

TRU

FIFTEEN BAR PUMP ESPRESSO MAKER



CM-6863 INSTRUCTION MANUAL

IMPORTANT SAFEGUARDS

When using electrical appliances especially when children are present, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and/or injury to persons, including the following:

1. **READ ALL INSTRUCTIONS.**
2. Do not touch hot surfaces. Use handles or knobs.
3. **WARNING** - to protect against electric shock, fire and personal injury:
 - do not immerse cord, plug or appliance in water or other liquids;
 - do not immerse the appliance or any electrical components in water or any other liquids;
 - always switch off and unplug the appliance before cleaning.
4. When in use, the appliance is under pressure and should never be left unattended.
5. This appliance is not intended for use by children or by persons with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge. Close supervision is necessary when the appliance is used near children. Children should be supervised to ensure that they do not play with the appliance.
6. Press the POWER button to turn off the unit, then unplug from outlet when not in use and before cleaning.
7. Allow Espresso Maker to cool before putting on or taking off parts, and before cleaning the appliance.
8. Do not operate any appliance with a damaged cord or plug, or after the appliance malfunctions or has been damaged in any manner. Call our toll-free customer assistance number for information on examination, repair, or adjustment.
9. The use of accessory attachments not recommended by the appliance manufacturer may result in fire, electric shock or injury.
10. Do not use outdoors or for commercial purposes.
11. Do not place the appliance close to the edge of the countertop.
12. Do not let cord hang over edge of table or counter or touch hot surfaces.
13. Do not place on or near a hot gas or electric burner, or in a heated oven.
14. If this appliance begins to malfunction during use, press the POWER button; then immediately remove plug from outlet. Do not use or attempt to repair the malfunctioning appliance.
15. Do not use appliance for other than intended use.
16. Do not clean with metal scouring pads. Pieces can break off the pad and touch electrical parts involving a risk of electric shock.
17. To switch off and disconnect, press the power button until the indicator light turns off, then remove plug from wall outlet.
18. A fire may occur if the appliance is covered or touching flammable material, including curtains, draperies, walls, and the like, when in operation.
19. Do not place anything other than cups on the Cup Warmer.
20. Extreme caution must be used when moving an appliance containing liquids.
21. Do not use the appliance with an empty or under filled Water Reservoir. Ensure the water level is always between the Min and Max marking.

- Do not fill the Water Reservoir over the Max marking.
22. Do not use the appliance without a suitable cup/mug placed under the Portafilter spout.
 23. Do not fill the Water Reservoir with hot water, milk or other liquids.
 24. Always use fresh and cold water for brewing.
 25. Use extreme caution when removing the Portafilter and disposing of used coffee grounds.
 26. **CAUTION:** Do not remove the Portafilter during brewing. Scalding may occur if the Portafilter is removed during the brewing cycle.
 27. **CAUTION:** Relieve pressure through Steam Wand before removing cup or Portafilter.
 28. To disconnect, press the POWER button turn off the appliance and then remove plug from outlet.
 29. Use on a hard, flat level surface only, to avoid interruption of airflow underneath the appliance.
 30. Do not remove the Water Reservoir until the unit has stopped brewing and/or frothing.

SAVE THESE INSTRUCTIONS

OPERATING INSTRUCTIONS

PRODUCT MAY VARY SLIGHTLY FROM ILLUSTRATIONS

This appliance is for HOUSEHOLD USE ONLY. It may be plugged into an AC electrical outlet (ordinary household current). Do not use any other electrical outlet.

DO NOT OPERATE APPLIANCE IF THE LINE CORD SHOWS ANY DAMAGE, OR IF APPLIANCE WORKS INTERMITTENTLY OR STOPS WORKING ENTIRELY.

A short power-supply cord is to be provided to reduce risks resulting from becoming entangled in or tripping over a longer cord. Longer detachable power-supply cords or extension cords are available and may be used if care is exercised in their use. If a longer detachable power-supply cord or extension cord is used:

1. The marked electrical rating of the detachable power-supply cord or extension cord should be at least as great as the electrical rating of the appliance, and;
2. The longer cord should be arranged so that it will not drape over the countertop or tabletop where it can be pulled on by children or tripped over unintentionally.

