



10-CUP RICE & GRAINS COOKER **USER GUIDE**

IMPORTANT SAFEGUARDS

Basic safety precautions should always be followed when using electrical appliances, including the following:

1. **IMPORTANT:** Read all instructions carefully before first use.
2. Do not touch hot surfaces.
3. Use only on a level, dry and heat-resistant surface.
4. To protect against fire, electric shock and injury to persons, do not immerse cord, plug or the appliance in water or any other liquid.
5. Close supervision is necessary when the appliance is used by or near children.
6. Unplug from outlet when not in use and before cleaning. Allow unit to cool before putting on or taking off parts and before cleaning the appliance.
7. Do not operate any appliance with a damaged cord or plug or after the appliance malfunctions or has been damaged in any manner. Return appliance to the nearest authorized service facility for examination, repair or adjustment.
8. The use of accessory attachments not recommended by appliance manufacturer may result in fire, electrical shock or injury.
9. Do not use outdoors.
10. Do not let cord touch hot surfaces or hang over the edge of a counter or table.
11. Do not place on or near a hot gas or electric burner or in a heated oven.
12. Do not use the appliance for other than its intended use.
13. Extreme caution must be used when moving the appliance containing rice, hot oil or other liquids.
14. Do not touch, cover or obstruct the steam vent on the top of the rice cooker as it is extremely hot and may cause scalding.
15. Use only with a 120V AC power outlet.
16. Always unplug from the base of the wall outlet. Never pull on the cord.
17. The rice cooker should be operated on a separate electrical circuit from other operating appliances. If the electrical circuit is overloaded with other appliances, the appliance may not operate properly.
18. Always make sure the outside of the Inner Pot is dry prior to use. If the Inner Pot is returned to the cooker when wet, it may damage or cause the product to malfunction.
19. Use extreme caution when opening the lid during or after cooking. Hot steam will escape and may cause scalding.
20. Rice should be left in the Inner Pot with the KEEP WARM function on for no more than 3 hours.
21. To prevent damage or deformation, do not use the inner cooking pot on a stovetop or burner.

22. Always attach plug to appliance first, then plug cord into the wall outlet. To disconnect, turn any control to "off", then remove plug from wall outlet.
23. To reduce the risk of electrical shock, cook only in the removable inner cooking pot provided.
24. Do not wrap or tie cord around appliance.
25. Intended for countertop use only.
26. **WARNING:** Spilled food can cause serious burns. Keep appliance and cord away from children. Never drape cord over edge of counter and never use outlet below counter.

SHORT CORD INSTRUCTIONS

A short power supply cord is provided to reduce the hazards resulting from becoming entangled in or tripping over a longer cord. Longer extension cords may be used if care is exercised. If a long extension cord is used, the marked electrical rating of the extension cord should be at least as great as the electrical rating of the appliance, and the longer cord should be arranged so that it will not drape over the countertop or tabletop where it can be pulled on by children or animals or tripped over. If the appliance is of the grounded type, the extension cord should be a grounding 3-wire cord.

GROUNDING INSTRUCTIONS

This appliance must be grounded while in use to protect the operator from electrical shock. The appliance is equipped with a 3-conductor cord and a 3-prong grounding type plug to fit the proper grounding-type receptacle.

SAVE THESE INSTRUCTIONS FOR HOUSEHOLD USE ONLY

HEALTHY COOKING STARTS WITH GREENPAN

Since inventing healthy ceramic nonstick in 2007, we've dedicated ourselves to unique advances that make cooking better for everyone. From healthy ceramic nonstick cookware to revolutionary home appliances, our groundbreaking designs deliver remarkable performance so you can focus on the flavor. Enjoy!

CONTENTS

- 04 Before First Use**
- 04 Parts**
- 04 Control Panel**
- 06 Operation**
- 08 Quick Tips**
- 10 Cleaning & Maintenance**
- 10 Troubleshooting**
- 12 Warranty**

BEFORE FIRST USE

1. Read all instructions and important safeguards.
2. Remove all packaging materials and check that all items have been received in good condition.
3. Tear up all plastic bags and dispose of properly as they can pose a suffocation or choking risk to children.
4. Wash all accessories in warm, soapy water. Rinse and dry thoroughly.

