

Installation and Operation Manual



RICE COOKER

Specialty Equipment

Electric, 3 Bay Model

RICE COOKER WS-ERC-60-E3-01



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**INSTALLATION AND OPERATION MANUAL
WOOD STONE ELECTRIC RICE COOKER**

WS-ERC-60-E3-01

ADDITIONAL COPIES AVAILABLE UPON REQUEST



WS-ERC-60-E3-01 Rice
Cooker



WOOD STONE ELECTRIC RICE COOKER INSTALLATION AND OPERATION INSTRUCTIONS

RETAIN THIS MANUAL FOR FUTURE REFERENCE

Additional copies of this manual are available.

For prompt responses to service/maintenance questions, call us at @ 1-800-988-8103.

FOR YOUR SAFETY: Do not store or use gasoline or other flammable vapors or liquids in the vicinity of this or any other appliance.

ESURE DE SÉCURITÉ: Ne pas entreposer ni utiliser de l'essence ni autres vapeurs ou liquides inflammables à proximité de cet appareil ou de tout autre appareil.

IMPORTANT: It is recommended this equipment be installed, maintained and serviced by authorized professionals.

WARNING: Improper installation, adjustment, alteration, service or maintenance can cause property damage, injury or death. Read the installation, operation and maintenance instructions thoroughly before installing or servicing this equipment.

AVERTISSEMENT: L'installation, le réglage, la modification, la réparation ou l'entretien incorrect de cet appareil peut causer des dommages matériels, des blessures ou la mort. Lire attentivement les instructions d'installation, de fonctionnement et d'entretien avant de procéder à son installation ou entretien.



IF THIS EQUIPMENT IS NOT PROPERLY INSTALLED A FIRE MAY RESULT. TO REDUCE THE RISK OF FIRE, FOLLOW THESE INSTALLATION INSTRUCTIONS. A MAJOR CAUSE OF APPLIANCE-RELATED FIRES IS FAILURE TO MAINTAIN REQUIRED CLEARANCES (AIR SPACES) TO COMBUSTIBLE MATERIALS. IT IS OF UTMOST IMPORTANCE THAT THIS APPLIANCE BE INSTALLED ONLY IN ACCORDANCE WITH THESE INSTRUCTIONS.

Please read this entire manual before you install the appliance. Failure to follow instructions may result in property damage, bodily injury or even death. Contact your local building or fire officials about restrictions and installation inspection in your area.