POLARIZED PLUG

This appliance has a polarized plug (one blade is wider than the other). To reduce the risk of electric shock, this plug is intended to fit into a polarized outlet only one way. If the plug does not fit fully into the outlet, reverse the plug and try again. If it still does not fit, contact a qualified electrician. Do not attempt to modify the plug in any way.

LINE CORD SAFETY TIPS

1. Never pull or yank on cord or the appliance.
2. To insert plug, grasp it firmly and guide it into outlet.
3. To disconnect appliance, grasp plug and remove it from outlet. Do not pull on the line cord.
4. Before each use, inspect the line cord for cuts and/or abrasion marks. If any are found, this indicates that the appliance should be serviced and the line cord replaced.
5. Never wrap the cord tightly around the appliance, as this could place undo stress on the cord where it enters the appliance and cause it to fray and break.

IMPORTANT

During the first few minutes of initial use, you may notice smoke and/or a slight odor. This is normal and should quickly disappear. It will not recur after appliance has been used a few more times.

WARNING: To reduce the risk of fire or electric shock, do not remove the bottom cover. No user serviceable parts inside. Repair should be done by authorized service personnel only.

PREPARING FOR USE

Before first use:

- Remove all packaging materials, labels and/or stickers from your appliance.
 - Check package to verify all contents are included and undamaged. Do not operate the appliance if the contents are incomplete or appear damaged. Return it to the store from which you purchased it immediately.
 - Wash the Water Reservoir, Portafilter, Drip Tray, Drip Tray Cover, Measuring Scoop and Filters with warm, soapy water. Rinse and dry thoroughly.
 - Wipe exterior surfaces of the Espresso Maker with a soft, moist cloth to remove dust particles collected during packing and handling.
- WARNING: NEVER IMMERSER THE ESPRESSO MAKER, POWER CORD OR PLUG IN WATER OR ANY OTHER LIQUID.**
- Be sure all parts are properly assembled and in place before use.

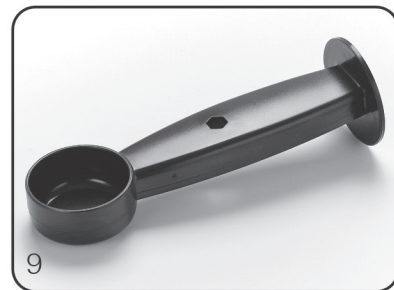
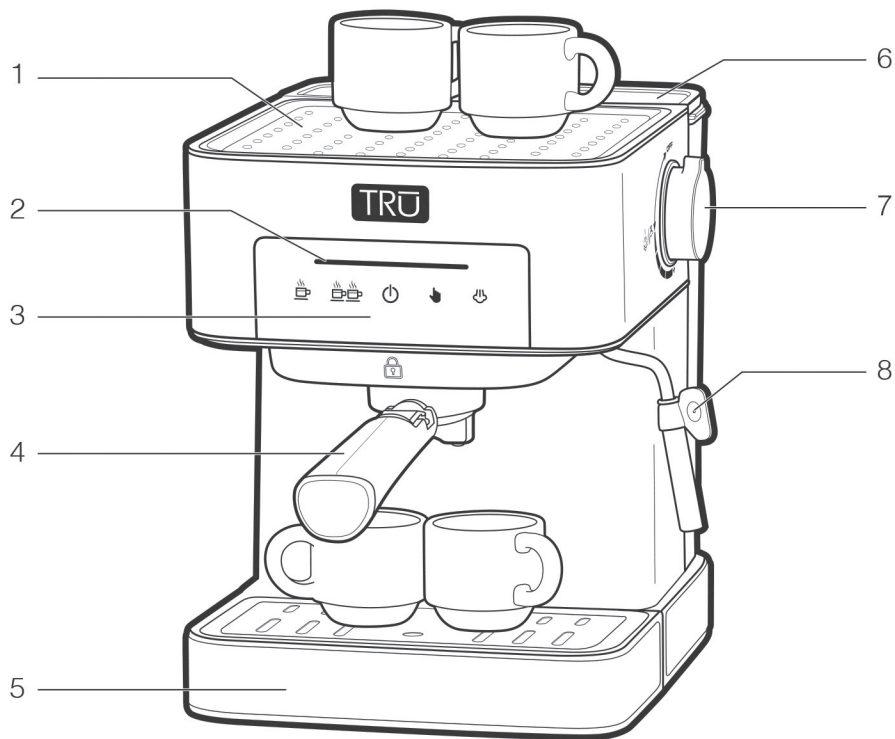
Danger of suffocation!