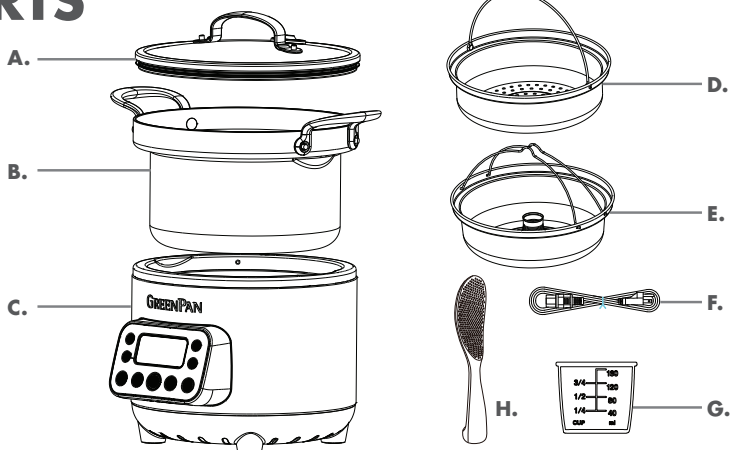
5. Remove the Inner Pot from rice cooker and clean with warm, soapy water. Rinse and dry thoroughly before returning to cooker.

6. Wipe unit clean with a damp cloth.

NOTE: Do not use harsh abrasive cleaners, scouring pads or products that are not considered safe to use on nonstick coatings. If washing in the dishwasher, a slight discoloration to the Inner Pot and accessories may occur. This is cosmetic only and will not affect performance.

- Cooking times will vary depending on the type of rice, room temperature, water temperature, water amount, etc.
- **KEEP WARM** should be used for a maximum of 3 hours to prevent rice from burning.

PARTS



- | | | |
|--------------------------|-----------------------|------------------|
| A. Lid (Removable) | D. Steamer Insert | G. Measuring Cup |
| B. Inner Pot (Removable) | E. Carb Reducing Tray | H. Rice Spatula |
| C. Body | F. 3 Pin Power Cord | |

CONTROL PANEL



1. - And + Buttons (Time Based)

Press + or - to switch to time-based cooking. These modes will default to AUTO on Low Carb White, Low Carb Brown, White, Brown, Sushi, Quick Cook White, Quick Cook Brown, Quinoa, Steel Cut Oats and Ancient Grains. Once the + or - button is pressed, and mode is highlighted the Timer display will pop up and Auto will fade away. If you wish to change back to Auto mode press the TEXTURE button to revert to Auto function.

Time-Based cooking: Time-based cooking can be used to set a mode specific to the completion time. This is ideal for fine-tuning recipes and setting your Rice, Grains or more to a specific completion time. Textures will populate on screen as a rough estimate to cooking time. Shorter cooks will display Firm and longer cooks will display Soft on grain modes that already have texture feature.

Delay Timer can also be modified with + and – buttons- refer to Delay Timer for more information.

NOTE: Texture is NOT selectable when time option is used. An estimated texture will populate on screen based on cooking time chosen on some modes.

2. TEXTURE Button

- a. Most modes will default to Auto Mode. In Auto Mode you can modify your desired texture in 3 options excluding LOW CARB WHITE, LOW CARB BROWN, QUICK COOK WHITE RICE, QUICK COOK BROWN, and STEEL CUT OATS.
- b. Press Texture Button to cycle between texture options- Soft, Medium and Firm.
- c. The Textures will populate below the “AUTO” text on the screen. The selected option will flash on screen, if you want to modify press texture button again and repeat until desire option is highlighted.

NOTE: There’s no texture selection function of SOUP, or STEAM. AUTO cooking can be selected on LOW CARB WHITE, LOW CARB BROWN, QUICK COOK WHITE RICE, QUICK COOK BROWN, and STEEL CUT OATS, but texture is not selectable.

Texture is NOT selectable when time option is used.

Texture Mode: Texture Mode will calculate when the Rice is complete based on Fuzzy Logic. Time will vary based on the amount of water used, the number of grains used, and external environmental factors.

