



morphy richards

**3 Year
Guarantee***

*Upon registering your product
at morphyrichards.co.uk

DUOSERVE 3.8 Litre Double Pot Slow Cooker



Model No.
462000

User Manual

Please read and keep these instructions for future use



HEALTH AND SAFETY

The use of any electrical appliance requires the following common sense safety rules.

Please read these instructions carefully before using the product.

- **WARNING: Misuse of the appliance could cause personal injury.**
- This appliance shall not be used by children.
- Keep appliance and cord out of the reach of children.
- If the mains cable is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified person in order to avoid a hazard.
- This appliance can be used by persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, if they have been given supervision or instruction concerning the use of the appliance in a safe way and understand the hazards involved.



HEALTH AND SAFETY

- For care & cleaning instructions, refer to the Cleaning Your Slow Cooker section of the manual.
- The appliance is fitted with a heating element which is subject to residual heat after use.
- Avoid contact with moving parts.
- Children shall not play with the appliance.
- This appliance is intended for household use only. It is not suitable for use in staff kitchen areas in shops, offices and other commercial environments.
- This appliance is not intended to be to be operated on an extension cable or by means of an external timer or separate remote control system.



HEALTH AND SAFETY

LOCATION

- Always locate your appliance away from the edge of the worktop.
- Ensure that the appliance is used on a firm, flat heat resistant surface.
- Do not use the appliance outdoors or near water.
- **WARNING: Do not place the appliance onto a metal tray or metal surface whilst in use.**

MAINS CABLE

- Do not let the mains cable hang over the edge of the worktop where a child could reach it.
- Do not let the mains cable run across an open space e.g. between a low socket and a table.
- Do not let the mains cable run across a cooker or other hot area which might damage the cable.
- The mains cable should reach from the socket to the base unit without straining the connections.

PERSONAL SAFETY

- **WARNING: To protect against fire, electric shock and personal injury do not immerse cord, plug and appliance in water or any other liquid.**
- Unplug from the outlet before cleaning.

- Allow to cool thoroughly before putting on or taking off parts and before cleaning.

OTHER SAFETY CONSIDERATIONS

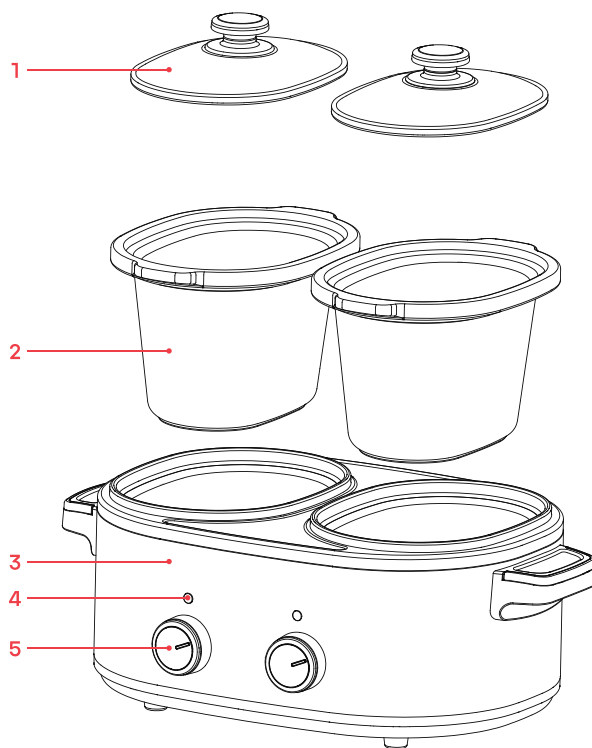
- The use of attachments or tools not recommended or sold by Morphy Richards, may cause fire, electric shock or injury.
- Do not switch on the Slow Cooker if the Cooking Pot is empty.
- Allow the Glass Lid and Cooking Pot to cool before immersing in water.
- Never cook directly in the Base Unit. Use the Cooking Pot.
- Do not switch on the base unit without the Cooking Pot in place.
- Switch off the Base Unit before removing the Cooking Pot.
- Do not use the Cooking Pot/s or Glass Lid/s if cracked or chipped.
- Do not switch on the appliance when it is upside down or laid on its side.
- The Glass Lid and Cooking Pot are fragile. Handle them with care.
- Do not place on or near a hot gas or electric burner or in a heated oven.
- The heating element surface is subject to residual heat after use.
- Unplug from the socket and when not in use, before putting on or taking off attachments and before cleaning.



