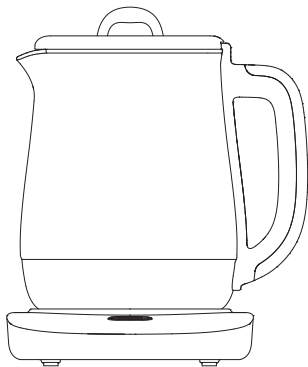


User Manual

Kettle
JK-15K25



Please read this user manual carefully before using the product and keep it properly

Preface

Dear user

Thank you for using the Joyoung liquid heater (health kettle). This user manual is applicable to JK-15K25, All content in the book is for reference only when used and maintained by users. For any matters not covered, please feel free to inquiry the local after-sales service center or the company's customer service center.

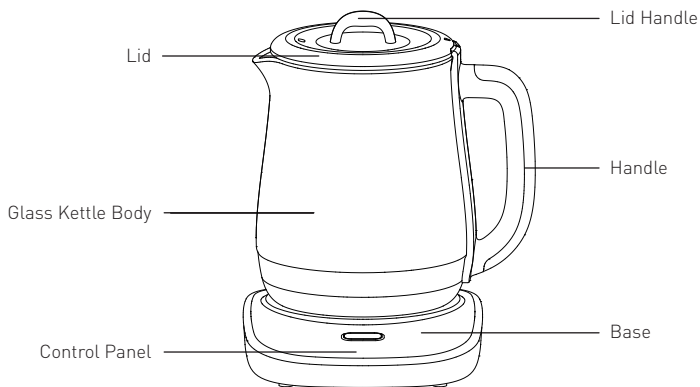
This product complies with relevant laws, regulations, and standards for food contact accessories. Please feel free to use it with confidence. May Joyoung products bring warmth, convenience, and health to your life.

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- Chapter 1 Component and Function Description
(including interface introduction)
- Chapter 2 Product Using Methods
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Component and Function Description (including interface introduction)

① Component Name



(Please refer to the actual product)

② Control panel



(Please refer to the actual product)

Product Using Methods

① Warm tips

1. Before using this product, be sure to read this user manual carefully, especially the "Safety Precautions".
2. Before using the kettle for the first time, fill it with water up to the maximum water level line, boil the water, and then discard it. Repeat this process to clean the inside of the kettle and remove any odors.
3. Some food materials and medicinal materials (rice porridge, tremella, dendrobium, etc.) may contain a large amount of starch/sugar/gum or ginsenoside and other surface active ingredients. If a large amount of foam is found during heating, it is recommended to open the lid for heating to prevent overflow.
4. During the process of stewing ingredients, the oxide film on the surface of the heating plate of this product will thicken, which may present different colors. This is a normal physical phenomenon of stainless steel material. Does not affect use, can be wiped lightly with a scouring pad and eliminated by boiling water with citric acid.
5. Some ingredients need to be soaked before stewing, mung bean -3h, tremella -1h, and grain Congee -4h.
6. Cannot be used to heat milk, otherwise it will make the bottom sticky.

② Operating instructions

1. Click the [Start/Cancel] button to enter standby/shutdown mode;
2. Click the **【<】** or **【>】** keys to select functions;
3. Click the **【 Keep Warm 】** button to enter the warm keeping function, and click the **【<】** or **【>】** button to adjust the warm keeping temperature;
4. After selecting the function, click the **【Preset/Timer】** button, and then click the **【<】 【>】** button to adjust the corresponding working time/timer time;
5. Click the 'Start/Cancel' button to activate the function.

Caution:

- After boiling water, it automatically enters the warm keeping stage, with a default temperature of 65°C, and the warm keeping temperature can be adjusted in this stage.
- Black tea, with keep warm function, please use purified water or cold boiled water.
- Long press the **【<】 【>】** keys to quickly select and adjust.

Safety Precautions

 **Warning:** Be aware of risks that could result in personal injury, serious harm, or significant property damage.

 **Caution:** Pay attention to risks that could cause personal injury or damage to property.

 **Warnings:**

1. The product generates high temperatures and steam during operation. Avoid touching or getting close to the steam vents or other hot parts to prevent burn injury.
2. To prevent electric shock or short circuits, do not immerse the product or power cord in any liquid.