- Packaging materials are not toys. Always keep plastic bags, foils and foam parts away from babies and children. Packaging material could block airways and mouth and prevent breathing.

NOTE:

- Always use the appliance with a suitable cup/mug and fully assembled.
- The appliance may produce an odor and/or emit smoke when switched on for the first time, as residues from the production process are eliminated. This is normal and does not indicate a defect or hazard.
- When using the appliance for the first time, it is recommended to operate it for at least 1 full cycle without coffee.
- Let the appliance cool completely.

ESPRESSO MAKER FEATURES



1. CUP WARMING PLATE

4. PORTAFILTER

7. HOT WATER / STEAM DIAL

10. SINGLE & DOUBLE SHOT FILTER BASKETS

2. POWER / READY LIGHT

5. REMOVABLE DRIP TRAY

8. STEAM WAND

3. TOUCH SCREEN INTERFACE

6. REMOVABLE WATER TANK

9. TAMPING / MEASURING SCOOP

Using the appliance:

- Proper precautions must be taken to avoid burns from sprays of hot water or steam.
- Always use the Silicone Tab located on the Steam Wand to rotate and swing the wand to the preferred operating position.
- Avoid touching any hot surfaces on the machine or any metal parts of the Portafilter, Filter Baskets or Steam Wand while the Espresso Maker is in use or immediately after it has been used to prepare hot beverages.
- When too much water has accumulated in the Drip Tray, the red FULL indicator will rise. To avoid overflow, lift the cover off the Drip Tray. Lift the Drip Tray straight up to remove. Empty water, wipe dry, and reassemble.

WARNING:

CORRECT USE OF GROUND COFFEE FOR ESPRESSO MAKER

Do not use sugar roasted* ground coffee or sugar roasted coffee beans as these will clog the filter and damage the appliance.

(*) GROUND WITH SUGAR.

PRESSURE

In order to avoid possible burns to body parts and/or other injury from hot steam and hot water or damages to the unit, never remove the Water Reservoir and the Portafilter while the appliance is brewing espresso or frothing. Wait until the brew cycle is complete before removing any of these parts.

Filling the Water Reservoir:

- Place the Espresso Maker on a dry, stable countertop or other surface where you will be using the machine.
- To remove the Water Reservoir, lift it up and off of the Espresso Maker.
- Open the lid and fill the Water Reservoir with fresh clean water, taking care not to exceed the MAX level.
- Put the Water Reservoir back on the Espresso Maker, pressing lightly to open the valves located on the bottom of the Water Reservoir.
- **Note:** the Water Reservoir can also be filled by simply raising the Water Reservoir lid and pouring water from a container.
- **WARNING: NEVER OPERATE THE APPLIANCE WITH AN EMPTY WATER RESERVOIR. NEVER OPERATE THE APPLIANCE WITHOUT THE WATER RESERVOIR IN PLACE.**

Preparing the Espresso Maker:

- Insert the plug into a power outlet. The machine will beep once.
- **Note:** Before turning on the Espresso Maker ensure that the Hot Water/Steam Dial is in the off position.
- Make sure the Removable Drip Tray and Drip Tray Cover are in place.

- Make sure the Steam Wand Sleeve is properly installed by sliding it over the Steam Wand until it fits snugly on the Silicone Tab.
- Press the Power Button once to turn the Espresso Maker on. The machine will beep and the Power Button will light up solid blue; this is to indicate that the Espresso maker is on.

