

Cuisinart®

INSTRUCTION
AND RECIPE
BOOKLET



Digital Gooseneck Kettle

GK-1 Series

IMPORTANT SAFEGUARDS

When using an electrical appliance, especially when children are present, basic safety precautions should always be taken, including the following:

1. READ ALL INSTRUCTIONS.
2. Do not touch hot surfaces. Use handle or knobs.
3. To protect against fire, electric shock and injury to persons, DO NOT IMMERSE CORD, plug, power base or control panel base in water or other liquids.
4. Close supervision is necessary when any appliance is used by or near children, or individuals with certain disabilities.
5. Unplug from outlet when not in use and before cleaning. Allow to cool before putting on or taking off parts, and before cleaning appliance.
6. Do not operate any appliance with a damaged cord or plug, or after the appliance has malfunctioned or has been damaged in any manner. Return appliance to the nearest Cuisinart Authorized Service Facility for examination, repair or adjustment.
7. The use of accessory attachments not recommended by Cuisinart may result in fire, electric shock or injury to persons.
8. Do not use outdoors.
9. Do not let power cord hang over edge of table or counter, or touch hot surfaces.
10. Do not place on or near a hot gas or electric burner, or in a heated oven.
11. Always attach the plug to the appliance first, then plug cord into wall outlet. To disconnect, push switch to OFF, then remove plug from wall outlet.
12. Do not use appliance for other than its intended use.

13. Scalding may occur if the lid is removed during the heating cycle.
14. Do not operate your appliance in an appliance garage or under a wall cabinet. When storing in an appliance garage, always unplug the unit from the electrical outlet. Not doing so could create a risk of fire, especially if the appliance touches the walls of the garage or the door touches the unit as it closes.
15. To avoid scalding, do not cover the spout opening while the kettle is in use. Do not cover the opening on the lid side.
16. If the kettle is overfilled, boiling water may spill out and may cause scalding.

SAVE THESE INSTRUCTIONS FOR HOUSEHOLD USE ONLY

WARNING: RISK OF FIRE OR ELECTRIC SHOCK



The lightning flash with arrowhead symbol within an equilateral triangle is intended to alert the user to the presence of uninsulated, dangerous voltage within the product's enclosure that may be of sufficient magnitude to constitute a risk of fire or electric shock to persons.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

	WARNING RISK OF FIRE OR ELECTRIC SHOCK DO NOT OPEN	
WARNING: TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK) NO USER-SERVICEABLE PARTS INSIDE REPAIR SHOULD BE DONE BY AUTHORIZED SERVICE PERSONNEL ONLY		

SPECIAL CORD SET INSTRUCTIONS

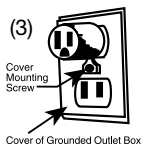
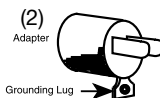
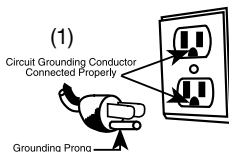
A short power-supply cord is provided to reduce the risks of injury resulting from becoming entangled in or tripping over a longer cord.

Longer detachable power-supply cords or extension cords are available and may be used if care is exercised in their use. If a longer extension cord is used:

1. The marked electrical rating of the cord set or extension cord should be at least as great as the electrical rating of the appliance.
2. 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 tripped over unintentionally.
3. The extension cord should be a grounding type 3-wire cord.

NOTICE: This appliance has a grounding plug. To reduce the risk of electric shock, this plug will fit into a grounding outlet only one way. If it still does not fit, contact a qualified electrician. Do not modify the plug in any way.

NOTE: Do not remove the grounding prong.



CAUTION: Before using an adapter, it must be determined that the outlet cover plate screw is properly grounded. If in doubt, consult a licensed electrician. Never use an adapter unless you are sure it is properly grounded.

NOTE: Use of an adapter is not permitted in Canada.

UNPACKING INSTRUCTIONS

1. Place the box on a large, sturdy, flat surface.
2. Remove the instruction book and any other literature.
3. Remove the upper insert.
4. Lift the kettle from the box and remove the polybag.
5. Remove the lower insert.
6. Lift the power base from the box and remove the polybag.
7. Remove rubber protector from kettle spout.

We suggest you save all packing materials in the event that future shipping of the machine is needed. Keep all plastic bags away from children.