3. LOW CARB Button

- a. Press to select either LOW CARB WHITE RICE and LOW CARB BROWN RICE Mode.
- b. LOW CARB WHITE RICE will default and flash on screen once the button is pressed.
- c. Press the LOW CARB button again to cycle between LOW CARB WHITE RICE and LOW CARB BROWN RICE.

- d. Low Carb Rice will default to “AUTO” cooking, however texture is NOT selectable on this mode.
- f. If you press + and – the Low Carb modes will switch to Timer based cooking. This can be changed to AUTO if you press the texture button.

4. RICE Button

- a. Press to select from WHITE RICE, BROWN RICE, SUSHI, QUICK COOK WHITE RICE, and QUICK COOK BROWN RICE modes.
- b. WHITE (Rice) will default and flash on screen once the button is pressed.
- c. Press Rice Button again to cycle between WHITE RICE, BROWN RICE, SUSHI, QUICK COOK WHITE RICE, and QUICK COOK BROWN RICE. The current mode selected will flash until Start/Stop button is pressed or 6 seconds afterwards.
- d. Rice Modes will default to “AUTO” as texture-based cooking can be used on these modes.
- f. If you press + and – the Rice modes will switch to Timer based cooking (excluding For QUICK COOK WHITE RICE AND QUICK COOK BROWN RICE these modes are based on AUTO cooking only and texture is not selectable). This can be canceled if you press the texture button.
- g. Press (+ or -) to adjust time on mode.

NOTE: Texture is NOT selectable when using QUICK COOK WHITE RICE, and QUICK COOK BROWN RICE modes.

5. START/STOP

- a. After selecting the function, press to start/stop to begin cooking.
- b. While cooking press start/ stop button to cancel cooking. This will then default to Select Mode Screen.
- c. Hold START/STOP button for 2 seconds to turn the 10-Cup Rice & Grains Cooker Off.

NOTE: If Mode is not selected during select mode screen after 5 minutes the Premiere Rice and Grain Cooker will turn off.

6. MORE OPTIONS

- a. Press to select from QUINOA, STEEL CUT OATS, ANCIENT GRAINS, SOUP, and STEAM modes.
- b. Quinoa will default and flash on screen once the button is pressed.

- c. Press MORE OPTIONS again to cycle between QUINOA, STEEL CUT OATS, ANCIENT GRAINS, SOUP, and STEAM. The current mode selected will flash until START/STOP button is pressed or 6 seconds afterwards.
- d. MORE OPTIONS will default to "AUTO" on QUINOA, STEEL CUT OATS, ANCIENT GRAINS as texture-based cooking can be used on these modes. This will NOT be an option on SOUP, and STEAM modes.
- f. If you press + and - the Rice modes will switch to Timer based cooking. This can be canceled if you press the texture button.
- g. Press (+ or -) to adjust time on mode.

NOTE: Texture is NOT selectable when using STEEL CUT OATS mode. AUTO is NOT an option when using SOUP, and STEAM modes.

7. KEEP WARM

- a. Press Keep Warm to begin Keep Warm Mode.
- b. The Timer will count up for 12 hrs.
- c. The Screen will turn Black after the Keep Warm Mode is completed.

8. DELAY TIMER

- a. Press Delay Timer button before selecting mode.
- b. Set when you want to BEGIN your cooking time by pressing (+ or -) buttons on the control panel.
- c. The Timer will jump in intervals of 15 mins with short press (+ or -) buttons, if you keep holding (+ or -) buttons, this will jump in intervals of 1 hr. The max selectable delay timer is 24hrs.

NOTE: Delay Timer is based on when you want to Start your cooking.

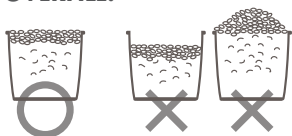
9. LCD Display

This displays Time or status of cooking.

OPERATION

RICE

MEASURE THE RICE WITH LEVEL SCOOPS. DON'T OVERFILL.

