

# G&K - Increased Reliability & Performance

## 30 Cup CFXB130i Rice Cookers

Dear Customer,

We have been importing and wholesaling rice cookers in Australia, for more than 12 years. During this period, we have dealt with several manufacturers in China, Korea and Japan. We have gained significant experience in the design and operation of commercial rice cookers.

Our primary goal as an importer and wholesale supplier is always to provide reliable and cost effective products for the catering industry.

We have spent the last year conducting extensive research into the reasons why rice cookers thermal fuses sometimes fail in a manner that may be deemed premature. To preface this notification, it needs to be understood that a thermal fuse is a sensitive component, with a limited life - much like a light bulb. This is true for all thermal fuses, and verifiable by their manufacturers.

### 2 Main points have been identified:

1. Rice cookers operate entirely based on efficient thermal transfer between the element and the bowl. Anything that impedes this efficient thermal transfer, will cause the rice cooker to over heat and ultimately fail. Damage to the shape of the bowl (dents, bumps and the like) as well as burnt matter on the element or base of the bowl, reduces the surface contact between the bowl and the element. Since the thermostat tests the temperature of the bowl, rather than the element, the bowl must reach the preset temperature to activate the thermostat, and in turn deactivate the element. Without efficient thermal transfer, the element must get hotter than normal, in order to have the cooking bowl reach that preset temperature. If the element exceeds the parameters of the thermal fuse, before the bowl reaches the preset temperature of the thermostat, the fuse will fail. This is not a factory fault, but rather a result of the mistreatment of the cooking bowl. The overheating damages the fuse, but it also sometimes causes hidden damage to other components. This has been identified as a contributor to failure of rice cookers in more than 20% of cases that we have assessed. Repairs for over heated rice cookers normally involve replacing the fuse (about 10 minutes labour, plus parts and freight), but we are unable to warranty the repair, as it is hard to know what hidden damage there may be to other components. Replacing the fuse is at the customers cost, and it is suggested that the bowl be changed too, to reduce the likelihood of future failure. This is a problem that we cannot control, as it happens on site.
2. As previously mentioned, thermal fuses are designed to react to temperature in excess of the preset parameters. However, they are also susceptible to strong fluctuations in power supply. At 1950w, our 30 cup rice cookers are a high power demand 10 amp appliance. Generally, they should not be run on a 10 amp outlet that is shared by other appliances. This is because the vast majority of commercial appliances also have high power demands. From spending the last 6 months conducting service calls on site, we have found that in almost 100% of cases, our rice cookers are sharing a 10 amp circuit with another appliance, and even with another rice cooker. Should two 30 cup rice cookers share a circuit, the total power required at peak demand is *3900 watts*. This is well in excess of any 10 amp outlets capacity, and even exceeds a 15 amp circuits capacity. We have tried to educate users but the issue is still accounting for nearly 70% of further failures of fuses in the 30 cup rice cookers. In order to address this user related issue in the most expedient manner, we have decided to ship all 30 cup CFXB130i rice cookers with a 15 amp factory fitted plug. This forces users to recognise that this appliance requires a single dedicated circuit for reliable and effective continued operation. We are also supplying the machine with a 10 amp plug in the box. This plug has attached to it, an amended warranty term. *Should the customer choose to retain the factory fitted 15 amp plug, the unit will be warranted for a period of **12 months** for commercial use. Should they choose to retro fit the 10 amp plug, the unit will only have a **3 month** limited warranty for commercial use.* The 3 month warranty will cover the possibility of factory faults, but recognises that the appliance is likely to be damaged in the event of the unit being used on an inadequate or strongly fluctuating power supply.

This change has been made after extensive factory testing and consultation, as well as in-field assessment of the use of our rice cookers, and the service of failed units. Whilst we understand that some customers may see this as an inconvenience, we believe that the goal of selling a product that is fit for purpose, reliable and used in the correct way outweighs any other concern.

We believe that this change will extend the useable life of the appliance, as well as ensure that the appliance operates in the way that it has been intended.

Should you have any questions, please do not hesitate to contact us. This change is effective immediately.

With Kind Regards

G&K Distributors Pty Ltd