ELECTRICAL DETAILS

- Check that the voltage on the rating plate of your appliance corresponds with your house electricity supply which must be A.C. (Alternating Current).
- Should the fuse in the mains plug require changing, replace it with a fuse of the same rating as originally fitted.
- **WARNING:** This appliance must be earthed.

PRODUCT OVERVIEW



1. Glass lids with knobs
2. Ceramic cooking pots
3. Base unit with handles
4. Indicator lights
5. Control knobs

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BEFORE FIRST USE

- Wash the Glass Lids and Cooking Pots in hot, soapy water. Rinse and dry.
- **DO NOT IMMERSE THE BASE UNIT IN WATER.**

USING YOUR SLOW COOKER

- Place the Cooking Pots into the Base Unit, add the ingredients into the Cooking Pots and cover with the Glass Lids.
- Plug the slow cooker into the mains. Select either the High or Low setting on the Control Knob/s to start cooking. The Indicator Light/s will illuminate. Refer to your recipe for a guide on cooking times.
- When cooking has finished, turn the Control Knob/s to the Off position. The Indicator Light (7) will switch off.

WARNING: The glass lids and knobs, cooking pots and base unit will become very hot during use. Always use oven gloves when handling.

THE CONTROL DIAL AND COOKING TIMES

- The slow cooker has three temperature settings so cooking times can be adapted. Meals can be slowly simmered all day long or ready in just a few hours. Over time you will develop a feel for how long your favourite recipes take.
- The final temperature of the food is about 120°C whether it has been cooked on the low or high setting. The only difference between these settings is the amount of time the cooking process takes.
- Use **LOW**: If you wish to extend the cooking time.
- Use **HIGH**: If you wish to shorten the cooking time.
- **WARM**: keeps food warm until it is ready to serve.





USING YOUR SLOW COOKER

Note: The **WARM** setting is intended to keep your cooked food warm until it's served. It is not suitable for cooking food.

Note: All cooking times are approximate, and will vary according to your recipe and choice of ingredients.

HANDLING THE GLASS LIDS AND COOKING POTS

- When removing the Glass Lid/s, tilt them so that the opening faces away from you to avoid being burnt by the released steam.
- The Handle, Glass Lids, Cooking Pots and Base Unit all become hot during cooking.

Always use oven gloves when handling ANY part of the Slow Cooker during cooking.

FOODS FOR SLOW COOKING

Most foods are suited to slow cooking methods, however there are a few guidelines that need to be followed:

- Ensure all frozen ingredients are thoroughly thawed prior to cooking.
- Cut root vegetables into small, even pieces, as they take longer to cook than meat. Ensure that root vegetables are always placed at the bottom of the Cooking Pot and all ingredients are immersed in the cooking liquid.
- Trim all excess fat from meat before cooking as the slow cooking method does not allow fat to evaporate.
- If adapting an existing recipe from conventional cooking, you may need to reduce the amount of liquid used. Liquid will not evaporate from your Slow Cooker to the same extent as conventional cooking.



USING YOUR SLOW COOKER

- Never leave uncooked food at room temperature in your Slow Cooker.
- Uncooked kidney beans must be soaked overnight and boiled for at least 10 minutes to remove toxins before use in a Slow Cooker.

WARNING: Do not use your Slow Cooker to reheat any food.

