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› [Zojirushi Commercial NSF Rice Cooker Model NYC-36 Instruction Manual](#)

## Zojirushi NYC-36

# Zojirushi Commercial NSF Rice Cooker Model NYC-36 Instruction Manual

Model: NYC-36

## 1. INTRODUCTION

Thank you for purchasing the Zojirushi Commercial NSF Rice Cooker, Model NYC-36. This manual provides essential information for the safe and efficient operation, maintenance, and care of your new appliance. Please read these instructions thoroughly before initial use and retain them for future reference. Proper use will ensure optimal performance and longevity of your rice cooker.

## 2. IMPORTANT SAFETY PRECAUTIONS

To prevent personal injury or property damage, always observe basic safety precautions when using electrical appliances. This section outlines critical safety information specific to the Zojirushi Commercial NSF Rice Cooker.

- **Electrical Safety:** Ensure the voltage rating of the appliance matches your power supply. Do not immerse the main unit, power cord, or plug in water or other liquids. Do not operate with a damaged cord or plug.
- **Hot Surfaces:** The outer casing, inner lid, and steam vent become very hot during and immediately after operation. Use oven mitts or handles when touching hot parts. Avoid direct contact with steam.
- **Placement:** Place the rice cooker on a stable, heat-resistant surface, away from walls or other appliances to allow for proper ventilation. Do not place near flammable materials.
- **Supervision:** Close supervision is necessary when the appliance is used by or near children.
- **Intended Use:** Use this appliance only for its intended purpose of cooking and warming rice. Do not use for frying, deep-frying, or cooking other foods that may cause overflow or damage.
- **Inner Pan:** Use only the provided inner cooking pan. Do not use metal utensils inside the non-stick inner pan to avoid scratching the surface.
- **Cleaning:** Always unplug the appliance and allow it to cool completely before cleaning. Refer to the "Maintenance and Cleaning" section for detailed instructions.

## 3. COMPONENTS AND FEATURES

Your Zojirushi Commercial NSF Rice Cooker includes the following components:

- Main Rice Cooker Unit (Stainless Steel exterior)
- Non-stick Inner Cooking Pan
- Spatula
- Instruction Manual (this document)

#### **Key Features:**

- Durable Stainless Steel construction
- Non-stick inner pan for easy cleaning
- Automatic Keep Warm function
- Simple one-touch operation



*Figure 1: Zojirushi Commercial NSF Rice Cooker, Model NYC-36. This image displays the complete rice cooker unit, highlighting its stainless steel finish, the secure lid with integrated handles, and the user-friendly control panel featuring 'KEEP WARM' and 'COOK' indicator lights and a single operational switch.*

## **4. SETUP**

1. **Unpack:** Carefully remove all packaging materials from the rice cooker and its components.
2. **Initial Cleaning:** Before first use, wash the inner cooking pan and spatula with warm, soapy water. Rinse thoroughly and dry completely. Wipe the exterior of the main unit with a damp cloth. Do not immerse the main unit in water.
3. **Placement:** Place the rice cooker on a flat, stable, and heat-resistant surface. Ensure there is adequate space around the unit for ventilation, especially above the steam vent. Keep it away from direct sunlight and heat sources.
4. **Power Connection:** Ensure the power cord is securely plugged into the rice cooker and then into a grounded 120V electrical outlet.

## **5. OPERATING INSTRUCTIONS**

Follow these steps for optimal rice cooking results:

- Measure Rice:** Use the provided measuring cup (if applicable, or a standard rice measuring cup) to measure the desired amount of uncooked rice. For best results, rinse the rice thoroughly under cold water until the water runs clear.
- Add Rice to Inner Pan:** Place the rinsed rice into the non-stick inner cooking pan.
- Add Water:** Add water according to the rice type and desired consistency. A common ratio is 1:1 for white rice (e.g., 1 cup rice to 1 cup water), but refer to specific rice package instructions for precise measurements. The inner pan may have water level markings for convenience.
- Place Inner Pan:** Carefully place the inner cooking pan into the main rice cooker unit, ensuring it sits flat and securely.
- Close Lid:** Close the lid firmly. Ensure it is properly sealed.
- Start Cooking:** Plug in the rice cooker. Press the 'COOK' switch down. The 'COOK' indicator light will illuminate.
- Cooking Cycle:** The rice cooker will automatically cook the rice. Once cooking is complete, the 'COOK' light will turn off, and the unit will automatically switch to the 'KEEP WARM' function. The 'KEEP WARM' indicator light will illuminate.
- Serving:** Allow the rice to rest in the 'KEEP WARM' mode for 10-15 minutes after cooking for optimal texture. Use the provided spatula to fluff and serve the rice.
- Keep Warm Function:** The rice cooker will maintain the rice at a warm serving temperature. For best quality, do not keep rice warm for excessively long periods (e.g., more than 12 hours).
- To Stop:** To turn off the rice cooker completely, unplug the power cord from the electrical outlet.