 **Caution:**

1. This product is not intended for use by individuals with physical, sensory, or mental disabilities or lack of using experience or knowledge (including children) unless supervised and guided by a responsible person regarding the use of the product. Keep children away from this product to ensure they do not play with it.
2. After opening the packaging, please immediately put the plastic bag into the trash can to prevent children from playing and posing a risk of suffocation.
3. When using the product, sufficient space should be left around and at least 10cm away from surrounding objects to prevent oil fumes from contaminating furniture and even causing fire hazards.
4. Please operate on a level surface. Do not operate this product on flammable materials such as carpets, towels, plastic, paper, etc. to prevent fire hazards.
5. When using, all packaging materials must be removed, otherwise the product may cause fires, burns, etc. during operation.
6. This product is for household use only. The company is not responsible for any malfunctions resulting from commercial use, inappropriate use, or failure to follow the instructions in this manual. Such malfunctions and damages are not covered by the warranty.
7. During use, please do not place bagged, canned or bottled items, cotton gauze or flammable materials on or cover the product to avoid fire and explosion.
8. The product must be kept at least 30cm away from sources of fire to avoid damage or fire hazards.
9. Please do not use this product in environments with gas leaks and electrical leakage, as it may cause fire and electric shock.

10. Do not let the product work unattended to prevent kettle-related hazards such as fire caused by unexpected situations.
11. When no one is using this product, cleaning or moving it, or when the product malfunctions, please be sure to unplug the power plug to prevent damage caused by electrical leakage or accidental start-up.
12. The input voltage/frequency of this product is 220-240V/50-60Hz. Before connecting the product to the power supply, please check if it matches the local power supply voltage. High or low voltage may damage components or affect product performance.
13. Class I electrical appliances, please ensure that the grounding wire is well grounded before use to avoid electrical leakage accidents.
14. It is necessary to use a socket with a grounding of 10A or above separately, and the plug must be thoroughly inserted into the socket to prevent poor contact from causing overheating and burning of components, leading to short circuits or fire hazards.
15. It is strictly prohibited to insert or unplug power plugs with wet hands to avoid electric shock.
16. Please do not let the power cord come into contact with high-temperature surfaces or wrap around the edge of the table, and do not come into contact with sharp edges, burrs, or other protruding sharp objects. To prevent electrical leakage, electric shock or fire.
17. Power cord hanging can easily cause accidents. It is recommended to arrange the power cord in a reasonable position during use to avoid tripping and danger.
18. When unplugging, hold the plug and do not forcefully pull or twist the power cord to prevent damage and kettle-related leakage hazards.
19. If the power cord is damaged, in order to avoid danger, it must be replaced by professionals from the manufacturer, their maintenance department, or similar departments.
20. Do not insert pins, wires, or other metal objects into any gaps or openings in the shell or base to prevent electric shock and injury accidents. "
21. To prevent hazards such as electric shock or short circuit, do not rinse or soak this product in water or other liquids, and do not spray water on it to avoid device damage or leakage.
22. This product must be used in conjunction with the power base provided by our company.
23. Do not cook ingredients that are prone to sticking to the bottom of the kettle, as this

may affect the normal operation of the machine.

24. Do not let the product work with empty kettle, as it may cause the kettle to turn yellow, malfunction, or fire, resulting in injury accidents and property damage. Please confirm that there is an appropriate amount of cold water in the kettle before use.
25. Do not exceed the maximum water level when filling water, otherwise boiling water may splash out and cause danger, or water may flow into the temperature control device and cause malfunction.
26. Do not place sealed containers in kettles for heating, as there is a risk of explosion.
27. To avoid burns, please ensure that the lid is properly closed before using the product.
28. During the heating process or when the water boils, do not open the lid or move the product to prevent burns.
29. Before the kettle body is fully cooled, please close the kettle lid through the heat-resistant part of the lid.
30. When the room temperature is below 0°C, do not keep the product connected to the power socket all the time, otherwise the thermostat may automatically reset, causing the components to overheat and self ignite.
31. When pouring water, be careful to prevent splashing and scalding the body. When wearing clothes or shoes with exposed skin, be more careful to prevent scalding.
32. To prevent electric shock or fire, it is necessary to ensure that the power supply is disconnected in the following situations: when there is no water in the kettle, when adding water, when not in use, when cleaning or moving the product, and when there is a problem with the product.
33. There is a certain deviation between the temperature displayed on the dial and the actual temperature.
34. When there is less water in the kettle, please hold down the handle of the kettle lid before pouring water to prevent the lid from falling off.
35. To prevent damage accidents caused by electric shock, short circuit, etc., the base must be removed before cleaning this product, and the bottom, base, and product socket must be wiped dry before using the product again. They must not be immersed in water for cleaning to avoid the danger of electric leakage.
36. Please unplug the machine immediately after use.
37. If the product malfunctions or is damaged, please stop using it and send it to our company's after-sales service center for repair. Do not repair it yourself to avoid danger.
38. Do not disassemble the product, otherwise there is a risk of electric shock and injury.

