



WHY IS MY COOKER NOT COMING TO PRESSURE?

TROUBLESHOOTING PRESSURE COOKERS

- Check to be sure that the center valve screw is tight. This is done by holding down the center valve cap with one hand, and with the other hand tighten the red or silver screw that is located on the underside of the lid.
- Remove the valve housing (this is covering that slips over the valve stem and acts as a steam diffuser). By doing this, you can see while running this test whether there is steam escaping from any area of the lid.
- Once you have tightened the screw and removed the valve housing, place about one cup of water in the pan, bring it to a boil and then place the lid on it and seal it. It should come to pressure within 3-5 minutes at high heat. As you run this test, you want to watch to see if there might be steam escaping from around the small UL Valve (this is located on the top of the lid a little bit to the side -- this has a small blue seal). Sometimes this seal can become brittle and if it is not sealing properly, it will not maintain the pressure. Also, check to see if there is any steam escaping from around the lid where the gasket is located. If this is not sealing properly, pressure will not build.
- If you noticed that either the UL Valve or the gasket was not sealing properly, either of these parts can be purchased online or call 1-855-840-3724. If you need help determining the correct part for your cooker, call our customer service at 1-800-662-5882. Please have the model number of your pressure on hand (this is found on the bottom of your pressure cooker pan).

Of course, if none of these troubleshooting ideas help, you can send your pressure cooker in to us to test further and see if we might find what the problem might be that you encounter when using it. If you choose to send it in, here are the steps to take to do that:

1. Write a brief note as to the problem that you are experiencing with your pressure cooker. Be sure to include your name, address and telephone number in your note so we can contact you.
2. Send the pressure cooker (lid only) by UPS (or other registered/delivery confirmation carrier) -- this will provide you with a tracking number if it becomes necessary to track the package.
3. Send to the following address:
Kuhn Rikon Corporation
1205 N. McDowell Blvd
Petaluma, CA 94954
ATTN: Repairs

You will only be charged for any parts that need replacing - we will not charge for the labor nor will we charge to send the pressure cooker back to you. Should you have further questions, please do not hesitate to contact us.