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THE POUR-OVER METHOD MADE PERFECT

Favored by fans of craft tea and coffee, the pour-over method maximizes flavor extraction. Evenly poured hot water filters through tea leaves or coffee grounds into a cup or mug to bring out the beverage's full flavor. The slower the pour, the stronger the flavor. For a lighter taste, pour faster. This kettle's gooseneck spout ensures a precisely controlled flow, so your tea or coffee is always just the way you like it.

A BRIEF HISTORY OF TEA

The origins of tea can be traced back nearly 5,000 years to a legendary emperor of China. A prolific herbalist, it is believed that leaves from some twigs he was burning floated into a boiling kettle of water. The results were delicious, and tea was invented. The hot beverage flourished throughout southern Asia; the Dutch East India Company introduced it to Europe in the late 17th century. From there it spread to the American colonies and the rest of the world!

TYPES OF TEA

There are many types of teas, the most popular being black, oolong, green and white. All teas come from the same warm-weather evergreen plant: the *Camellia sinensis*, or tea plant. Tisane or "herbal" teas can be a mixture of just about

anything: herbs, flowers, spices, seeds, etc. There are also varieties of tea that are real teas with spices or other flavorings blended in. Earl Grey, for instance, is black tea with bergamot peel or oil added.

THE BENEFITS OF TEA

Tea is more popular than ever. And every cup is brimming with benefits: natural vitamins, minerals, and antioxidants. Drinking tea has actually been found to be better for you than drinking water. It rehydrates your body and its healthy antioxidants may offer protection against a wide range of diseases. Tea can be an invigorating start to the morning, a soothing break from a busy day, or a comfortable way to unwind and relax each evening – it all adds up to a healthy mind, body, and spirit.

THE ART OF STEEPING TEA

Great care is taken to create every tea's unique character. Each type of tea should be brewed at the right temperature to properly savor and appreciate all the natural and aromatic flavors and benefits. More delicate teas risk burning at general steeping temperatures; this variety should be steeped at a lower temperature to optimize flavors. Below is a chart with our suggested steeping temperatures and times.

TEA-STEEPING CHART

Type	Temperature	Steep Time
Delicate Tea	160°F	1–2 min.
Green Tea	175°F	2–3 min.
White Tea	185°F	2–3 min.
Oolong Tea	190°F	3–4 min.
Coffee	195°F–205°F	4–5 min.
Black & Herbal Teas	212°F (full boil)	3–5 min.

FEATURES AND BENEFITS

1. Gooseneck Spout

for precise pour control

2. Easy-Open Lid

for quick and easy filling

3. Counterbalanced Stay-Cool Handle

designed for comfort

4. Stainless Steel Kettle

with water level markings,
boils up to 1.0 liter of water fast

5. Power Base

with touchpad controls,
illuminates when unit is in use



GETTING TO KNOW YOUR CONTROL PANEL

1. ON/OFF Button

Powers the unit on and off .

2. Keep Warm

Maintains the selected temperature
for 30 minutes.

3. Temperature Selector

Use to scroll through temperatures
(140°F—212°F) in increments of
5 degrees.

4. Temperature Display

displays real-time temperature and
setting temperature alternately.



BEFORE USING FOR THE FIRST TIME

Before using your Cuisinart® Digital Gooseneck Kettle for the first time, we recommend rinsing the kettle with water to remove any dust or residue remaining from the manufacturing process.

OPERATION/HEATING

1. Lift kettle off the base and remove the lid.
2. Add fresh, cold water to fill the kettle. Do not fill past 1.0L mark – overfilling could cause water to boil over.
3. Place the lid back on the kettle by lining up the arrows and press down until it locks shut.

NOTE: be sure that the arrow on the lid is lined up with the arrow on the handle before heating water.

4. Place the kettle back onto the power base and plug in the unit.

NOTE: The red ON/OFF indicator light will appear.

5. Touch and hold the ON/OFF button for 1 second to power the unit on. The Keep Warm and Temperature Selection buttons will illuminate and the LCD will display the preset temperature.

NOTE: During the heating process, it will display the current water temperature and the setting temperature alternately.

6. Use the Temperature Selector + or - button to scroll through until desired temperature is displayed on the LCD.

NOTE: Each time the Temperature Selector + or - is pressed, the temperature will increase in 5-degree increments.