DO NOT THROW THIS MANUAL AWAY



Intertek

UL 197:2010 Ed.10+R:
07 Apr2023 CSA C22.2
#109:2017 Ed.3+U1;U2



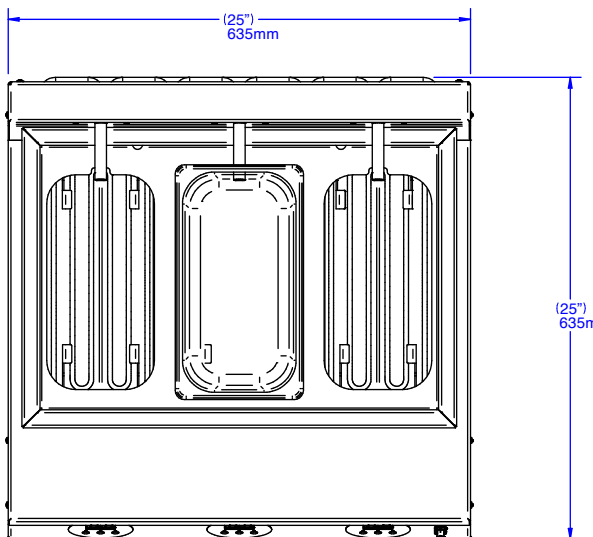
Intertek

NSF/ANSI 4:2022

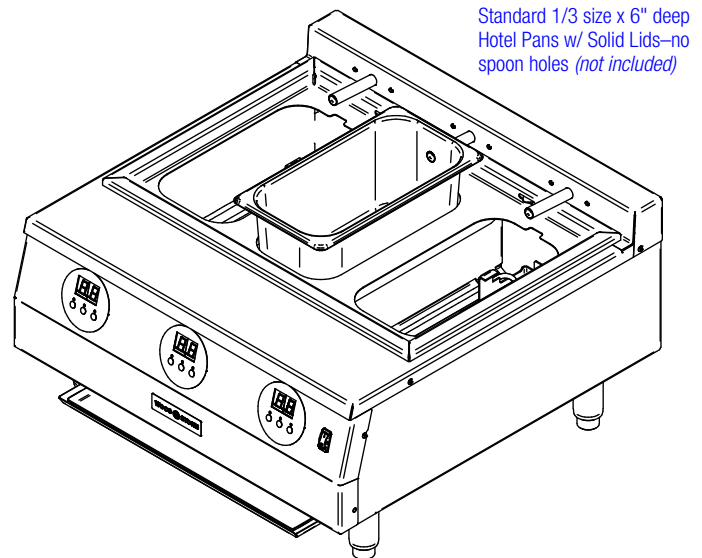
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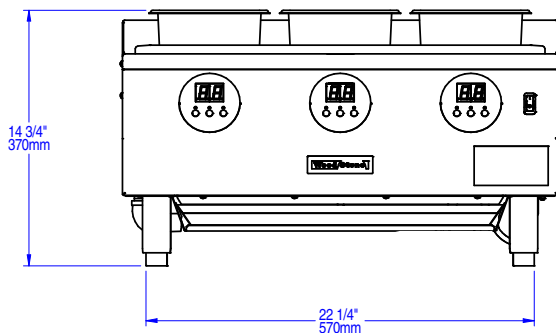
Plan view



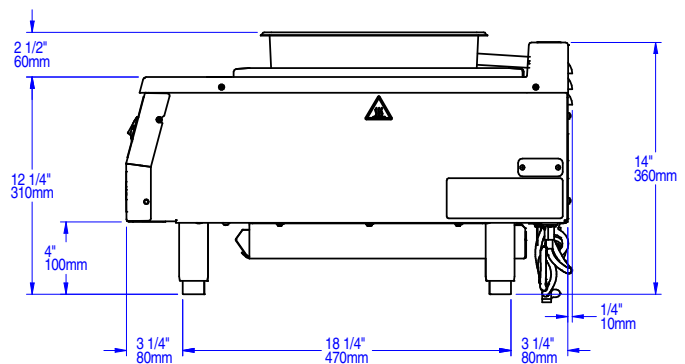
ISO view



Front view



Side view



Unit weight: 77 lbs

UTILITIES SPECIFICATIONS *Refer to data plate when installing.*

Electrical

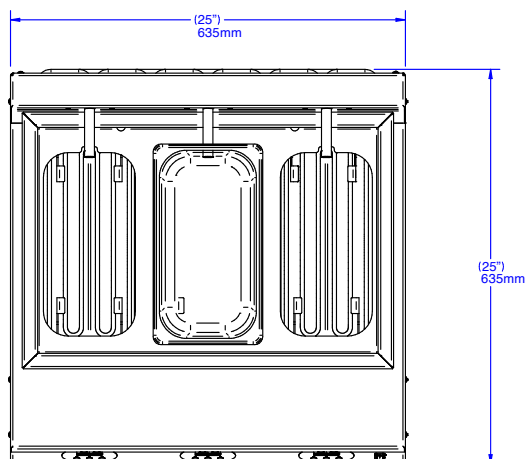
208 VAC, 40A, 50/60 Hz, 1 Phase
Equipped with a NEMA 6-50P plug for
use with a 208VAC, 50A outlet.

Venting

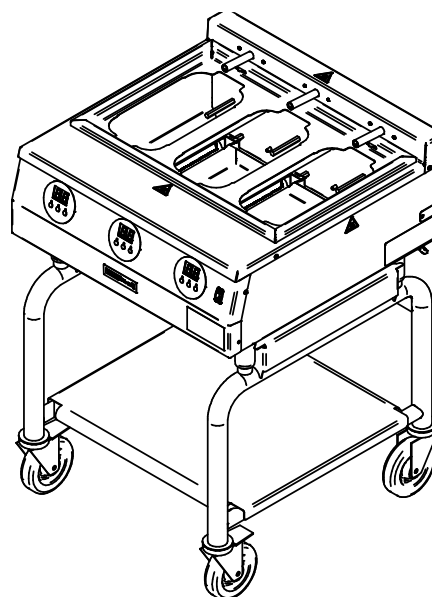
Refer to national and local codes for requirements.