*Note on Cooking Cycle:* If the 'COOK' light turns off and the 'KEEP WARM' light illuminates prematurely, ensure the correct rice-to-water ratio was used and that the inner pan is properly seated. Overfilling or insufficient water can affect the sensor's ability to detect completion. If issues persist, refer to the Troubleshooting section.

## 6. MAINTENANCE AND CLEANING

Regular cleaning ensures hygiene and extends the life of your rice cooker. Always unplug the unit and allow it to cool completely before cleaning.

- Inner Cooking Pan:** The non-stick inner pan should be washed by hand with warm water and a mild dish soap. Use a soft sponge or cloth to avoid scratching the non-stick coating. Rinse thoroughly and dry completely. Do not use abrasive cleaners or metal scrubbers.
- Inner Lid:** The inner lid can be removed for thorough cleaning. Wash it with warm, soapy water, rinse, and dry. Ensure it is completely dry before reattaching.
- Main Unit Exterior:** Wipe the exterior of the rice cooker with a damp cloth. For stubborn stains, use a mild detergent on the cloth, then wipe with a clean damp cloth. Dry thoroughly. **Never immerse the main unit in water or any other liquid.**
- Steam Vent:** Check the steam vent regularly for any rice residue or blockages. Clean as necessary to ensure proper steam release.
- Spatula:** Wash the spatula with warm, soapy water and dry.

## 7. TROUBLESHOOTING

If you encounter issues with your rice cooker, please consult the following table before contacting customer

service.

Problem	Possible Cause	Solution
Rice is undercooked or hard.	<ul style="list-style-type: none"><li>Insufficient water.</li><li>Inner pan not seated correctly.</li><li>Lid not closed properly.</li><li>Power interruption during cooking.</li></ul>	<ul style="list-style-type: none"><li>Add correct amount of water according to rice type.</li><li>Ensure inner pan is fully seated.</li><li>Close lid firmly.</li><li>Restart cooking cycle if power was interrupted.</li></ul>
Rice is overcooked or mushy.	<ul style="list-style-type: none"><li>Too much water.</li><li>Rice kept warm for too long.</li></ul>	<ul style="list-style-type: none"><li>Reduce water amount for next batch.</li><li>Serve rice promptly after cooking or turn off 'KEEP WARM' if not needed.</li></ul>
Cooker switches to 'KEEP WARM' too early.	<ul style="list-style-type: none"><li>Inner pan not making full contact with heating element.</li><li>Insufficient water for the amount of rice.</li><li>Sensor malfunction (rare).</li></ul>	<ul style="list-style-type: none"><li>Ensure inner pan is clean and properly seated.</li><li>Verify correct rice-to-water ratio.</li><li>If problem persists, contact customer support.</li></ul>
Cooker does not turn on.	<ul style="list-style-type: none"><li>Not plugged in.</li><li>Power outlet issue.</li><li>Damaged power cord.</li></ul>	<ul style="list-style-type: none"><li>Check power cord connection.</li><li>Test outlet with another appliance.</li><li>Do not use if power cord is damaged; contact customer service.</li></ul>

## 8. SPECIFICATIONS

Model Number	NYC-36
Brand	Zojirushi
Capacity	20 Cups (uncooked rice)
Dimensions (D x W x H)	13.5"D x 13.5"W x 17.25"H
Power Source	Corded Electric
Voltage	120 Volts
Wattage	1300 watts
Material	Stainless Steel
Lid Material	Stainless Steel
Special Feature	Non-Stick Inner Pan
Product Care Instructions	Hand Wash (Inner Pan)

<b>Included Components</b>	Instruction Manual, Spatula
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## **9. WARRANTY AND CUSTOMER SUPPORT**

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Zojirushi products are manufactured with high standards of quality and craftsmanship. For information regarding warranty coverage, please refer to the warranty card included with your purchase or visit the official Zojirushi website. For technical assistance, replacement parts, or any other inquiries, please contact Zojirushi customer support.

*Please note:* Attempting to repair the appliance yourself may void the warranty and pose safety risks. Always consult authorized service personnel for repairs.