PRIMING THE ESPRESSO MAKER BEFORE FIRST USE:

- **NOTE:** The Espresso Maker must be primed before first use to operate properly.
- Align the handle of the empty Portafilter with the unlock marking on the left side of the Group Head. The 3 tabs on the Portafilter must align with the notches in the Group Head.
- Raise the Portafilter into the Group Head and rotate it counterclockwise until the handle of the Portafilter is aligned with the lock marking. Ensure the Portafilter is securely locked in place.
- Add fresh clean water to the Water Tank. It is important to add enough water to be above the Minimum fill line but not exceed the Maximum fill line.
- Place a large empty container under the Group Head.
- Press the Power Button to turn the appliance on and start the preheating process. The Power Light will flash blue while warming up and will then become a solid illuminated blue line when ready.
- When the Espresso Maker is in ready mode, press the Double Shot Button. The Power Light will flash blue while the Espresso Maker is in use, then will beep three times when finished. Allow hot water to flow through the empty Portafilter into the container. When the process is finished, the Power Light will be a solid illuminated blue line.
- Using the black grip on the Steam Wand, rotate the Steam Wand counterclockwise so that the tip of the Steam Wand is pointed into the container being used for priming.
- Press the Steam Button. The Power Light will illuminate flash red to indicate the steam function is warming and will then illuminate solid red to indicate Steam function is ready.
- **WARNING: Use caution. Hot steam and hot water generated when operating the Espresso Maker can cause burns.**
- Rotate the Steam/Hot Water Dial counterclockwise to the steam position icon. Run steam through the Steam Wand for a minimum of 10 seconds.
- Rotate the Steam/Hot Water Dial clockwise to the Off position icon to stop the flow of steam.
- Repeat steps 5 through 9 until the Water Tank is empty.
- **NOTE:** It may be necessary to empty the container during the priming process, so it does not overflow.
- **NOTE:** Between priming steps the Espresso Maker may need to reheat before starting another cycle. The Power Light will flash while reheating and turn solid blue when the Espresso Maker is ready.

Preheating the Brew Head and Portafilter:

- **NOTE:** It is recommended to run a single shot cycle through the Brew Head and Portafilter with an empty Filter in order to preheat all elements of the brewing process.
- Place an empty (no coffee grounds) Filter in the Portafilter - use the 1-Cup Filter if brewing a single espresso or the 2-Cup Filter if brewing a double espresso.
- Attach the Portafilter to the Brew Head by aligning the Portafilter handle with the Unlock symbol on the Brew Head and turning from left to right until the handle is in alignment with the Lock symbol.
- Place a coffee mug or other container beneath the Portafilter to collect dispensed water.
- Once the Espresso Maker is preheated, press the Single Shot Button to dispense hot water and preheat the Brew Head and Portafilter. While the Espresso Maker is dispensing, the Power Light will flash. Once the brew cycle is complete, the Power Light will stop flashing and remain illuminated.
- When the cycle is complete, dispose of the collected hot water and remove the Portafilter by rotating the handle from right to left until it is in alignment with the Unlock symbol on the Brew Head.
- **CAUTION:** The Portafilter will be hot.
- Clean and dry the Portafilter by wiping with a dry cloth or towel.

The grind:

- The grind of the coffee greatly impacts the quality and flavor of the espresso. When using a coffee that is pre-ground from the roaster, be sure it is an **espresso grind** that is specifically made for brewing espresso. The grind should be fine, but not too fine (it is too fine if it feels like powder or flour to the touch). If the grind is too fine, it will restrict water flow, leading to a bitter, over-extracted espresso. If the grind is too coarse, it will allow water to flow through too quickly leading to a weak, under-extracted espresso.
- Be sure to use a quality grinder for uniform consistency. A conical or burr mill grinder is recommended for a consistent and fine espresso grind.