SLOW COOKING TIPS

- Your Slow Cooker must be at least half full for best results.
- Slow cooking retains moisture. If you wish to reduce liquid, remove the lid after cooking and turn the control to High. Reduce the moisture by simmering for 30 to 45 minutes.
- If cooking soups, leave 20mm gap from the rim of the Cooking Pot to allow for simmering.
- Removing the Glass Lid will allow heat to escape, reducing the efficiency of your Slow Cooker and increasing the cooking time. If you remove the lid to stir or add ingredients, you will need to allow 10-15 minutes extra cooking time for each time you remove the Glass Lid.
- Many things can affect how quickly a recipe will cook, including water and fat content, initial temperature of the food and the size of the food. Check food is properly cooked before serving.
- Many recipes will take several hours to cook. If you don't have time to prepare food in the morning, prepare it the night before, storing the food in a covered container in the fridge. Transfer the food to the Cooking Pot and add boiling liquid/stock.





USING YOUR SLOW COOKER

- Most meat and vegetable recipes require 8-10 hours on the Low setting, and 4-6 hours on the High setting.
- Some ingredients are not suitable for slow cooking. Pasta, seafood, milk and cream should be added towards the end of the cooking time.
- Food cut into small pieces will cook quicker. A degree of 'trial and error' will be required to fully optimise the potential of your Slow Cooker.
- All food should be covered with a liquid, gravy or sauce. In a separate pan or jug, prepare your liquid, gravy or sauce and completely cover the food in the Cooking Pot.

CARING FOR THE GLASS LIDS AND COOKING POTS

- Please handle the Glass Lid and Cooking Pot carefully to ensure long life.
- Avoid sudden, extreme temperature changes to the Glass Lid. For example, do not place a hot lid into cold water or on to a wet surface.
- Avoid dropping or hitting the Glass Lid against hard surfaces.
- Do not use the Glass Lid if chipped, cracked or severely scratched.
- Do not use abrasive cleansers or metal scouring pads on the Glass Lid/s or Cooking Pot/s.
- Never heat the Cooking Pot when empty.
- Never place the Glass Lid or Cooking Pot in the oven or microwave.
- Never place the Glass Lid directly on a burner or hob.



USING YOUR SLOW COOKER

- Never use the Glass Lid or Cooking Pot under a grill.
- Do not allow the pot to stand in water for a long time (you can leave water in the pot to soak). There is an area on the base of the ceramic pot that has to remain unglazed for manufacturing purposes. This unglazed area is porous, therefore will soak up water, this should be avoided.
- Due to normal wear and tear through the products life, the outer surface may start appearing 'crazed', this is when the glaze on the ceramic pot wears and appears crackled.
- Do not pre-heat.

CARE AND CLEANING

- Disconnect the power cord from the mains and allow your Slow Cooker to cool completely before cleaning.
- Do not use metal utensils or abrasive cleaners when cleaning.
- Remove the Glass Lid and Cooking Pot from the Base Unit and clean in hot soapy water.
- Wipe the sides of the Base Unit with a damp cloth, then dry with a soft cloth.
- The Cooking Pot and Glass Lid are dishwasher safe.

DO NOT IMMERSE THE BASE UNIT IN WATER.



FAQ'S

Q: Why does the finished recipe have so much liquid?

A: Slow cooking keeps in liquid. Remove the lid from the slow cooker and cook on the high setting for 30 minutes. Next time consider reducing the liquid in your recipe.

Q: Why do the vegetables seem crunchy but the meat is well cooked?

A: The vegetable pieces are too large. Next time cut the vegetables into smaller pieces. Place them on the bottom of the slow cooker and the meat on top.

Q: Why does the meat seem colourless?

A: The meat has been cooked from raw with the other ingredients in the slow cooker. Brown the meat off before adding to the slow cooker to enhance appearance and flavour.

Q: Why does a favourite hob top recipe seem very salty when cooked in the slow cooker?

A: Reduced liquid and the long slow cooking time can make dish flavours develop more and seem saltier. Reduce the amount of salt used in the recipe.

Q: Why do the herb flavours not come through in the recipe?

A: Fresh herbs can become overcooked because of the long cooking time. Use dried herbs at the beginning of the cooking process. Add fresh herbs near the end to retain flavour.