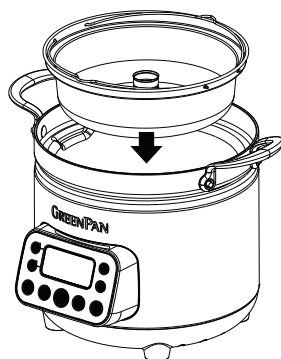


Use the provided Measuring Cup or your own measuring cup for dry ingredients (Please note if using your own measuring cup for Rice and More Options Modes 1 measuring cup is about 2/3 a standard U.S. cup. All modes and measurements are based on 2/3rds a US cup). Use the measuring line on the removable pot for maximum water level. (Measurements are based on Measuring Cup provided. Ok to use your own).

LOW CARB RICE MODES

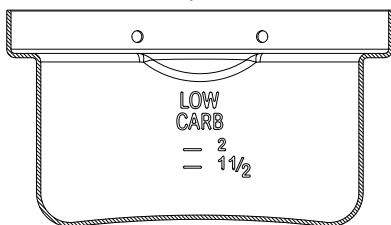
Press any button to wake up 10-Cup Rice & Grains Cooker

1. Use the provided Measuring Cup to add the desired amount of rice to the Inner Pot. The max amount of dry white and brown rice is 2 cups.
2. Rinse rice or grain to remove excess starch and drain. (Optional)
3. Fill Removable Inner Pot with water to the lines for Low Carb Please note we suggest only cooking 1 ½ to 2 cups max.
4. Place the Inner Pot into the Rice & Grains Cooker. If Pot is incorrectly placed "INSERT BOWL" will illuminate on screen.
5. Add the Carb Reducing tray to the top of the bowl and ensure that the tray is facing upward. The handles should be visible and top of the funnel should be pointed towards lid (referenced in image below).



6. Close the Lid.
7. Press Low Carb button to select between Low Carb White Rice or Low Carb Brown Rice. These modes will default to Auto.
8. There is no texture selection on Low Carb Mode.

9. If you want to cook based off time press the + or – buttons to select a desired cook time.
10. Once desired setting is selected Press Start/Stop to begin cooking.
11. To Cancel Press Start/ Stop Button again.
12. Once the Low Carb cooking cycle completes there will be excess water and starch in the Carb Reducing Tray. Use oven mitts or heat-resistant gloves to remove the tray from the bowl. Discard the excess water and starch in the Carb Reducing Tray.
13. Once cooking is finished, the Rice & Grains Cooker will automatically switch to KEEP WARM and count up for 12 hrs.



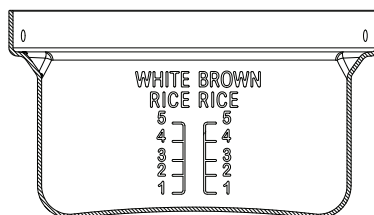
RICE MODES

Press any button to wake up the 10-Cup Rice & Grains Cooker

1. Use the provided Measuring Cup to add the desired amount of rice to the Inner Pot.
2. Rinse rice to remove excess starch and drain (optional).
3. Fill removable Inner Pot with water to the line matching the number of cups of rice being cooked, or the amount specified on the chart.
4. Place the Inner Pot into the Rice & Grains Cooker. If Pot is incorrectly placed "INSERT BOWL" will illuminate on screen.
5. Close the lid.
6. To modify texture, press the Texture button. This will cycle between Soft Medium and Firm.
7. If you want to cook based off time press the + or – buttons to select a desired cook time.
8. Once desired setting is selected Press START/ STOP button, The Rice & Grains Cooker will begin cooking.
9. To Cancel Press Start/ Stop Button again.
10. Once cooking is finished, the 10-Cup Rice & Grains Cooker will automatically switch to KEEP WARM and count up for 12 hrs.

NOTE:

- Brown rice requires a longer cooking cycle than other rice varieties due to the extra bran layers on the grains. The BROWN RICE function allows extra time and adjusted heat settings in order to cook the rice properly. If it appears the 10-Cup Rice & Grains Cooker is not heating up immediately when cooking brown rice, this is due to a low-heat soak cycle that precedes the cooking cycle to produce better brown rice results.
- Before placing the Inner Pot into 10-Cup Rice & Grains Cooker, check that the outside is dry and free of debris. Adding the Inner Pot when wet may damage the 10-Cup Rice & Grains Cooker.
- Cooking times are approximate. Altitude, humidity, and outside temperature will change cooking times.
- Opening the Lid during the cooking cycle causes a loss of heat and steam. Cooking time may be prolonged if the Lid is opened and may cause the rice / grains undercooked.