NOTE: Keep Warm will be selected by default unless you deselect it by tapping the indicator once.

7. The heating process will begin after 5 seconds. The ON/OFF indicator will blink and the LCD will display the real-time temperature and preset temperature alternately.

NOTE: To turn kettle off at any time, simply press the ON/OFF button again. The last selected settings will remain in

the kettle's memory until the unit is unplugged.

8. Once your kettle has reached the selected temperature, the unit will beep. The Keep Warm, + and - button lights will stay on, the ON/OFF lights will blink, and LCD display preset temperature (same as current temperature) will be maintained for 30 minutes.
9. Lift the kettle off the base to pour water. All lights will turn off while the kettle is off the base, and LCD will display "---" and blink.
10. Return kettle to the base. Indicator lights will go back on and the Keep Warm cycle will pick up right where it left off.

MEMORY FEATURE

The kettle features an internal "memory" that lets you leave the kettle off the base for up to 2 minutes without it going into standby mode. When returned to the base, it will restart the heating and/or Keep Warm cycles right where they left off.

NOTE: If kettle goes into standby mode before it's returned to base, simply reselect your temperature and press and hold ON/OFF to restart.

KEEP WARM MODE

Keep Warm is the kettle's default function that automatically maintains selected temperature for 30 minutes. If you have selected the Boil, your unit will hold a temperature just below boiling during the Keep Warm cycle. To bring water back to a rolling boil, press OFF then press & hold ON/OFF to reboil.



Keep Warm can be turned off by pressing the Keep Warm button at any time before or during the heating cycle. The selected temperature will remain on the LCD until water temperature has dropped below the selected temperature.

SLEEP MODE

If the unit is not in use for 5 minutes, it will revert to sleep mode. The heater and all lights will be off except ON /OFF--POWER stays lit.. To turn the kettle back on, press and hold ON/OFF button again.

BOIL-DRY PROTECTION

Your kettle is equipped with boil-dry protection. If it starts heating without enough water in the unit, the heater will automatically shut off to avoid damaging the heating element. The lights will flash and the unit will beep to alert you. Once the kettle has cooled down, lift it off the base, then replace it to reset and restart the heating cycle.

The quickest way to cool down the heater is to fill the kettle with cold water; however, you can also wait for it to cool down by itself.

CLEANING AND CARE

Unplug your kettle and allow it to cool before cleaning.

Wipe the kettle and base of unit with a soft, damp cloth. Be sure that the electric kettle socket is kept dry. Dry all parts after every use.

Never immerse kettle or power base in water.

DECALCIFICATION

Decalcification refers to removing mineral deposits, which may form in the interior of the kettle and may result in discoloration.

To get the best performance from your Cuisinart® Digital Gooseneck Kettle, decalcify your unit from time to time. Frequency will depend on the hardness of your tap water and how often you use your kettle.

We suggest using a commercial kettle descaler in order to dissolve these deposits or scale. Follow the directions on the descaler package.

If a commercial descaler is not available, fill the kettle with enough white vinegar to cover the bottom by about ½ inch. Heat the

vinegar to a boil. Repeat this with cooled vinegar until all deposits are removed. When the descaling process is complete, empty the kettle and rinse out several times with clean water.

MAINTENANCE

Any other servicing should be performed by an authorized service representative.

TROUBLESHOOTING

Problem	Solution
No lights are on	Be sure the unit is plugged in and the kettle is securely on the power base. Once the ON/OFF indicator lights, press and hold ON/OFF button to turn unit on.
Kettle is not heating water	Be sure to press and hold ON/OFF to turn unit on. After hearing beep sound, do nothing for 5 seconds. If you are pressing & hold ON/OFF to turn unit on and the kettle is still not heating, call Cuisinart Customer Service.
Kettle goes into standby mode instead of remembering its settings when put it back on the base	If the kettle is off the base for more than 2 minutes, the internal memory turns off. Simply put it back on the base, press and hold ON/OFF to turn unit on and reselect your settings.
Keep Warm function is not working	The Keep Warm function is the default setting; the LED light indicates whether it is on or off.
Err is displayed on the LCD and all the lights are flashing	The water level in the kettle is too low for heating. To avoid damaging the heating element, remove the kettle from base, add water, return it to the base, then recover to normal "power on" model with ON/OFF indicator light.
I pressed the wrong temperature button	Change your selection at any time by simply pressing the + or - button. When the LCD stops flashing, and you hear the beep sound, the selected temperature has been reached.
Water is taking longer than usual to heat	Several variables can affect heat-up time, including room temperature, how much water is in the kettle, and the temperature of the water. If you've recently heated water to a higher temperature than your current selection, the kettle will appear to be heating, but is actually waiting for water to cool down. Add cold water to speed up the process.