If there is a malfunction, please go to the designated after sales service center for repair.

39. When discarding this product and its packaging, please hand it over to a qualified department for recycling. When discarding, please cut off the power cord.
40. This product is not suitable for areas above an altitude of 2000 meters, otherwise its intended functionality cannot be guaranteed.

Product Using Methods

Symptom	Reason Analysis	Troubleshooting
The health kettle does not heat up	Dry burning protection	Lift the kettle body, add an appropriate amount of cold water into the kettle, and then put it back on the base
	The power plug is not connected properly	Check the connection of the power plug
	Other (abnormal high temperature protection/damaged power cord, etc.)	Contact after-sales maintenance
Button malfunction	Button damage/poor button contact, etc.	
Continuous boiling of water	Internal wire loose or poor contact	
	Sensor damage	
Digital display E1	Separation of kettle body and base	Put the kettle back on the base
	The working environment temperature is too low	Please use indoors and increase the indoor temperature
	Other (sensor open circuit etc)	Contact after-sales maintenance
Digital display E2	The dry burning time is too long	Lift the kettle body, add an appropriate amount of cold water into the kettle, and then put it back on the base
	Sensor short circuit	Contact after-sales maintenance
Digital display E3	Dry burning protection	Lift the kettle body, add an appropriate amount of cold water into the kettle, and then put it back on the base

Srmpptom	Reason Analysis	Troubleshooting
Digital display E3	Other (sensor damage, etc)	Contact after-sales maintenance
Digital display E4	Poor or damaged sensor contact	
There is an odor in the water	This phenomenon usually occurs during the first use	Reference product usage method-Warm tips 2
There is scale inside the kettle	Water quality reasons	Use clean water or promptly remove scale
The Kettle water is turbid	Water quality reasons	

Friendly Reminder

The above methods address common troubleshooting and resolution. For other issues, please contact your local service center for repairs. Do not attempt to disassemble or repair the product yourself.

Maintenance and Care

① How to clean the kettle

- Before cleaning the kettle, always unplug the power cord and allow the kettle to cool down.
- Do not immerse the kettle, power cord, plug, or power base in water.
- Ensure that all electrical components are dry.
- Wipe the exterior of the kettle with a damp cloth. Do not use abrasive powders or cleaning pastes, as they can damage the kettle's surface.

② How to Remove Limescale

To maintain the kettle in good working condition, limescale should be removed regularly. If the kettle frequently turns off automatically before the water boils, it indicates that the kettle needs descaling. You can use the following methods to remove limescale:

- Use a descaling product specifically designed for kettles, following the product instructions.
- Add 0.5 liters of 8-degree white vinegar to the kettle. Let it soak for 1 hour, then discard the vinegar and rinse the kettle 4-5 times with clean water.
- Add 0.5 liters of water and 25 grams of citric acid into the kettle. Boil the water and let it soak for 15 minutes, then rinse the kettle 4-5 times with clean water.

Recipe

Recipe	Ingredients	Instruction
Boiling	-	-
Flower Tea	Mugwort Root: 7g Bamboo Sugarcane: 20g Fig: 15g Honey Dates: 10g	1.Wash the mugwort root and bamboo sugarcane, cut them into sections, and set aside. Place all ingredients into the pot and add water up to 1000ml. 2.On the pot control panel, press the "Select" function key, choose the "Rose Tea" function, set the time to 15 minutes, and press the "Start/Cancel" key to begin. Once cooking is complete,
Fruit Tea	Sea Coconut: 2g Red Dates: 15g Goji Berries: 5g Longan Flesh: 4g Rock Sugar: as needed Water: 800g	1.Wash the sea coconut and soak it in water for 3 hours 2.Place all ingredients into the pot. On the control panel, press the "Select" function key, choose the "Herbal Soup" function, set the time to 15 minutes, and press the "Start/Cancel" key to begin. Once completed, it is ready to drink.
Black Tea	Turtle Jelly: 100g Milk: 250ml Black Tea Bags: 2 bags (42g) White Sugar: 10g	1.Place the black tea bag and sugar into the pot, and add water until it reaches 500ml. 2.On the control panel of the health pot, press the "Select" function key to choose the "Black Tea" function, adjust the time to 10 minutes, and then press the "Start/Cancel" key to begin brewing. Once completed, add turtle jelly and stir in milk until well combined.