MORE OPTIONS

1. Place the Inner Pot into the 10-Cup Rice & Grains Cooker. Fill the Inner Pot with ingredients like Ancient Grains, Quinoa, Steel Cut Oat, or Soup. Use suggested measurements in the table below. Following directions on the ingredient packaging could result in overflow or dry grains.
2. Place the Inner Pot into the Rice & Grains Cooker. If Pot is incorrectly placed "INSERT BOWL" will illuminate on screen.
3. Close the lid.
4. Press the More Options button to select between QUINOA, STEEL CUT OATS, ANCIENT GRAINS, SOUP, and STEAM. QUINOA, STEEL CUT OATS, ANCIENT GRAINS modes will default to Auto.

5. To modify texture, press the Texture button. This will cycle between Soft Medium and Firm.
6. If you want to cook based off time press the + or - buttons to select a desired cook time.
7. Once desired setting is selected Press START/ STOP button, The Rice & Grains Cooker will begin cooking.
8. To Cancel Press Start/ Stop Button again.
9. Once cooking is finished, the 10-Cup Rice & Grains Cooker will automatically switch to KEEP WARM and count up for 12 hrs. on QUINOA, STEEL CUT OATS, ANCIENT GRAINS modes.

NOTE: Texture is NOT selectable when using STEEL CUT OATS mode.

Soup

- a. To use the Soup function, with ingredients no higher than White Rice Line 5 on the Inner Pot.
- b. Add vegetables/ poultry, Fish, Stock, etc into inner bowl.
- c. Select time based on the type of soup you are cooking. Cooking time will vary depending on the size of ingredients as well as density.
- d. Press Start/Stop to begin.
- e. If you need to modify your soup cooking time, you can modify time by pressing + or - button. Time can range from 60 minutes to 3 hours. The time will change in increments of 1 minute by tapping + or - buttons. If you hold + or - down this will change time in increments of 15 minutes by keep holding.
- f. Once cooking time is completed, the 10-Cup Rice & Grains Cooker will automatically switch to KEEP WARM and count up for 12 hrs

Steam

- a. To use the Steam function, fill water in the Inner Pot no higher than 1L and ensure the minimum water amount is exceed line 1 of WHITE RICE .
- b Place Steamer Insert onto Removable Pot
- c. Add vegetables/ poultry, Fish etc. into Steamer Insert
- d. Select time based on type of veggies or proteins you are cooking. Cooking time will vary depending on size of ingredients as well as density.

- e. Press Start/Stop to begin.
- f. Once cooking time is completed Use oven mitts or heat-resistant gloves to remove Steamer Insert from the inner pot. Gently lift and let the excess condensation drain into bottom of the inner pot.

QUICK TIPS

- 1 measuring cup is about 2/3 U.S. cup. (Note Measuring Cup is included with unit.)
- The Below Chart is only a general measuring guide. As there are many types of rice available, rice/water measurements may vary.
- Rinse rice prior to cooking to remove excess bran and starch. This will help reduce browning.
- To get perfect brown rice without the wait use the DELAY TIMER. Add rice and water in the morning and set the DELAY TIMER for when rice will be needed that night.
- For quinoa and steel cut oats, use caution to avoid escaping steam, open the Lid and stir occasionally with a long-handled wooden or silicone spoon.
- It's recommended to use AUTO and Texture based modes whenever possible. If you do want to go off time-based cooking, you may need to work off this in trial and error.
- Volumes for Ancient Grains, Quinoa and Steel Cut Oats are based on Rice Measuring Cup provided
- For Steel Cut Oats the Water to Oat ratio is 2.5 (water) to 1 (Dry ingredients).
- Carb Reduction is completely optional and does not need to be used at all times. If you want to use carb reduction reference Low Carb instruction on page 6.