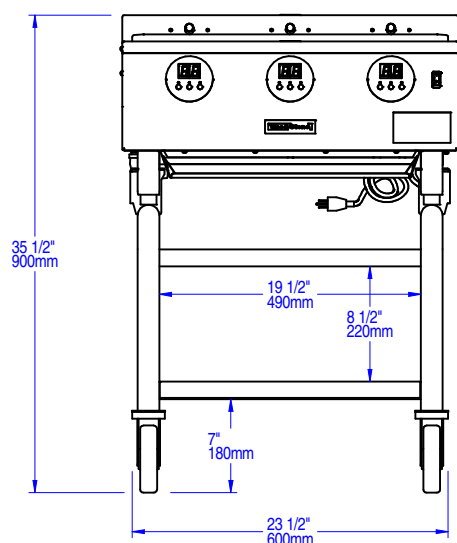
Plan view



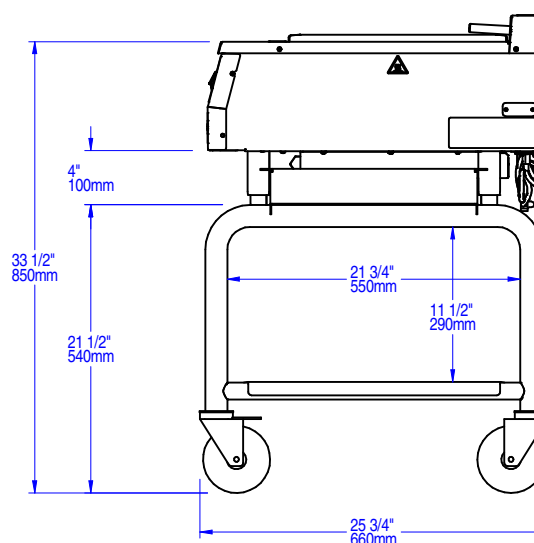
ISO view



Front view



Side view



UTILITIES SPECIFICATIONS *Refer to data plate when installing.*

Electrical

208 VAC, 40A, 50/60 Hz, 1 Phase
Equipped with a NEMA 6-50P plug for
use with a 208VAC, 50A outlet.

**Unit weight: 98 lbs
including stand**

Venting

Refer to national and local codes for requirements.



CLEARANCES

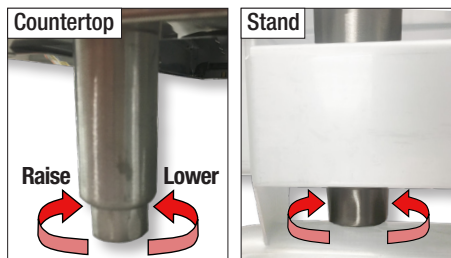
1. The Wood Stone Electric Rice Cooker must have a **minimum 1 inch (25.4mm) clearance to combustible and non-combustible construction from sides and back.**
2. This appliance may be installed on a non-combustible countertop. May be installed over combustible flooring when using an approved stand.
3. The Rice Cooker must be installed with the legs provided. **Do not block** the space between the appliance and the countertop.
4. Take care to install the rice cooker so it is not exposed to excessive heat from adjacent appliances such as range tops and griddles that can cause damage to the unit. Damage caused by exposure to excessive heat from adjacent appliances will not be covered under the WARRANTY.

VENTILATION

Refer to national and local codes.

INSTALLATION

Note: For proper operation, the unit must be level.



LEG ADJUSTMENT:

Using an adjustable crescent wrench, turn the bottom of the leg clockwise to raise, or counterclockwise to lower the unit.

MODELS WITH OPTIONAL STAND

Utility hookups should be made in such a way as to allow mobility of the unit for service and maintenance purposes.

**ELECTRICAL RATINGS**

Model	Voltage	Amperage
WS-ERC-60-E3-01	208 VAC	40 A

The Rice Cooker is equipped with a NEMA 6-50P plug for use with a 208VAC, 50A outlet.

Electrical Grounding: This appliance must be electrically grounded in accordance with local codes, or in the absence of local codes, with the National Electrical code, ANSI/NFPA 70 or the Canadian Electrical Code, CSA C22.1 as applicable.