Preparing the Portafilter:

- Choose the appropriate Filter. Insert either the 1-Cup or 2-Cup Filter into the Portafilter.
- **Note:** Use the 1-Cup Filter for a single espresso or the 2-Cup Filter for a double espresso.
- Using the Measuring Scoop, spoon finely ground coffee in the Filter. Use 1 scoop for the 1-Cup Filter and 1½ scoops for the 2-Cup Filter.
- Use the Tamping Tool on the reverse side of the Measuring Spoon to apply a gentle packing pressure. Add more coffee and tamp again if necessary to level the grounds.
- Grounds should be tamped and leveled to ⅛ inch below the Filter rim.
- Remove any loose coffee grounds from the rim of the Portafilter to assure a proper fit into the Brew Head.

- Align the Portafilter handle with the Unlock symbol on the Brew Head, insert and turn counter-clockwise (from left to right) until the handle is facing the front and is lined up with the Lock symbol. Make sure the Portafilter is sealed and securely locked in the Brew Head.

Brewing espresso:

- Place an appropriately sized and preheated coffee cup or two espresso glasses under the Portafilter spouts.
- **NOTE:** Espresso cups may be stored on top of the Cup Warmer to preheat.
- Make sure the machine is preheated and the Power Light is solidly illuminated. Press either the Single or Double Shot Button. The pump will engage and both Portafilter spouts will deliver streams of espresso.
- While the Espresso Maker is dispensing, the Power Light will flash. Once the brew cycle is complete, the Power Light will stop flashing and remain illuminated.
- The brew cycle will automatically shut off once espresso is brewed.
- Remove the Portafilter (turn the handle from right to left) and discard the used coffee puck.
- **CAUTION:** The Portafilter and used coffee grounds will be hot.
- **NOTE:** It is recommended to clean off the Brew Head by running a single shot cycle without the Portafilter after each use to remove coffee grounds.
- This Espresso Maker is also equipped with a Manual Button (button with hand icon) to brew Espresso. In order to use the Manual brew option, press the Manual Button once to start the brew cycle, and then press the Manual Button a second time to end the brew cycle.

Steaming or frothing milk:

- **Note:** Milk frothing applies steam to milk in order to heat and aerate milk for a creamy, foamy consistency. Frothed milk can be combined with espresso to create cappuccinos, lattes, macchiatos and more.
- Add cold milk to a cold steaming pitcher. Use only the amount of milk you need, and steam it in a vessel no more than two-times the volume of your final beverage. Fill the steaming pitcher no more than 1/3 full in order to accommodate for milk expansion.
- **Note:** The volume of milk will double during the frothing process.
- Press the Steam Button to begin the steam preheating process. The Power Button will flash red while preheating. Once the correct temperature is reached and steam is built, the Power Button will illuminate red solidly.
- **Note:** Be sure the Steam Control Dial is in the Off position.
- Use the Silicone Tab to position the Steam Wand on the side of the Espresso Maker.
- Purge the Steam Wand of any water by placing an empty vessel under the wand and turning the Steam Control Dial counter-clockwise from the Off position to the Steam / Hot Water position. Once steam begins to emit from the Steam Wand, return the Steam Control Dial to Off position.
- Submerge the Steam Wand with Sleeve into the steaming pitcher so that the tip of the wand is approximately ½-inch below the surface of the

milk and in a slightly off-center position. This positioning will help create a whirlpool motion while steaming the milk.

- Activate the steam by turning the steam control dial back to the Steam / Hot Water position.
- Slowly move the pitcher up and down. This will enable small sips of air to be introduced into the milk. Introducing the air should sound like short “sips”, not large “gurgles.”
- After some aeration, and once the pitcher becomes warm to the touch, submerge the Steam Wand more deeply into the milk and position it so that the whirlpool motion continues in the milk. This will prevent accidental air introduction late in the steaming process, which would cause large bubbles and poor texture.
- As the milk steams, the volume will expand.
- The frothed milk is ready when the temperature reaches between 140-150°F.
- **CAUTION:** Do not allow milk to boil.
- Turn the Steam Control Dial to the Off position and lower the steaming pitcher to remove the Steam Wand.
- Swirl the frothed milk in the steaming pitcher to fully incorporate the microfoam. Tap the pitcher on a countertop surface to remove large bubbles.
- Pour frothed milk into brewed espresso as soon as possible for optimum consistency.
- Use the Silicone Tab to swivel the Steam Wand back over the Drip Tray.
- Press the Steam Button again to turn off. The Power Button will switch back from a red light to a solid blue light.
- **CAUTION:** Steam Wand and Steam Wand Sleeve will be hot.
- Use a towel to remove the Steam Wand Sleeve and rinse it off with running water.
- Wipe the Steam Wand with a moistened towel and purge a small amount of steam to clean.