Function	Rice/Grain Amount	Water Amount	Default Time	Cooking Time	Texture Setting	Delay Start
White Rice	1 cup	Use Line 1	50 min	40 – 60 min	Y	Y
	2 cup	Line 2				
	3 cup	Line 3				
	4 cup	Line 4				
	5 cup	Line 5 Of White Rice				
Brown Rice	1 cup	Use Line 1	90 min	70 – 110 min	Y	Y
	2 cup	Line 2				
	3 cup	Line 3				
	4 cup	Line 4				
	5 cup	Line 5 Of Brown Rice				
Low Carb White Rice	1 ½ cup	Use Line 1 ½	55 min	40 – 60 min	N	Y
	2 cup	Line 2 Of Low Carb				
Low Carb Brown Rice	1 ½ cup	Use Line 1 ½	100 min	80 – 105 min	N	Y
	2 cup	Line 2 Of Low Carb				
Sushi	1 cup	1 ½ cup	45 min	40 – 60 min	Y	Y
	2 cup	3 cup				
	3 cup	4 ½ cup				
	4 cup	6 cup				
Quick Cook White Rice	1 cup	Use Line 1	AUTO	N/A	N	Y
	2 cup	Line 2				
	3 cup	Line 3				
	4 cup	Line 4				
	5 cup	Line 5 Of White Rice				
Quick Cook Brown Rice	1 cup	Use Line 1	AUTO	N/A	N	Y
	2 cup	Line 2				
	3 cup	Line 3				
	4 cup	Line 4				
	5 cup	Line 5 Of Brown Rice				
Ancient Grain	1 cup	Use Line 1	45 min	30 – 60 min	Y	Y
	2 cup	Line 2 Of Brown Rice				
Quinoa	1 cup	1 ½ cup	30 min	20 – 45 min	Y	Y
	2 cup	3 cup				

Function	Rice/Grain Amount	Water Amount	Default Time	Cooking Time	Texture Setting	Delay Start
Steel Cut Oat	½ cup 1 cup 2 cup	1 ¼ cup 2 ½ cup 5 cup	30 min	20 – 45 min	N	Y
Soup	N/A	Maximum volume is line 5 of White Rice	2h	60 min – 3h	N	Y
Steam	N/A	1L	15min	10 min – 1h	N	Y
Keep Warm	N/A	N/A	Counts Up to 12 Hours	N/A	N	N

CLEANING & MAINTENANCE

1. Inner Pot, Glass Lid, Steamer Insert, Carb Reducing Tray, Rice Spatula and Measuring Cup are top-rack dishwasher safe.
2. Wipe Body, and base with a damp cloth.
3. Thoroughly dry Body and Accessories before next use.

TROUBLESHOOTING

Issue	Cause	Solution
10-Cup Rice & Grains Cooker does not start after selecting menu option	Normal Function	Make sure to press START/STOP button to start cooking.
10-Cup Rice & Grains Cooker does not turn on	Improper Electrical Connection	Check whether the power plug is connected to a functional, grounded electrical outlet and power cord is connected to base of unit. If issue is not resolved after changing outlet and ensuring that power plug is properly plugged into base of unit, contact Customer Service for replacement.
Rice or grains are overcooked	N/A	If Rice is overcooked, ensure the correct amount of water is being added and adjust time setting to your desired doneness. Less time will result in firmer rice and grains. Please also ensure that you are using the rice Measuring Cup provided for volume of grains. If lost, please contact customer service for replacement cup or use standard US measuring cup. A Rice/Grains measurement is 2/3 of a US cup.
Rice or grains are undercooked	N/A	If rice is undercooked, ensure the correct amount of water is being added. Adjust time setting to your desired doneness. More time will result in softer rice and grains. Please also ensure that you are using the rice Measuring Cup provided for volume of grains. If lost, please contact customer service for replacement cup or use standard US measuring cup. A Rice/Grains measurement is 2/3 of a US cup.
E1 Error Code	Internal Error	Contact Customer Service for replacement.
E2 Error Code	Internal Error	Contact Customer Service for replacement.
E3 Error Code	Internal Error- Over Heating	Contact Customer Service for replacement.

LOW CARB RICE TESTING

OBJECTIVE

To test for the reduction of starch in rice varieties when using the Low Carb Modes of the Rice Cooker.

SAMPLES

5 separate Rice types were used including Long Grain White, Long Grain Brown, Thai Rice, Japanese Rice and Short Grain White Rice. A total of 2 GreenPan Rice and Grain Cooker with Carb Reducing Technology were used in the testing.