Recipe	Ingredients	Instruction
Tremella	Dried Tremella: 8g Pineapple: 50g Pumpkin: 20g Rock Sugar: 20g	1.Wash the fungus and soak it in warm water for 30 minutes.Remove the roots and tear it into small pieces. Soak the pineapple in salt water for 10 minutes, and peel and cut the pumpkin into small pieces for later use. 2.Place the fungus and pumpkin into the health pot, and add water until it reaches 1000ml. 3.On the control panel of the pot, press the "Select" function key to choose the "Tremella" function, adjust the time to 1 hour and 30 minutes, and then press the "Start/Cancel" key to begin cooking. In the last 10 minutes, add the pineapple and rock sugar. Once completed, it's ready to serve.
Boiled Egg	Egg: 1 Water: 1000ml	1.Add water into the pot. 2.On the control panel, press the "Select" function key and choose the "Egg" function. Press the "Start/Cancel" key and adjust the time to 10 minutes. Once it boils, use a spoon to stir the water in a clockwise direction to create a vortex, then crack in the egg. Once cooking is complete, it's ready to serve.
Multi-Grain Porridge	Rice: 30g Glutinous Rice: 20g Millet: 10g Goji Berries: 1g Rock Sugar: as needed Water: 600g	1.Rinse the rice thoroughly and place all the ingredients into the pot. Add water. 2.On the control panel of the health pot, press the "Select" function key and choose the "Porridge" function. Adjust the time to 40 minutes, then press the "Start/Cancel" key to begin cooking. Once completed, it's ready to eat.

Recipe	Ingredients	Instruction
Mung Bean Soup	Mung Beans: 150g Lily Bulbs: 10g Water: 1000g Rock Sugar: as needed	1.Wash the mung beans and lily bulbs. 2.Place the mung beans, lily bulbs, and water into the pot. On the control panel, press the "Select" function key and choose the "Bean Soup" function. Adjust the time to 45 minutes, then press the "Start/Cancel" key to begin cooking. Once completed, add rock sugar and stir until well combined.
Mix Milk Powder	-	-
Herbal Cuisine	Red Beans: 60g Red Dates: 30g Goji Berries: 10g Red-Skin Peanuts: 60g Brown Sugar: 40g Water: 600g	1.Soak the red beans in warm water for over 2 hours and wash the red-skinned peanuts, soaking them for over 2 hours as well. 2.Wash the red dates, red beans, and goji berries. 3.Pour the peanuts with water into the pot, then add all the other ingredients along with 600g of water. On the control panel, press the "Select" function key and choose the "Herbal Soup" function. Adjust the time to 90 minutes, then press the "Start/Cancel" key to begin cooking. Once completed, it's ready to
Ginger Date Tea	Longan: 10g Red Dates: 20g Egg: 1 Goji Berries: 3g Brown Sugar: 10g Water: 600g	1.Wash and pit the red dates, and wash the longan and goji berries. 2.Place the longan, red dates, goji berries, rock sugar, and water into the pot. On the control panel, press the "Select" function key and choose the "Ginger Tea" function. Adjust the time to 20 minutes and press the "Start/Cancel" key. Once the water boils, crack in the egg, and once cooking is complete, it's ready to serve.

Recipe	Ingredients	Instruction
Snow Pear Soup	Honeysuckle: 2g Snow Pear: 150g	1.Wash the snow pear, peel it, and cut it into pieces. Place all the ingredients into the pot and add water until it reaches 1000ml. 2.On the control panel, press the "Select" function key and choose the "Pear Soup" function. Adjust the time to 10 minutes and press the "Start/Cancel" key to begin cooking. Once the simmering is complete, it's ready to serve.

Terms & Conditions of Warranty

1. Warranty Period:

This product comes with a two year manufacturer's warranty effective from the purchasing date on valid proof-of-purchase, original receipts or invoices or delivery date (if the delivery date is later than the purchasing date).

2. Warranty Coverage:

If the product has a manufacturing defect during the warranty period, you can contact Joyoung Malaysia after-sales service team or authorized distributor/retailer. Upon verification of the defect, you can apply for free Warranty Repair Service.

Note: Packing materials like boxes, interior foam, paper cards, user manual and other consumables parts are not covered under warranty.

3. Exclusion from warranty:

The warranty does not cover:

- Normal wear and tear.
- Use of the product in commercial usage.
- Alterations to the product spare part from non-authorized service centres.
- Damage caused by improper use, including mishandling or damage by third parties
- No warranty for accessories/consumable parts.

4. Paid Repair Services (within warranty period):

Free warranty repair service will not be applicable in any of the following situations, though paid repair services are available:

- Products purchased from unauthorized dealers or sellers.
- Product does not comply with Malaysia product standard, including differences in voltage and adapter compatibility.
- Damage caused by improper use, maintenance, and storage.
- Defects found after the warranty period has expired.
- Damage from unauthorized disassembly.
- Damage due to natural disaster, accidents, or even beyond our control (e.g. acts of God,

floods, accidents, governmental orders)

- Failure or damage due to misuse or abuse such as incorrect operation, liquid exposure, inappropriate voltage, or transportation damage.