Dispensing hot water:

- **Note:** The hot water function can be used to dispense hot water for americanos, teas and more.
- Place a cup under the Steam Wand and activate the hot water function by turning the Steam Control Dial to the Steam / Hot Water position **without activating** the Steam Button on the front of the Espresso Maker.
- Once the desired amount of hot water has been dispensed, stop the hot water by turning the Steam Control Dial to the Off position.
- Remove the cup and use the Silicone Tab to position the Steam Wand back over the drip tray.

HINTS AND TIPS

- It is recommended to avoid placing the appliance under cabinets, as rising steam can cause damage to wooden furniture.
- Empty the drip tray regularly to prevent it from overflowing.
- Preheat coffee mugs or espresso glasses on the Cup Warmer to insure proper espresso flavoring. **NOTE:** Do not place anything other than cups on the Cup Warmer.

CLEANING AND MAINTENANCE

Proper maintenance will ensure many years of service from your appliance. Clean the appliance after every use. This appliance contains no user serviceable parts and requires little maintenance. Do not try to repair it yourself. Leave any servicing or repairs to qualified personnel.

WARNING: Always press the Power Button to turn the appliance off and disconnect the plug from the wall outlet before cleaning. Allow all parts of the appliance to cool down completely. NEVER touch the Portafilter, Brew Head, or Steam Wand Sleeve immediately after brewing or steaming. Allow the appliance and all parts to cool thoroughly before cleaning.

NOTE: The Portafilter and Filters should be emptied and rinsed thoroughly with warm water after every use.

NEVER IMMERSER THE ESPRESSO MAKER OR POWER CORD IN WATER OR ANY OTHER LIQUID.

TO CLEAN THE PORTAFILTER, FILTERS AND BREW HEAD:

- The 1-Cup and 2-Cup Filters and Portafilter should be rinsed under water immediately after use to clean. The Cleaning Pin can be used to remove coffee grounds from the opening on the bottom of the Filters and Portafilter.
- It is recommended to run a single shot cycle through the machine with the Portafilter in place, but without any coffee grounds, to rinse any coffee particles out of the Brew Head.
- The inside of the Brew Head should be wiped with a damp cloth to remove any coffee particles.

TO CLEAN THE APPLIANCE EXTERIOR AND CUP WARMER:

- Use a soft, damp cloth to clean the appliance exterior and Cup Warmer. Do not use any scouring agents or harsh cleaners.

TO CLEAN THE STEAM WAND:

- The Steam Wand should always be cleaned after frothing milk.
- Use a damp cloth to remove the Steam Wand Sleeve and wipe it down. Rinse the sleeve under running water to clean any milk from the interior of the sleeve.
- Wipe the Steam Wand with a damp cloth.
- Manually purge the Steam Wand to remove any excess milk.

TO CLEAN THE DRIP TRAY:

- The Drip Tray should be removed, emptied and cleaned after each use or when the Drip Tray Full Indicator rises through the Drip Tray Cover.
- Remove the Drip Tray Cover and the Drip Tray and wash both parts in warm soapy water.

