cream sets at 10/14°F (-10/-12°C). If the freezer is not at 0°F (-18°C) the ice cream will not set.
- 3. Too much mixture has been put in the cylinder bowl.
- 4. The ingredients are warm or at room temperature.
- 5. The cylinder bowl was left at room temperature for more than 5 minutes before use.
- 6. The freezer door has been opened and closed too many times during the freezing process.
- 7. The freezer is too full.
- 8. The freezer has a thick coating of ice on the walls.

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Most ice cream recipes are a combination of cream, milk, eggs and sugar. You can use any type of cream you like. If you wish to make a lighter ice cream, replace full cream with 1/2 & 1/2 or use more milk than cream. Any combination can be used, just make sure the liquid measurement remains the same.

• BASIC RECIPES

VANILLA ICE CREAM

Custard made with egg yolk and cream is the traditional base of many ice creams. Below is the classic Vanilla Ice Cream, but if you omit the vanilla you can use the custard base with many different flavorings and there are several examples in this booklet.

Ingredients:

3 egg yolks

1/2 cup sugar

2 tsp. vanilla essence (or to taste)

1 1/2 cups milk

1 1/2 cups cream

Pour the milk in a saucepan and slowly heat it to boiling point. In a bowl beat the egg yolks and sugar together and then still beating pour over the milk. Return the mixture to the pan and stirring constantly heat it until the mixture forms a film over the back of a wooden spoon. Do not let it boil or it will separate. Remove the pan from the heat, leave it until cold then stir in the cream and vanilla essence. Refrigerate overnight.

COFFEE ICE CREAM

Ingredients:

1 egg yolk

1/2 cup sugar

6 teaspoons instant coffee

1 teaspoon cocoa

A few drops of vanilla essence

1 1/2 cups full cream milk

1 1/2 cups cream

Use a pan to heat the milk and sugar in until just before the milk boils. Add the instant coffee and cocoa and then allow the mixture to cool to room temperature. Beat the egg yolk in the bowl with the vanilla essence until it becomes frothy. Pour the cream and the coffee-cocoa mixture into the egg yolk and stir well. Refrigerate overnight.

LOW FAT VANILLA ICE CREAM

Ingredients:

1 1/2 cups low fat milk

4 tablespoons dried milk powder

1/2 cup sugar

1 1/2 teaspoons vanilla essence

Put the milk in a saucepan over a gentle heat. Add the sugar and sprinkle the milk powder over the top. Stir until both sugar and the milk powder are dissolved, being careful not to let the mixture boil. Remove the saucepan from the heat and when cold stir in the vanilla essence. Refrigerate overnight.

CHILDRENS' CHOCOLATE ICE CREAM

Ingredients:

2 cups condensed milk

1 1/2 cups milk

4 1/2 tablespoons cocoa dissolved in 4 tablespoons hot water.

Mix all the ingredients together, pour into the ice cream maker

CHOCOLATE-HAZELNUT ICE CREAM

Ingredients:

1/4 cup plain chocolate

1/8 cup roasted finely, ground hazelnuts

1 egg yolk

1/2 cup sugar

a few drops of vanilla essence

1 cup cream

1 cup milk

2-3 tablespoons instant coffee

Use a pan to heat the milk, chocolate and instant coffee over a low heat while stirring continuously. Remove the pan from the heat when the chocolate has melted. Allow the liquid to cool down to room temperature. Mix the egg yolk with the sugar, vanilla essence and cream in a bowl. Pour this mixture, while stirring, into the melted chocolate. Add the hazelnuts. Refrigerate overnight.

CHOCOLATE-MINT ICE CREAM

Ingredients:

1/2 cup mint filled chocolates

1 1/2 cups milk

1 1/2 cups cream

1/8 cup sugar

3 egg yolks

Beat the egg yolks with the sugar in a separate bowl until light and frothy. Place a pan over a low heat, pour in the milk and add the chocolates. Continue stirring until the chocolates have completely melted and then remove the pan from the heat.

While stirring, add the beaten egg yolks and the sugar. Place the pan over a low heat. Keep stirring until the mixture thickens. Do not allow it to boil. Remove from the heat and allow the mixture to cool down to room temperature. Then add the cream and mix well. Refrigerate overnight.

• FRUIT ICE CREAMS

BANANA ICE CREAM

Ingredients:

1 1/2 cups ripe, peeled bananas

1/2 cup sugar

1 cup milk

1/2 cup whipping cream

a few drops of vanilla sugar

The juice of 1 lemon

Mash the bananas together with the sugar, the vanilla essence and the lemon juice. Stir the banana mixture into the cream and milk. Pour the mixture into the ice cream maker.