RECIPES

We've included a variety of tea recipes to enjoy with your Cuisinart® Digital Gooseneck Kettle. If you're a coffee lover, be sure to try our French Press option. Brewing in a French Press maintains essential oils to maximize coffee flavor. And don't forget to use the Boil setting to prepare your favorite hot breakfast cereals, instant soup and hot chocolate drinks.

Note: Refer to the Tea Steeping Guide on page 4 for recommended tea type steeping temperatures and times.

ICED SOUTHERN SWEET TEA

A staple in any Southern household, Cuisinart's Sweet Tea is a perfect companion on a hot summer day.

Makes one 8-ounce serving

- 3 bags black tea (or three servings loose tea)**
- Water**
- 1 cup ice cubes**
- ¼ cup simple syrup***

1. Put tea in a small bowl. Put at least 10 ounces of water into your kettle and select the Black setting. Pour 8 ounces of the hot water over tea and let steep 3 to 5 minutes. Strain. Refrigerate tea until chilled.
2. Put the ice in a tall glass. Pour the chilled, steeped tea over the ice and stir in the simple syrup. Adjust sweetness to taste.

*While you can purchase simple syrup at gourmet shops, it is easy to make at home (and less expensive). To prepare, add equal parts granulated sugar and water to a small saucepan set over medium-low heat. Let mixture heat until all of the sugar has dissolved. Cool mixture to room temperature.

Nutritional information per serving:
Calories 92 (0% from fat) • carb. 25g • pro. 0g • fat 0g
sat. fat 0g • chol. 0mg • sod. 0mg • calc. 1mg • fiber 0g

WHITE TEA WITH FENNEL

Fennel is a great aid in digestion.
This tea is light and fragrant.

Makes one 8-ounce serving

- Water**
- 1½ tablespoons fennel seed**
- 1 teaspoon honey**
- 1 bag white tea (or 1 serving loose tea)**

1. Put at least 10 ounces of water into your kettle and select the White setting.
2. While water is heating, put the fennel and honey into an 8-ounce mug. Add the tea. Pour 8 ounces of the hot water over the tea and stir to combine.
3. Let tea steep for 2 to 3 minutes. Strain and enjoy.

Nutritional information per serving:
Calories 53 (20% from fat) • carb. 11g • pro. 1g • fat 1g
sat. fat 0g • chol. 0mg • sod. 10mg • calc. 112mg
fiber 4g

THAI ICED TEA

A very sweet treat, this tea is a perfect way to end a spicy Thai meal.

Makes two 8-ounce servings

- 2 oolong tea bags (or two servings loose tea)**
- Water**
- Ice**
- 4 ounces sweetened condensed milk**

1. Put the tea into a small bowl. Put at least 16 ounces of water into your kettle and select the Delicate setting. Pour 12 ounces of the hot water over the tea bags and let steep 10 to 15 minutes. Strain and cool to room temperature.
2. Add 6 ounces of the cooled tea to two tall glasses filled with ice. Add 2 ounces of the sweetened condensed milk to each glass. Stir to combine and serve.

Nutritional information per serving:
Calories 245 (24% from fat) • carb. 42g • pro. 6g • fat 7g
sat. fat 4g • chol. 26mg • sod. 97mg • calc. 217mg
fiber 0g

BUBBLE TEA

Makes two 10-ounce servings

Tapioca:

- ¼ cup large pearl tapioca, dried
- 2 cups room temperature water

Sugar Syrup:

- ½ cup packed light brown sugar
- ½ cup granulated sugar
- 1 cup water

Tea:

Water

- 2 bags black tea
(or two servings loose tea)
- ½ cup half & half
Ice (optional)

