

TROUBLE SHOOTING GUIDE TEMPLATE

Supplier: BEABA
Product: BABYCOOK (STEAMER – COOKER – BLENDER)
SKU: 267561
Style No: N0829 + A0866

Picture of product



1. Q: Water leakage under the bowl?

A1: The knife seal (gasket) is not correctly assembled on the knife. Please check that the gasket is mounted in the correct way (thin lips in contact with metal part of the bowl). Refer to the instruction sheet.

A2: There is no knife seal (gasket) on the blade. Please put a new gasket on the knife (refer to sheet 2 of the drawing: thin lips in contact with metal part of the bowl).

A3: The knife seal (gasket) is worn. Please replace the gasket with a new one.

A4: The bowl is broken. Please replace the bowl after checking that it really comes from the bowl (not current failure).

A5: There is an important gap between the silicon nozzle of the steam generator and the bowl cover top (some steam comes out creating water drops along the casing). Please replace the bowl after checking that it really comes from the bowl (not a really current failure). If there is some water drops it is totally normal.

A6: There is no bolt on the detaching blade. Please put correctly the bolt (clamping nut assembled in the correct way: flat side in contact with metal part of the bowl and turn anti clockwise for blocking). (Diagram in instruction book).

2. Q: No mixing?

A1: There is no bolt on the detaching blade. Please ensure bolt is correctly attached (clamping nut assembled in the correct way: flat side in contact with metal part of the bowl and turn anti clockwise for blocking).

A2: The bowl lid and bowl are not mounted correctly (security lever – safety device – is engaged by the bowl lid). Please lock the bowl and the bowl lid by turning anti-clockwise the 2 elements on the casing.

A3: The base of the Babycook is warped and so the rotating belt is not in contact with the pulley. Please replace the base (technical after sales dept) or replace the product.

A4: The motor is out of order. Please replace the motor (technical after sales dept) or replace the product.

A5: The electronic beam is out of order. Please replace the electronic beam (technical after sales dept) or replace the product.

3. Q: No heating ?

A1: The bowl lid and bowl are not mounted correctly (security lever – safety device – is engaged by the bowl lid). Please lock the bowl and the bowl lid by turning anti-clockwise the 2 elements on the casing.

A2: The button is not turned onto the heating function (left). Please turn the heating button on (left position), then turn the button back to the 0 position after cooking.

A3: There is no water in the steam generator tank. Please add the correct amount of water in the steam generator tank (warning the water goes in the tank not in the bowl).

A4: The heating element or other electrical element (thermostat) is out of order. The product needs a complete technical analysis or replacement.

4. Q: Heating but not steaming?

A: There is no water in the steam generator tank; the water is in the bowl. Pour the water from the bowl into the steam generator tank.

5. Q: Not enough heating or vegetables not cooked enough?

A1: There is too much limescale build up. Please use distilled vinegar to descale the tank (do not use chemical descaler) as indicated in the instruction sheet.

A2: There is not enough water in the steam generator tank. Please add the correct amount of water in the steam generator tank.

6. Q: The heating light flashes on and off?

A1: There is not enough water in the steam generator tank. Please add the correct amount of water in the steam generator tank.

A2: The cooking cycle is finished. Please turn the button back to 0 symbol.

7. Q: No heating light?

A1: The bowl lid and bowl are not mounted correctly (security lever – safety device – is engaged by the bowl lid). Please lock the bowl and the bowl lid by turning anti-clockwise the 2 elements in the casing.

A2: The heating element or other electrical element (thermostat) is out of order. The product needs a complete technical analysis or replacement.

Comment: Instructions can be downloaded on our website (www.beaba.com)

Customer Care Number

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Website: www.beaba.com

Customer Care opening times

Weekday: 8.00 - 12.00 14.00 - 17.00

Saturday: Closed

Sunday: Closed