5. Charges for Non-Warranty Repairs

- After receiving the defective product sent by the customer, Joyoung Malaysia service team will inspect the product to determine whether it is covered by the warranty.
- If the damage is due to misuse or is outside the warranty, you will be responsible for the repair fees, parts costs, and one-way shipping costs if you opt for repair services.
- If you choose to cancel the repair for non-warranty products, you will be responsible for both round-trip shipping costs.

Note: SC Alliances (M) Sdn Bhd reserves the right to reject any warranty claim if the appliance is used for commercial or semi-commercial purposes, or if the product does not comply with Malaysian product standards, including differences in voltage and adapter compatibility.

Contact us:

1. General inquiry: Please contact our customer service team: +6010-8801010.
 2. Live Chat: Joyoung Malaysia (Shopee/Lazada)
 3. Technical Support: Please contact our service centre at 03-8026 6226 (Highpoint Service Network Sdn Bhd)
- Operation Hours: 9am-6pm (Mon-Fri)
Closed on Public Holiday

前 言

尊敬的用户

感谢您使用九阳液体加热器（养生壶），本说明书适用于JK-15K25，书中所有内容仅供用户使用和维护时参考。未尽事宜，欢迎向当地九阳售后服务中心或公司客服中心咨询。

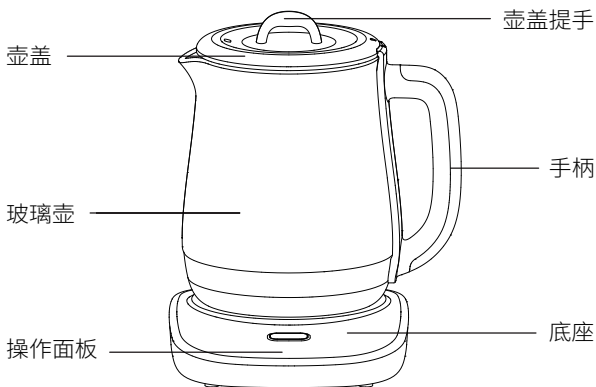
本产品与食品接触配件均符合相应法律法规和标准要求，请放心使用。愿九阳产品给您的生活带来温馨、便捷和健康。

目录

- 第一章 部件名称及功能（含界面介绍）
- 第二章 产品使用方法
- 第三章 安全注意事项
- 第四章 故障分析及排除
- 第五章 清洁和保养
- 第六章 食谱
- 第七章 保修条款

部件名称及功能（含界面介绍）

① 各部件名称



(请以实物为准)

② 操作面板



(请以实物为准)

产品使用方法

① 温馨提示

- 1、使用本产品前，请务必仔细阅读本说明书，尤其是“安全使用注意事项”。
- 2、第一次使用前，在壶内注满水到最大水位线，选择烧水功能，完成后倒掉开水，然后再重复一遍，以清洗壶体内部，去除异味。
- 3、部分食材及药材(米粥、银耳、石斛等)，可能含有大量淀粉/糖分/胶质或者人参皂苷等表面活性成分，加热时如发现有大量泡沫，建议开盖加热，防止溢出。
- 4、本产品炖煮食材过程中，发热盘表面氧化膜会增厚，可能呈现不同色彩，此为不锈钢材质正常物理现象。不影响使用，可用百洁布轻拭和柠檬酸煮水消除。
- 5、部分食材炖煮前需浸泡，绿豆-3h，银耳-1h，五谷粥-4h。
- 6、不可用于加热牛奶，否则会糊底。

② 操作说明

- 1、点击【启动/取消】键，进入待机/关机状态；
- 2、点击【<】键或【>】键，进行功能选择；
- 3、点击【保温】键，进入保温功能，点击【<】键或【>】键调节保温温度；
- 4、选定功能后，点击【调时/预约】键，点击【<】 【>】键调节相应工作时间/预约时间；
- 5、点击【启动/取消】键，启动功能。

注意：

- 烧水完成后自动进入保温阶段，默认65℃，该阶段保温温度可调。
- 红茶、保温功能，请使用纯净水或凉白开。
- 长按【<】 【>】键可快速进行选择 and 调节。

安全注意事项

-  **警告：** 对可能导致人员危险、重伤、重大财产损失的风险要警惕；
-  **注意：** 对可能导致人员受伤或物品损害的风险要关注；

警告:

- 1、产品在工作期间会产生高温和蒸汽，请勿触摸或靠近蒸汽孔等高温部分，以防烫伤。
- 2、为防止触电或短路等危险，切勿将本产品 and 电源线浸入到任何液体中。