STRAWBERRY ICE CREAM

Ingredients:

1 1/2 cups fresh strawberries

1/2 cup sugar

1 dessertspoon of lemon juice

1/2 cup cream

1/2 cup milk

Wash the strawberries. Mash them together with the sugar and lemon juice. Stir the mashed strawberry mixture into the cream and milk. Pour the mixture into the ice cream maker.

FROZEN MUESLI AND YOGURT

Ingredients:

1 cup muesli without any dried fruit

1/8 cup raisin

1 tablespoon water

1 cup plain yogurt

1 cup milk

1/8 cup sugar

Soften the raisins by soaking them for several hours in the water. Mix all the ingredients together.

YOGURT-FRUIT ICE CREAM

Ingredients:

1/2 cup raspberries

1/2 cup strawberries

1 1/2 cups natural yogurt

1/2 cup sugar

1 dessertspoon of lemon juice

Wash the strawberries and raspberries. Mash the fruit with the sugar and then sieve the mixture. Then mix the yogurt with the lemon juice. Add the fruit mixture to the yogurt and lemon juice and stir well. Pour the mixture into the ice cream maker.

Provided by http://www.pickyourown.org/icecreammakermanuals.htm

MANGO ICE CREAM

Ingredients:

1 2/3 cups ripe mango peeled and stoned

1/2 cup sugar

A few drops of vanilla essence

1 1/2 cups cream milk

Peel and stone the mangoes, then mash and sieve them. Mix the mashed mango with the sugar, vanilla essence and milk. Stir well. Pour the mixture into the ice cream maker.

APRICOT-PEACH STRAWBERRY RED CURRENT ICE CREAM

Ingredients:

1/2 cup apricots (stoned) or strawberries

1/2 cup peaches (stoned) or red-current

1/2 cup sugar

1/2 dessertspoon of lemon juice

1 cup full cream milk

Remove the stones from the apricots and peaches. Mash the fruit together with the milk. Stir well. Pour the mixture into the ice cream maker.

• SORBETS

Sorbets are simply sugar syrup mixed with fruit juice or pureed fruit. The orange sorbet given below is a basic recipe and can easily be altered to suit whatever flavor you wish to use. You can lighten the mixture with the addition of a little egg white (See the Citrus Sorbet recipe) and, if you are going to store the sorbet, this will help it to keep and not turn into a block of ice. You can also add a little gelatin (as given in the Strawberry Sorbet), which will mean that when it is taken from the machine or freezer it will hold its shape better and not run away so quickly.

ORANGE SORBET

Ingredients:

1 cup granulated sugar

2 cups water

1 1/2 cups fresh orange juice

Zest of two oranges

Juice of a lemon.

Combine the sugar, water and orange zest in a saucepan. Set it over a gentle heat and stir frequently until the sugar has melted. Bring to the boil and boil for 5-8 minutes or until you have light syrup (230°F, 110°C), then remove from the heat and leave until it is cold.

Stir in the orange and lemon juices. Refrigerate overnight.

LEMON SORBET

Follow the same recipe, using the zest of one lemon instead of two oranges. As lemon juice is very sour, you may need less than $1 \frac{1}{2}$ cup, so taste it carefully before freezing.

CITRUS SORBET

Ingredients:

Grated zest and juice of 1 grapefruit (preferably a pink one)

Grated zest and juice of 1 lemon

Grated zest of 1 orange

Juice of 2 oranges

3/4 cup granulated sugar

2 cups water

2 small or 1 large egg white.

Follow the instructions for the Orange Sorbet and make syrup with the sugar and water, with the addition of the zest of the fruits. When the syrup has cooled, add the juices and pour it into the ice cream maker. When the sorbet starts to freeze and thicken, add the egg whites, so that they are incorporated and whisked into the syrup for the last 10 minutes of freezing time.

TROPICAL SORBET

Ingredients:

2 large, ripe mangoes 1/2 cup granulated sugar

1 1/2 cups water

Juice of a lime or 1/2 a lemon

1 egg white.

Make a syrup with the sugar and water, (as given in the recipe for Orange Sorbet) and when it has cooled, add the pureed mango flesh and the lime or lemon juice. Turn into the ice cream maker and follow the instructions for the Citrus Sorbet for adding the egg white. Other tropical fruits that make good sorbets are Kiwi Fruit, Paw Paw or fresh or tinned Lychees.

STRAWBERRY SORBET

Ingredients:

2 cups fresh or un-sugared frozen strawberries (defrosted)

1/2 cup granulated sugar

1 1/2 cups water

Juice of 1/2 a lemon

1/2 a packet of powdered gelatin

1 egg white. (Optional)

Make syrup, as for the Orange Sorbet, with the sugar and water. While the syrup is cooling mash the strawberries or puree them in a mixer or food processor and strain or sieve them to eliminate the pips. Stir the strawberry puree into the sugar syrup together with the lemon juice and the gelatin, which has been melted in a small bowl in two table-spoons of water over a pan of boiling water. If you want a larger quantity of light sorbet, follow the instructions for Citrus Sorbet before adding the egg white.