1. Prepare the tapioca: Put the dried tapioca in a medium bowl and add the room temperature water. Cover and let sit overnight to soften. Once plumped, strain, discarding water and reserving the tapioca (tapioca should be gummy-like in texture and taste).
2. Prepare sugar syrup: In a small saucepan, combine the sugars and measured water and set over medium-low heat. Let mixture heat until all of the sugar has dissolved. Cool mixture to room temperature.
3. Prepare the tea: Put tea into a small bowl. Put at least 20 ounces of water into your kettle and select the Black setting. Pour 16 ounces of the hot water over tea and let steep 3 to 5 minutes. Strain and cool to room temperature.
4. For each serving, put ¼ cup each of the tapioca, sugar syrup and half & half into a tall glass. Add ½ of the tea and stir to combine. For a colder drink, add ice.

Serving note: Traditionally, Bubble Tea is served with a large straw so the tapioca can be enjoyed while sipping the tea.

Nutritional information per serving:

Calories 320 (38% from fat) • carb. 47g • pro. 4g • fat 14g
sat. fat 9g • chol. 45mg • sod. 51mg • calc. 132mg
fiber 0g

MOROCCAN MINT TEA

Makes one 8-ounce serving

Water

- 2 tablespoons fresh mint leaves
(about 16 medium leaves)
 - 1 to 2 tablespoons granulated sugar
 - 1 bag black tea
(or 1 serving loose tea)
1. Put at least 10 ounces of water into your kettle and select the Black setting.
 2. While water is heating, put the mint and sugar into an 8-ounce mug. Using a spoon, crush the mint and sugar together to release the mint's oils. Add the tea. Pour 8 ounces of the hot water over the tea and stir to combine.
 3. Let tea steep for 3 to 5 minutes. Strain and enjoy.

Nutritional information per serving:

Calories 50 (0% from fat) • carb. 13g • pro. 0g • fat 0g
sat. fat 0g • chol. 0mg • sod. 0mg • calc. 2mg • fiber 0g

GINGER, LEMON & HONEY TEA

Makes one 8-ounce serving

Water

- 3 tablespoons chopped fresh ginger
- ½ teaspoon fresh lemon juice
- ½ to 1 tablespoon honey
- 1 bag green tea
(or 1 serving loose tea)

1. Put at least 10 ounces of water into your kettle and select the Green setting.
2. While water is heating, put the ginger, lemon juice and honey into an 8-ounce mug. Add the tea. Pour 8 ounces of the hot water over the tea and stir to combine.
3. Let tea steep for 2 to 3 minutes. Strain and enjoy.

Nutritional information per serving:

Calories 45 (2% from fat) • carb. 12g • pro. 0g • fat 0g
sat. fat 0g • chol. 0mg • sod. 2mg • calc. 3mg • fiber 0g

CHAI

While this tea is best prepared with half & half, reduced-fat or soy milk may be substituted.

Makes one 6-ounce serving

- 3 black tea bags
- Water
- 6 ounces half & half
- ½ teaspoon pure vanilla extract
- ¼ teaspoon freshly ground black pepper
- ¼ teaspoon ground cloves
- ½ teaspoon ground cinnamon
- 3 star anise pods
- 1 ½ x ½-inch piece of peeled fresh ginger
- pinch orange zest
- 2 teaspoons honey

1. Put tea bags into an 8-ounce mug. Put at least 8 ounces of water into your kettle and select the Black setting. Pour 2 ounces of the hot water over the tea bags and let steep 10 to 15 minutes.
2. While the water is heating, bring the half & half and vanilla to a boil in a medium saucepan set over medium heat. Once the mixture comes to a boil, stir in the spices, ginger and zest. Let the mixture simmer 10 to 15 minutes.
3. Once the tea has steeped, fully squeeze out tea from tea bags, reserving the tea and discarding the bags. Add the steeped tea to the half & half mixture.
4. Strain mixture into an 8-ounce mug and stir in honey.