TROUBLESHOOTING

| Problem | Solution |
|----------------------------------|--|
| No power or not heating up. | Check the fuse and try a new fuse with the same rating. |
| | Try a different appliance in the socket as it may be the socket that is at fault. |
| | Check that the control knob has been turned on and to the correct heat setting. |
| The lid is rising while cooking. | It is normal for water to collect and bubble and the lid to rise while cooking. |
| Tripping Electrics. | Try using a different socket. |
| | Ensure there are no other appliances being used on the same set of sockets as the slow cooker. |

SPARES

| Part Number | Description | Qty Per Product | Features Key Number |
|-------------|----------------------------------|--------------------------|---------------------|
| 09080 | Crockpot (1.7L working capacity) | 2 (sold individually) | 2 |
| 09081 | Glass Lid with knob | 2 (sold individually) | 1 |



CONTACT US

If you are having a problem with your appliance, please contact our Helpline, as we are more likely to be able to help than the store you purchased the item from. Please have the product name, model number and serial number to hand when you contact us to help us deal with your enquiry quicker.

email: hello@morphyrichards.co.uk

www.morphyrichards.co.uk

PRODUCT RECYCLING



For electrical products sold within the European Community, at the end of the electrical products useful life, it should not be disposed of with household waste.

Please recycle where facilities exist.

Check with your Local Authority or retailer for recycling advice in your country.





REGISTERING YOUR 3 YEAR GUARANTEE

Your standard 2 year guarantee is extended for an additional 1 year when you register the product within 28 days of purchase with Morphy Richards. If you do not register the product with Morphy Richards within 28 days, your product is guaranteed for 2 years.



**To validate your 3 year guarantee,
scan the QR code or register online
at www.morphyrichards.co.uk**

N.B. Each qualifying product needs to be registered with Morphy Richards individually. Please note that the 2 year guarantee is only available in the UK. Please refer to the 2 year guarantee for more information.

YOUR 2 YEAR GUARANTEE

It is important to retain the retailer's receipt as proof of purchase. Staple your receipt to the back cover for future reference.

Please quote the following information if the product develops a fault. These numbers can be found on the base of the product.

Model no.

Serial no.

All Morphy Richards products are individually tested before leaving the factory. In the unlikely event of any appliance proving to be faulty within 28 days of purchase, it should be returned to the place of purchase for it to be replaced. If the fault develops after 28 days and within 24 months of original purchase, you should contact the Helpline quoting Model number and Serial number on the product, or write to Morphy Richards at the address shown. You may be asked to return a copy of proof of purchase.

Subject to the exclusions set out on the next page (see Exclusions), the faulty appliance will then be repaired or replaced as appropriate and dispatched usually within 7 working days of receipt.

If, for any reason, this item is replaced or repaired during the 2 year



REGISTERING YOUR 3 YEAR GUARANTEE

guarantee period, the guarantee on the new item will be calculated from the original purchase date. Therefore it is vital to retain your original till receipt or invoice to indicate the date of initial purchase.

To qualify for the 2 year guarantee, the appliance must have been used according to the instructions supplied.

The appliance is intended for domestic use only. Misuse or use for commercial or any other purpose will render the guarantee invalid.

Exclusions

Morphy Richards shall not be liable to replace or repair the goods under the terms of the guarantee where:

1. The fault has been caused or is attributable to accidental use, misuse, negligent use or used contrary to the manufacturer's recommendations or where the fault has been caused by power surges or damage caused in transit.
2. The appliance has been used on a voltage supply other than that stamped on the products.
3. Repairs have been attempted by persons other than our service staff (or authorised dealer).
4. The appliance has been used for hire purposes or non domestic use.
5. The appliance is second hand or refurbished.
6. Morphy Richards reserves the right not to carry out any type of servicing under the guarantee at its discretion.

This guarantee does not confer any rights other than those expressly set out above and does not cover any claims for consequential loss or damage. This guarantee is offered as an additional benefit and does not affect your statutory rights as a consumer. Morphy Richards products are intended for household use only. See usage limitations within the location safety instructions.

Disclaimer

Morphy Richards has a policy of continuous improvement in product quality and design. The company, therefore reserves the right to change the specification of its models at any time.



SC462000MUK Rev1

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