WHITE WINE SORBET

Ingredients:

1 cup sugar 3/4 cup water

Zest and juice of a lemon

1 1/2 cups sweet white wine

2 small or 1 large egg white

packet gelatin. (optional)

Follow the recipe for the Orange Sorbet to make syrup with the sugar, water and lemon zest. (If you like a very smooth sorbet, strain out the lemon zest when the syrup has cooled). Add the lemon juice, the wine and the melted gelatin, if you are using it (see instructions for Strawberry Sorbet above) to the cold syrup and pour it all into the ice cream maker. As it starts to freeze add the egg white; see the recipe for the Citrus Sorbet.

TOMATO SORBET

Ingredients:

2 1/2 cups tomato juice
Juice of 2 lemons
1 teaspoonful Worcester sauce
Few drops Tabasco sauce (optional)
1 teaspoonful sugar
Salt and pepper
1/2 cup Vodka (optional)

2 egg whites.

Mix together all the ingredients, tasting carefully to achieve the seasoning that you like. The finished sorbet will be light and fluffy and is good served in scoops on a bed of lettuce leaves, decorated with a few prawns.

• <u>SAUCES</u>

HOT CHOCOLATE SAUCE

Ingredients:

3/4 cup plain chocolate

1/8 cup sugar

1/8 cup unsalted butter

Put the broken up chocolate, the sugar and 4 tablespoons water in a small saucepan. Melt the chocolate over a gentle heat, then slowly increase the heat and boil for 2 minutes. Beat in the butter and serve hot.

This is good over many ice creams including Banana, Coffee, or Vanilla.

MELBA SAUCE

Ingredients:

1 cup raspberries

1/4 cup sugar

juice of 1/2 a lemon

Mash or puree the raspberries and, if you wish, strain out the pips by sieving the purée. Stir in the sugar and the lemon juice. This sauce can be served hot or gently heated. It is especially good with fruit ice creams.

BUTTERSCOTCH SAUCE

Ingredients:

1 cup sugar

1/4 cup butter

1/4 cup cream

1 cup water

Put the sugar and water into a heavy bottomed saucepan and stirring, heat gently until the sugar has dissolved. Turn up the heat, cease stirring and fast boil until you have a caramel (345°F 174°C on a sugar thermometer). Leave to cool a little before whisking in the butter followed by the cream. Serve the sauce hot over Vanilla, Coffee, and Hazelnut ice cream.

• FROZEN DRINKS

FROZEN MARGARITAS

2 1/3 cups water
1/2 cup lime juice
2/3 cup triple sec
2/3 cup tequila

Combine all ingredients

FROZEN PINA COLADAS

2 1/3 cups water one 8-ounces can cream coconut 1/2 cup dark rum Combine all ingredients



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cook's essentials

High performance kitchenware

WAI: AMENY

This cook's essentials $^{\text{TM}}$ product warranty extends to the original consumer purchaser of the product.

Warranty Duration: All materials and workmanship, are warranted to the original consumer purchaser for a period of one (1) year from

the original purchase date.

Warranty Coverage: This product is warranted against defective materials or workmanship. This warranty is void if the product has been damaged by accident, in shipment, unreasonable use, misuse, neglect, improper service, commercial use, repairs by unauthorized personnel or other causes not arising out of defects in materials or workmanship. This warranty is effective only if the product is purchased and operated in the USA, and does not extend to any units which have been used in violation of written instructions furnished by cook's essentials™ or to units which have been altered or modified or to damage to products or parts thereof which have had the serial number removed, altered, defaced or rendered illegible.

Warranty Disclaimers: This warranty is in lieu of all warranties expressed or implied and no representative or person is authorized to assume for cook's essentials™ any other liability in connection with the sale of our products. There shall be no claims for defects or failure of performance or product failure under any theory of tort, contractor commercial law including, but not limited to, negligence, gross negligence, strict liability, breach of warranty and breach of

contract.

Warranty Performance: During the above one-year warranty period, a product with a defect will be either repaired or replaced with a reconditioned comparable model (at cook's essentials™ option). The repaired or replacement product will be in warranty for the balance of the one-year warranty period and an additional one-month period. No charge will be made for such repair or replacement.

All Claims under this warranty should be addresses to: QVC Rocky Mount, Inc - 100 QVC, Rocky Mount - NC, 27801. Attention: Returns Department