What should I do if my appliance is not working?
After following the instructions in the user manual for starting the appliance, make sure that your electrical socket is working by plugging another appliance. If it still does not work, do not try to dismantle or repair the appliance yourself and take it to an approved repair centre.

What should I do if the power cord of my appliance is damaged?
Do not use your appliance. To avoid any danger, have it replaced by an approved repair centre.

Is there any risk of overheating the appliance if I use it several times in a row?
There is no risks of overheating if you made several batches.

The cakes seem to come out a bit pale – is this normal?
The programmes on Cake Factory are balanced to produce soft cakes and therefore, even if some are not as brown as expected, they still taste delicious and superbly cooked. The cooking times can be adjusted.

Are the moulds and baking trays dishwasher safe?
The non-stick baking trays are dishwasher safe, however we recommend conditioning these after washing it in this way.
We recommend handwashing the silicone moulds with hot, soapy water, however they are dishwasher safe and if you wish to put them in the dishwasher, put them on the top shelf.

My silicone mould still feels a bit greasy after cleaning, why is this?
Silicone bakeware is non-stick because it doesn't absorb any oils or grease it leaves them on the surface to allow food to lift out. So after cleaning, it needs to be dry with soft cloth.

Is it safe to use?
The appliance is not very hot while it is running, you cannot get burned. However, be careful when removing the moulds after cooking, it is recommended to use oven gloves.
Do not touch the hot parts of the device during use. Please keep your hands and face away from the steam coming from the back of the appliance.

Is it faster than the oven?
It is not necessarily faster than an oven, but of course it depends on the recipes.
Nevertheless, you will have to preheat your oven before using it, which can be long, but with Cake Factory, there is no preheating time required before launching the program.
Moreover, as you do not need to monitor the cooking process neither adjust the temperature yourself, you can attend to other occupations while your pastries are being baked: you save time to play with your kids and sure of the results!

How many people can I serve?
It depends on the moulds you are using. For individual cakes, you can serve as much people as cakes you have baked. When you make a big cake using the non stick aluminium bowl, you can serve up to 8 people.

If you get an error message, please refer to the Troubleshooting Guide below:

| Problem | Solution |
|---|---|
| Er00 or Er003 | Appliance failure:<br>Unplug the appliance and contact your customer service or a repair centre. |
| Er01/Er02/Er04/Er05/Er06 | Unplug the appliance and wait a few minutes.<br>Then plug in your appliance again and turn it on.<br>If the problem persists, contact your customer service or a repair centre. |
| The displayed time flashes | If the displayed time is correct, press OK to confirm. |
| The displayed temperature flashes | If the displayed temperature is correct, press OK to confirm. |
| The illuminated program flashes | If the displayed program is correct, press OK to confirm. |
| The appliance does not close properly | Open the appliance, check that the support grid has not been left under the non-stick cooking mould.<br>Check whether you are using a silicone mould taller than 4.5 cm. If this is the case: remove the support grating.<br>The mould used is not suitable for this appliance: use a mould that conforms with this appliance's conditions for use. |
| The time has reached 000, but the level of cooking is insufficient | At the end of cooking, after having turned off the beep sound by pressing OK once, close the appliance again and add some time using the – and + buttons, then confirm by pressing OK. |
| During cooking, after a modification to the cooking time, the cooking time automatically returns to the initial time | After having modified the time, press OK to confirm. |
| After a cooking program has been launched, it is not possible to modify the cooking time | Wait for 2 minutes to elapse after the launch of the program to modify the time using the – and + buttons. |