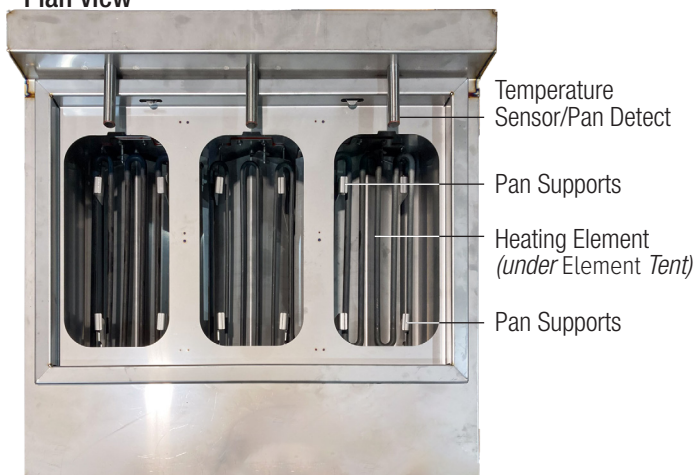
ELECTRICAL SUPPLY CORD SHOULD BE ROUTED SO THAT IT IS NOT SUBJECTED TO THE HEAT COMING FROM THE RICE COOKER OR OTHER APPLIANCES.



THE WOOD STONE ELECTRIC RICE COOKER



Plan view



Removing the crumb tray



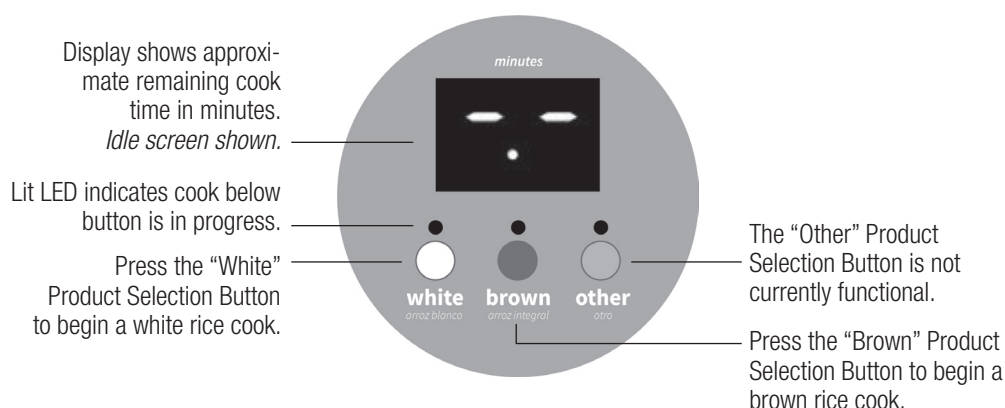
Recommended Standard 1/3 size Hotel Pans, 6" deep (by others)

- Vollrath 30362 (highly recommended)
- Winco SPJH-306
- Choice 4070369
- Libertyware 9136
- Challenger 12-0261
- Update NJP-336



THE FRONT CONTROLLERS

Each Bay has its own independent Control Panel, allowing for maximum flexibility. White or brown rice, or quinoa can cook simultaneously, and cooks can begin and end independently. It is not necessary to have all three pans in the unit to cook.



STOPPING A COOK

Pressing any of the buttons of the activated bay until an audible beep is heard (~2 seconds) will stop the cook.

If a pan is removed during cook, alert sounds for 4 seconds. If pan is returned to bay within these 4 seconds, cook continues. If pan is not returned to bay, the cook is cancelled and the unit returns to Idle mode (-.-).



COOKING PROCESS

The Rice Cooker has three independent cooking bays. White or brown rice (quinoa or other grains) can be cooked simultaneously. One, two or all bays can be utilized at any one time. Cooks can start regardless of when cooks are started in other Bays.



- 1** Add 8 cups of rice, either white or brown, to the pan.

Note: Measure accurately and consistently.



- 2** ☐ Start with 8 cups water (1:1 ratio), optionally adding water based upon taste profile, altitude or other preferences.

☐ If used, add oil after water so it floats on top, being careful not to drip oil outside the pan.