注意:

- 1、本产品并非设计给存在肢体、感官或精神能力缺陷或缺少使用经验和知识的人（包括儿童）使用，除非有负责他们安全的人对他们进行与器具使用有关的监督或指导。应照看好儿童，确保他们不玩耍本产品。
- 2、打开包装后，请即刻将塑料袋放入垃圾桶，以免儿童玩耍，造成窒息的危险。
- 3、产品使用时，四周应留足够空间，与周边物体至少保持10cm距离，以防油烟污染家具，甚至引起火灾等危险。
- 4、请在水平台面上操作，请勿在地毯、毛巾、塑料、纸等易燃物上操作本产品，以防引起火灾。
- 5、使用时必须将包装材料全部取下，否则产品在工作过程中会导致火灾、烧伤等。
- 6、本产品仅供家庭使用，任何商业用途、不适当用途或未遵守本说明书使用引起的故障，本公司均不负任何责任，此等故障损坏不在保修之列。
- 7、使用过程中，请不要将袋装、罐装或瓶装的物品、棉纱布或易燃材料置于产品上或覆盖产品，以避免火灾、爆炸发生。
- 8、产品必须远离火源30cm以上，以免损坏产品或发生火灾危险。
- 9、请不要在有瓦斯泄漏和漏电的环境中使用本产品，否则会造成火灾和触电。
- 10、切勿在无人看管的情况下让产品工作，以防产品突发情况造成火灾等危险。
- 11、无人使用本产品时、清洁或移动本产品时、产品出现故障时，请务必拔掉电源插头，防止漏电或意外启动造成损害。
- 12、本产品输入电压/频率为220-240V/50-60Hz，在将产品连接电源之前，请检查是否与当地的电源电压相符，高或低于此电压可能会损坏元器件或影响产品使用性能。
- 13、I类电器，使用前请确保接地线接地良好，以免发生漏电事故。
- 14、必须单独使用10A或以上带接地的插座，插头需彻底插入插座，以防接触不良而导致元件过热烧坏，引发短路或火灾等危险。
- 15、严禁用湿手插、拔电源插头，以免触电。

- 16、请不要让电源线接触高温表面或缠绕桌边，不要与尖锐的边缘、毛边、其他突出尖锐物接触。以防引起漏电，造成触电或火灾。
- 17、电源线悬垂易引起事故，建议使用时将电源线布置在合理的位置，以免绊倒带来危险。
- 18、拔下插头时，须握住插头拔出，切勿用力猛拉或扭曲电源线，以防电源线损坏，产生漏电危险。
- 19、如果电源软线损坏，为了避免危险，必须由制造商、其维修部或类似部门的专业人员更换。
- 20、请勿向壳体、底座任何缝隙或开口处插入大头针、铁丝或其他金属物品以防触电造成伤害事故。
- 21、为防止触电或短路等危险请勿将本产品放在水或其他液体中冲洗或浸泡，不要对其喷洒水，以免器件损坏或漏电。
- 22、本产品必须和本公司提供的电源底座配套使用。
- 23、请勿煮容易粘壶底的食材，以免影响机器的正常工作。
- 24、请勿让产品干烧，以免引起壶体发黄、故障或发生火灾造成伤害事故和财产损失，请在使用前确认壶内有适量冷水。
- 25、装水量不要超过最大水位线，否则可能会出现沸水溅出而造成危险或者水流入温控器件导致故障的发生。
- 26、请勿将密闭的容器放置在壶内加热，会有爆炸的危险。
- 27、为避免烫伤，使用产品前，请务必确认上盖已正确盖好。
- 28、加热过程中、水沸腾时，请勿打开上盖或移动产品，以防烫伤。
- 29、壶体未充分冷却前，请通过壶盖的防烫部位来关闭壶盖。
- 30、在室温低于0℃时，勿让产品一直和电源插座连接，否则温控器可能会自动复位导致元件发热产生自燃等危险。
- 31、倒水时应小心操作，防止水溅出烫伤身体，在穿着裸露皮肤的衣服、鞋子时要更加注意，防止烫伤。
- 32、为防止触电或火灾，下列情况必须保证电源是断开的:壶中无水时、加水时、不使用时、清洁或移动产品时、当产品出现问题时。
- 33、表盘显示温度与实际温度存在一定偏差。
- 34、壶内水较少时，请按住壶盖提手再倒水，以免壶盖掉落。
- 35、为防止触电、短路等造成损害事故，清洗本产品前，必须取掉底座，并且产品再次使用前必须把底部、底座、产品插座擦干，不得浸入水中清洗，避免漏电产生危险。
- 36、请在用完机器后立即拔掉插头。
- 37、如产品发生故障或损坏，请停止使用，可以送到我公司的售后服务点维修，切勿自行修理，以免发生危险。

