

## I Have a Fault

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If you have any issues at all, please contact us directly ([hello@evlas.com](mailto:hello@evlas.com)) and one of our family will personally help you out

We are really passionate about providing the best possible customer experience and have even been known to jump on a Skype call with our customers to give advice and resolve their issues

### TROUBLE SHOOTING:

**Q: The timer display is showing the error message E1?**

**A:** This usually means the stirring cup is not correctly attached to the base unit. Start by lining up the handle of the stirring cup with the 'Open' label on the base. Twist the handle anti clockwise to lock in place. Double check that the lid remains in the closed position by pushing lid anti-clockwise

**Q: Water is leaking from water tank during steaming process?**

**A:** You have probably added too much water to the tank. Please do not fill past the 'Max line'

**Q: The baby food maker is not generating any steam?**

**A:** Firstly, check that the water tank is not empty. Secondly, check the stirring cup is correctly attached to the base unit. Line up the handle of the stirring cup with the 'Open' label on base. Twist the handle anti clockwise to lock in place. Double check that the lid remains in the closed position by pushing lid anti-clockwise

**Q: The food is not being cooked thoroughly enough?**

**A:** Firstly, check that the water tank is not empty or low on water. Secondly, double check that the steam outlet is not blocked in any way. Finally, ensure the steaming basket does not contain too much food ... always ensure the food is cut into 1 inch chunks before placing in the steaming basket

**Q: The blades are not spinning to blend food?**

**A:** This usually means the stirring cup is not correctly attached to the base unit. Start by lining up the handle of the stirring cup with the 'Open' label on base. Twist the handle anti clockwise to lock in place. Double check that the lid remains in the closed position by pushing lid anti-clockwise.

**Q: The food is not blending properly?**

**A:** Firstly, check that you don't have too much food in the stirring cup and the consistency isn't too thick ... you may need to add a little water. Also ensure the food has been properly cooked (it needs to be soft) before attempting to blend

**Q: The unit has overheated and is no longer working?**

**A:** For safety reasons, your baby food maker will auto shut down in the event that it overheats (maybe if you have run several steaming / blending cycles back to back). In this case, we suggest you unplug and leave for 3-4 minutes. Ensure you add sufficient water to the tank before using again