- Quantity = 2, 10 Cup Capacity Machines
Laboratory Testing was conducted by:

STC Guangdong Company Limited No.68, Fumin South Road, Dalang, Dongguan, Guangdong, China

PROCEDURE

Samples of rice were cooked by the Rice and Grains Cooker method using the White Rice and Brown Rice modes and compared to samples of rice cooked with the stainless-steel carb reducing Tray using the Low Carb White Rice and Low Carb Brown Rice modes. All tests used tap water unless otherwise specified. Cooked rice samples are analyzed for their resistant starch by "Official Methods of Analysis of AOAC International (2005), 18th Ed., AOAC International, Gaithersburg, Maryland, USA, Official Method 2002.02" and digestible starch by "Official Methods of Analysis of AOAC International (2005), 18th Ed., AOAC International, Gaithersburg, MD, USA, Official Method 996.11 (mod.)" Results in percent reduction of digestible starches are provided.

CONCLUSION

Using the Low Carb cooking method can reduce the carbs in cooked rice by up to 37%

LIMITED WARRANTY

GreenPan Electrics are covered by a limited warranty against defects in materials and workmanship, beginning on the date of purchase and lasting for two years. If your GreenPan Electrics product has a defect during the warranty period, The Cookware Company (USA), LLC will either repair or replace the product. Further information on the warranty claim process, exclusions from warranty coverage, and other terms can be found in the complete limited warranty for this product, available online at greenpan.us/warranty.

TERMS OF SALE; ARBITRATION

The terms on which The Cookware Company (USA), LLC sells GreenPan Electrics are available online at greenpan.us/pages/terms-of-sale (the "Terms"). The Terms contain very important information regarding your rights and obligations, as well as conditions, limitations, and exclusions that may apply to you. Please read them carefully.

In particular, the Terms provide that, by your purchase of this product, you and The Cookware Company (USA), LLC are agreeing to give up any rights to litigate in a court or before a jury, or to participate in a class action or representative action with respect to a claim. Other rights that you would have if you went to court may also be unavailable or limited in arbitration. Any claim, dispute, or controversy between you and The Cookware Company (USA), LLC arising from or relating in any way to your purchase of products or services will be resolved exclusively and finally by binding arbitration.

The arbitration will be administered by the American Arbitration Association ("AAA") in accordance with the Consumer Arbitration Rules (the "AAA Rules") then in effect, except as modified hereby. (The AAA Rules are available at adr.org or by calling the AAA at 1-800-778-7879.) The Federal Arbitration Act will govern the interpretation and enforcement of this arbitration and waiver provision.

The Cookware Company (USA), LLC will be responsible for the AAA filing fee of any such proceeding. Other than your right to pursue a claim in small claims court, as described in the Terms, the arbitrator will have exclusive authority to resolve any dispute relating to arbitrability and/or enforceability of this arbitration provision, including any unconscionability challenge or any other challenge that the arbitration provision or these Terms are void, voidable or otherwise invalid. The arbitrator will be empowered to grant whatever relief would be available in court under law or in equity. Any award of the arbitrator(s) will be final and binding on each of the parties and may be entered as a judgment in any court of competent jurisdiction. Attorney fee shifting in this case is governed by the Terms. You agree to an arbitration on an individual basis. In any dispute, NEITHER YOU NOR THE COOKWARE COMPANY (USA), LLC WILL BE ENTITLED TO JOIN OR CONSOLIDATE CLAIMS BY OR AGAINST OTHER CUSTOMERS IN COURT OR IN ARBITRATION OR OTHERWISE PARTICIPATE IN ANY CLAIM AS A CLASS REPRESENTATIVE, CLASS MEMBER OR IN A PRIVATE ATTORNEY GENERAL CAPACITY. The arbitral tribunal may not consolidate more than one person's claims and may not otherwise preside over any form of a representative or class proceeding. The arbitral tribunal has no power to consider the enforceability of this class arbitration waiver and any challenge to the class arbitration waiver may only be raised in a court of competent jurisdiction.

If any provision of the arbitration agreement described herein and in the Terms is found unenforceable, the unenforceable provision will be severed and the remaining arbitration terms will be enforced.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

NOTES

[illegible]