TO DESCALE THE APPLIANCE:

- To keep the appliance operating effectively, periodically descale the appliance to remove any build-up of calcium or minerals from hard water. Depending on water conditions and frequency of use, the Espresso Maker should be cleaned with distilled vinegar approximately every 6 months to remove scale.
- Be sure the Power Button is off, the unit is unplugged and the Portafilter is removed.
- Fill the Water Reservoir to the Max fill line with a mixture of $\frac{1}{3}$ white vinegar and $\frac{2}{3}$ water.
- Plug the machine in and turn the Power Button on.
- Place a large container under the Brew Head and another container under the Steam Wand.
- When the unit is preheated and ready, the Power Button will remain illuminated in a solid blue line.
- Press the Manual Button (the brew cycle will begin with a short burst of water followed by a pause and then a consistent flow of hot descaling solution will flow through the Brew Head). Press the Manual Button again to shut the brew process off.
- Repeat this process until half of the descaling solution has run through the Brew Head.
- Once the appliance has reheated and the Power Button is solidly illuminated with a blue light, turn the Steam Control Dial to the Steam / Hot Water position **without activating** the Steam Button to begin dispensing descaling solution through the Steam Wand.
- Allow the remaining solution to run through the steam wand. When the solution stops running, turn the Steam Control Dial to the Off position to stop.
- After descaling, run one Double Shot cycle of fresh water through the unit before using the unit again to make espresso

STORAGE

- Before storage, always make sure the appliance is completely cool, clean and dry.
- It is recommended to store the appliance in a dry place.
- Never wrap the power cord around the appliance.
- Store the appliance on a stable shelf or in a cupboard. To avoid accidents, ensure that both the appliance and its power cord are beyond reach of children or pets.

ONE YEAR LIMITED WARRANTY

SELECT BRANDS, INC. warrants, subject to the conditions stated below, that from the date of purchase, this product will be free from mechanical defects for a period of one (1) year. SELECT BRANDS, INC., at its option, will repair or replace this product found to be defective during the warranty period. Should this product become defective by reason of improper workmanship or material defect during the specified warranty period, Select Brands, Inc. will repair or replace the same effecting all necessary parts replacements for a period of one year from the date of purchase.

Transportation charges on parts, or products in whole, submitted for repair or replacement, under this warranty, must be borne by the purchaser.

CONDITIONS: This warranty is valid for the original retail purchaser from the date of initial retail purchase and is not transferable. This warranty does not apply to product sold by third party resellers. Keep the original sales receipt. Proof of purchase is required to obtain warranty service or replacement. Dealers, service centers, or retail stores do not have the right to alter, modify or in any way, change the terms and conditions of this warranty.

Warranty registration is not necessary to obtain warranty on Select Brands, Inc. products. Save your proof of purchase receipt.

ABOUT YOUR PRODUCT WARRANTY: Most warranty repairs are handled routinely, but sometimes requests for warranty service may not be appropriate. For example, warranty service would NOT apply if the product damage occurred because of misuse, lack of routine maintenance, shipping, handling, warehousing or improper installation. Similarly, the warranty is void if the manufacturing date or the serial number on the product has been removed or the equipment has been altered or modified. During the warranty period, the authorized service dealer, at its option, will repair or replace any part that, upon examination, is found to be defective under normal use and service.

NORMAL WEAR: This warranty does not cover normal wear of parts or damage resulting from any of the following: Negligent use or misuse of the product; Improper voltage or current; Use contrary to the operation instructions; Deviation from instructions regarding storage and transportation; Repair or alteration by anyone other than SELECT BRANDS, INC. or an authorized service center. Further, the warranty does not cover Acts of God, such as fire, flood, hurricanes and tornadoes.

SELECT BRANDS, INC. shall not be liable for any incidental or consequential damages caused by the breach of any express or implied warranty. Except to the extent prohibited by applicable law, any implied warranty of merchantability or fitness for a particular purpose is limited in duration to the duration of the above warranty. Some states, provinces or jurisdictions do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state or province to province.

HOW TO OBTAIN WARRANTY SERVICE: You must contact SELECT BRANDS, INC. Customer Service at 1-913-663-4500. A Customer Service representative will attempt to resolve warranty issues over the phone. If telephone resolution is not possible, the Customer Service representative will require your assistance in performing routine diagnostic procedures. This warranty is effective for the time periods listed above and subject to the conditions provided for in this policy.

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