38、不可随意拆卸产品，否则有引起触电及受伤的危险，若有故障，请到指定维修点维修。

39、丢弃本产品 and 产品包装时，请交由有相关资质的部门回收，丢弃时请剪断电源线。

40、本产品不适用海拔2000米以上地区，否则无法确保应有的功能。

故障分析及排除

故障现象	原因分析	故障排除
养生壶不加热	干烧保护	提起壶体，往壶内加入适量冷水再放回底座
	电源插头没有连接到位	检查电源插头的连接情况
	其他（高温保护异常/电源线损坏等）	请送当地售后服务部进行维修
按键失灵	按键损坏/按键接触不良等	
水持续沸腾不断电	内部线松脱或接触不良	
	传感器损坏	
数码显示E1	壶体与底座分离	将壶体放回底座
	工作环境温度过低	请在室内使用并提高室内温度
	其他（传感器开路等）	请送当地售后服务部进行维修
数码显示E2	干烧时间过长	提起壶体，往壶内加入适量冷水再放回底座
	传感器短路	请送当地售后服务部进行维修
数码显示E3	干烧保护	往壶内加入适量冷水，适当冷却后，重新上电
	其他（传感器损坏等）	请送当地售后服务部进行维修
数码显示E4	传感器接触不良或损坏	
水中含有异味	通常在第一次使用时会有此现象	参考产品使用方法-温馨提示第2条
壶内有水垢	水质原因	使用净水或及时清除水垢
壶水混浊	水质原因	

温馨提示

以上为常见故障诊断和排除方法，对于其它故障，请送当地售后服务部进行维修，切勿自行拆卸修理。

清洁和保养

① 如何清洁养生壶

- 每次清洁养生壶前，要拔下电源插头并让养生壶冷却。
- 切勿将壶体、电源线、电源插头和电源底座浸于水中。
- 确保电气线路干燥。
- 用湿布擦拭养生壶外壳，请勿使用擦洗粉、清洁膏等产品，否则会划伤外壳。

② 如何清除水垢

- 为了保持养生壶良好的工作状态，需要经常清除水垢。如果壶体内侧底部发热盘上有明显一圈斑点，表明您的养生壶需要清除水垢了。
可以用下面的几种方法来清除水垢：
- 使用专用的适合养生壶的除垢产品，按照产品说明进行。
- 向壶中加入0.5升8度的白醋，放置浸泡1小时后，倒去白醋，用清水清洗4—5次。
- 加入0.5升的水，然后加入25克的柠檬酸，煮水并浸泡15分钟，用清水清洗4—5次。

菜谱	食材	做法
烧水	-	-
花茶	茅根 7g 竹蔗 20g 无花果 15g 蜜枣 10g	1. 茅根、竹蔗洗净,切段备用,将所有食材放入养生壶中,加水至1000ml; 2. 在养生壶控制面板,触按“选择”功能键,选择“花茶”功能,调节时间为15min,触按“启动/取消”键开始制作,待炖煮完成后即可。
果茶	海底椰 2g 红枣 15g 枸杞 5g 桂圆肉 4g 冰糖 适量 水 800g	1. 将海底椰洗净,海底椰泡水3小时; 2. 将所有食材放入养生壶中,在养生壶控制面板,触按“选择”功能键,选择“花茶”功能,调节时间为15min,触按“启动/取消”键开始制作,待完成后即可饮用。
红茶	龟苓膏 100g 牛奶 250ml 红茶包 2包 42g 白糖 10g	1. 将红茶包和糖放入养生壶中,加水至500ml; 2. 在养生壶控制面板,触按“选择”功能键,选择“红茶”功能,调节时间为10min,触按“启动/取消”键开始制作,待完成后切入龟苓膏,加入牛奶搅拌均匀即可。
银耳	干银耳 8g 菠萝 50g 南瓜 20g 冰糖 20g	1. 银耳洗净,温水泡发30分钟,去根、撕小块,菠萝放入盐水中腌10分钟,南瓜去皮、切小块备用; 2. 将银耳、南瓜放入养生壶中,加水至1000ml; 3. 在养生壶控制面板,触按“选择”功能键,选择“甜品”功能,调节时间为1h30min,触按“启动/取消”键开始制作,最后10分钟加入菠萝、冰糖,待完成后即可。
煮蛋	鸡蛋 1个 水 1000ml	1. 将水放入养生壶中; 2. 在养生壶控制面板,触按“选择”功能键,选择“煮蛋”功能;触按“启动/取消”键,调节时间为10min,煮沸后用勺子顺时针搅动水形成漩涡,再打入鸡蛋,炖煮完成即可。