Nutritional information per serving:

Calories 50 (0% from fat) • carb. 13g • pro. 0g • fat 0g
sat. fat 0g • chol. 0mg • sod. 0mg • calc. 2mg • fiber 0g

GINGER JASMINE MARTINI

Makes two 5-ounce drinks

Ginger Syrup:

- ½ cup water
- ½ cup granulated sugar
- 2 tablespoons chopped ginger (approximately one 2-inch piece of ginger)

Tea:

- 1 jasmine tea bag (or 1 serving loose tea)
- Water

Cocktail:

- Ice
- 2 ounces chilled jasmine tea
- 4 ounces vodka
- 2 ounces ginger syrup
- ½ ounce peach schnapps
- ½ ounce fresh squeezed orange juice (about ½ small orange)

1. Prepare the ginger syrup: Put water and sugar into a small saucepan and place over medium heat. Bring just to a boil to dissolve the sugar. Add the chopped ginger and allow syrup to simmer for about 30 minutes. Strain and reserve the syrup, discarding the ginger. Chill the syrup in the refrigerator until needed.
2. Prepare the tea: Put tea in a heatproof glass or measuring cup. Put at least 10 ounces of water into the kettle and select the Delicate setting. Pour 8 ounces of hot water into the cup. Allow to steep for about 5 minutes. Strain. Refrigerate tea until chilled.
3. Prepare the cocktail: Fill a cocktail shaker with ice. Put cocktail ingredients into the shaker. Shake well and pour evenly between 2 martini glasses. Serve immediately.

Nutritional information per serving:

Calories 238 (0% from fat) • carb. 14g • pro. 0g • fat 0g
sat. fat 0g • chol. 0mg • sod. 1mg • calc. 2mg • fiber 0g

WARRANTY

Limited Three-Year Warranty

This warranty is available to U.S. consumers only. You are a consumer if you own a Cuisinart® Digital Gooseneck Kettle that was purchased at retail for personal, family or household use. Except as otherwise required under applicable law, this warranty is not available to retailers or other commercial purchasers or owners. We warrant that your Cuisinart® Digital Gooseneck Kettle will be free of defects in materials and workmanship under normal home use for 3 years from the date of original purchase.

We recommend that you visit our website, www.cuisinart.com for a fast, efficient way to complete your product registration. However, product registration does not eliminate the need for the consumer to maintain the original proof of purchase in order to obtain the warranty benefits. In the event that you do not have proof of purchase date, the purchase date for purposes of this warranty will be the date of manufacture.

CALIFORNIA RESIDENTS ONLY

California law provides that for In-Warranty Service, California residents have the option of returning a nonconforming product (A) to the store where it was purchased or (B) to another retail store that sells Cuisinart products of the same type. The retail store shall then, according to its preference, either repair the product, refer the consumer to an independent repair facility, replace the product, or refund the purchase price less the amount directly attributable to the consumer's prior usage of the product. If neither of the above two options results in the appropriate relief to the consumer, the consumer may then take the product to an independent repair facility, if service or repair can be economically accomplished. Cuisinart and not the consumer will be responsible for the reasonable cost of such service, repair, replacement, or refund for nonconforming products under warranty. California residents may also, according to their preference, return nonconforming products directly to Cuisinart for repair or, if necessary, replacement by calling our Consumer Service Center toll-free at 800-726-0190.

Cuisinart will be responsible for the cost of the repair, replacement, and shipping and handling for such nonconforming products under warranty.

HASSLE-FREE REPLACEMENT WARRANTY

Your ultimate satisfaction in Cuisinart products is our goal, so if your Cuisinart® Digital Gooseneck Kettle should fail within the generous warranty period, we will repair it or, if necessary, replace it at no cost to you. To obtain a return shipping label, email us at <https://www.cuisinart.com/customer-care/product-return>. Or call our toll-free customer service department at 1-800-726-0190 to speak with a representative.

Your Cuisinart® Digital Gooseneck Kettle has been manufactured to the strictest specifications and has been designed for use only in 120-volt outlets and only with authorized accessories and replacement parts. This warranty expressly excludes any defects or damages caused by attempted use of this unit with a converter, as well as use with accessories, replacement parts or repair service other than those authorized by Cuisinart. This warranty does not cover any damage caused by accident, misuse, shipment or other than ordinary household use. This warranty excludes all incidental or consequential damages. Some states do not allow the exclusion or limitation of these damages, so these exclusions may not apply to you. You may also have other rights, which vary from state to state.

Important: If the nonconforming product is to be serviced by someone other than Cuisinart's Authorized Service Center, please remind the servicer to call our Consumer Service Center at 1-800-726-0190 to ensure that the problem is properly diagnosed, the product is serviced with the correct parts, and to ensure that the product is still under warranty.

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