菜谱	食材	做法
五谷粥	大米 30g 糯米 20g 小米 10g 枸杞 1g 冰糖 适量 水 600g	1. 将所有米淘洗干净,所有食材放入养生壶中,加入水; 2. 在养生壶控制面板,触按“选择”功能键,选择“五谷粥”功能,调节时间为40min,触按“启动/取消”键开始制作,待完成即可食用。
绿豆汤	绿豆 150g 百合 10g 水 1000g 冰糖 适量	1. 绿豆、百合洗净备用; 2. 将绿豆、百合和水放入养生壶中,在养生壶控制面板,触按“选择”功能键,选择“养生汤”功能,调节时间为45min,触按“启动/取消”键开始制作,制作完成后加入冰糖搅拌均匀即可。
冲奶	-	-
药膳	红豆 60g 红枣 30g 枸杞 10g 红皮花生 60g 红糖 40g 水 600g	1. 红豆用温水浸泡2小时以上,红皮花生洗净,浸泡2小时以上。 2. 将红枣、红豆、枸杞洗净; 3. 红皮花生带汤倒入养生壶中,再将其他所有食材都放入养生壶中,加入600g的水,在养生壶控制面板,触按“选择”功能键,选择“养生汤”功能,调节时间为90分钟,触按“启动/取消”键开始制作,待完成即可食用。
姜枣茶	桂圆 10g 红枣 20g 鸡蛋 1个 枸杞 3g 红糖 10g 水 600g	1. 将红枣洗净、去核,桂圆、枸杞洗净; 2. 将桂圆、红枣、枸杞、红糖、水放入养生壶中,在养生壶控制面板,触按“选择”功能键,选择“甜品”功能,调节时间为20min,触按“启动/取消”键,待水开后打入鸡蛋,烹饪完成即可。
雪梨汤	金银花 2g 雪梨 150g	1. 雪梨洗净、去皮、切块;将所有食材放入养生壶中,加水至1000ml; 2. 在养生壶控制面板,触按“选择”功能键,选择“果茶”功能,调节时间为10min,触按“启动/取消”键开始制作,待炖煮完成后即可。

保修条款

1. 保修期限：

本产品自购买之日起享有两年制造商保修，需提供有效的购买凭证、原始收据或发票。如交货日期晚于购买日期，则以交货日期为准。

2. 保修范围：

若产品在保修期内出现制造缺陷，用户可联系九阳马来西亚售后服务团队或授权经销商/零售商。经确认缺陷后，用户可申请免费保修维修服务。

注意：包装材料如外箱、内部泡沫、纸卡、用户手册及其他消耗品不在保修范围内。

3. 保修除外条款：

以下情况不在保修范围内：

- 正常使用造成的磨损。
- 产品用于商业用途。
- 由非授权服务中心更改或更换的零部件。
- 因不当使用、第三方操作或其他外部原因造成的损坏。
- 附件或消耗品不享有保修。

4. 保修期内的付费维修服务：

如果出现以下情况，即便在保修期内，用户仍需自费维修：

- 从非授权经销商或卖家处购买的产品。
- 产品不符合马来西亚产品标准，包括电压及适配器兼容性差异。
- 因不当使用、维护及存储导致的损坏。
- 保修期届满后发现的缺陷。
- 因未经授权的拆卸造成的损坏。
- 因自然灾害、事故或不可抗力（如天灾、洪水、事故、政府命令）造成的损坏。
- 因误用或滥用（如操作不当、液体渗入、使用不当电压或运输损坏）导致的故障或损坏。

5. 非保修维修费用：

- 九阳马来西亚服务团队在收到客户寄回的有缺陷产品后，会对产品进行检查，以

确定是否属于保修范围。

- 若检测结果显示损坏原因是用户误用或不在保修范围内，用户需承担维修费用、零部件费用及单程运费（若选择维修服务）。
- 如用户选择取消非保修产品的维修服务，需承担往返运输费用。

注意： SC Alliances (M) Sdn Bhd 保留拒绝任何因商业或半商业用途使用、或产品不符合马来西亚产品标准（包括电压和适配器兼容性差异）的保修申请的权利。

联系我们：

- 1.一般咨询：请联系客户服务团队：+6010-8801010。
- 2.在线咨询：Joyoung Malaysia（Shopee/Lazada）
- 3.技术咨询：请联系服务中心：03-8026 6226（Highpoint Service Network Sdn Bhd）

营业时间：周一至周五，上午9点至下午6点

公共假期休息