☐ Place solid lid on pan.

Note: The rice/water ratio may be adjusted depending upon your specific rice and desired characteristics of the finished product. See box below for minimum space requirement.



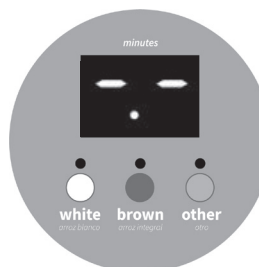
- 3** Place pan into unit carefully, to avoid spills into the element wells.

EMPTY SPACE IN PAN:



OPTIMUM RANGE: 2-3\"/>

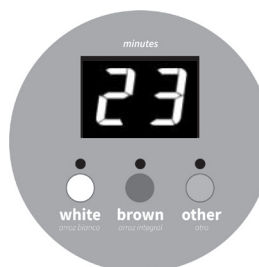
- ☐ With 8 cups of water and rice, there will be ~2.5" of empty space at the top of the Pan.
- ☐ For optimum performance leave **at least 2" but no more than 3"** of empty space at the top of the Pan.



- 4** ☐ Turn the unit ON using the ON/OFF switch.

☐ Press the appropriate Product Selection Button on the Front Controller, either "White" or "Brown" depending upon the type of rice being cooked ("Brown" for quinoa).

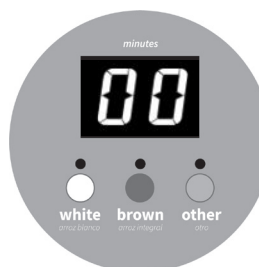
Note: To stop a cook (for example, if the wrong Product Selection Button was pressed), press the Selection Button again for 2 seconds, and the unit will return to Idle mode (-.-).



- ☐ The LED light above the rice indicator button will illuminate.
- ☐ The display will read, in minutes, the remaining approximate cook time.

Approx. Cook Times (dependent on altitude, type of rice & preference) White Rice: ~28 min.
Brown Rice/Quinoa: ~38 min.

Note: If a pan is removed during cook, an alert sounds for 4 seconds. If pan is returned to bay within these 4 seconds, cook continues. If pan is not returned to bay, unit returns to Idle mode (-.-).



5 At the end of the cook:

- ☐ A single Beep Alert will sound at the end of the Cook cycle until the pan is removed.
- ☐ Removing the pan resets the unit back to Idle mode (-.-)

NOTE: The signal at the end of the cook cycle can be changed only by a qualified Service Technician.



DAILY CLEANING

TIP: Filling the Pan before placing it in the Rice Cooker greatly reduces the amount of debris buildup on the unit, making it much easier to keep clean.

DURING THE DAY

Pans and Solid Lids should be cleaned between uses using an approved mild detergent, hot water and sanitizing agent. Alternatively, these items can be cleaned in a dishwasher.

END OF DAY

CAUTION: Always consider the Cooker and its components to be very HOT. Use insulated gloves.

- ☐ The Well Cover should be lifted up and off for cleaning in a dishwasher or by hand.
- ☐ The two Bay Dividers can be lifted up and rotated off the pins for cleaning in a dishwasher or by hand.
- ☐ Wipe any debris from the Temperature Sensors.
- ☐ Wipe any debris from the Element Tent and Shield beneath the element, avoiding the element.
See Plan View on pg. 5 for location of the Element Tent.
- ☐ The Crumb Tray slides out from the front of the unit for cleaning in a dishwasher or by hand. Stubborn debris can be scraped off with a putty knife or scraper. Note the front flange is directed down.

CLEANING THE EXTERIOR CABINET

- ☐ All exposed surfaces of the unit should be wiped clean as necessary (or daily) using an approved mild cleaning solution.
- ☐ Be careful not to get excess liquid into the Switch or Control Panels.

DO NOT attempt to clean the elements themselves.
Never use a hose or sprayer to clean the unit.

Do not use excess liquid when cleaning the Control Panels.
Do not wrap Bay Dividers or Pan Frame with foil, as this will obstruct airflow and can damage the unit.



THE WOOD STONE ELECTRIC RICE COOKER

1. Removing the well cover



4. Element tents have two connection points



2. Bay dividers have four connection points



5. Carefully tilt and lift element tent



3. Carefully lift out the bay dividers

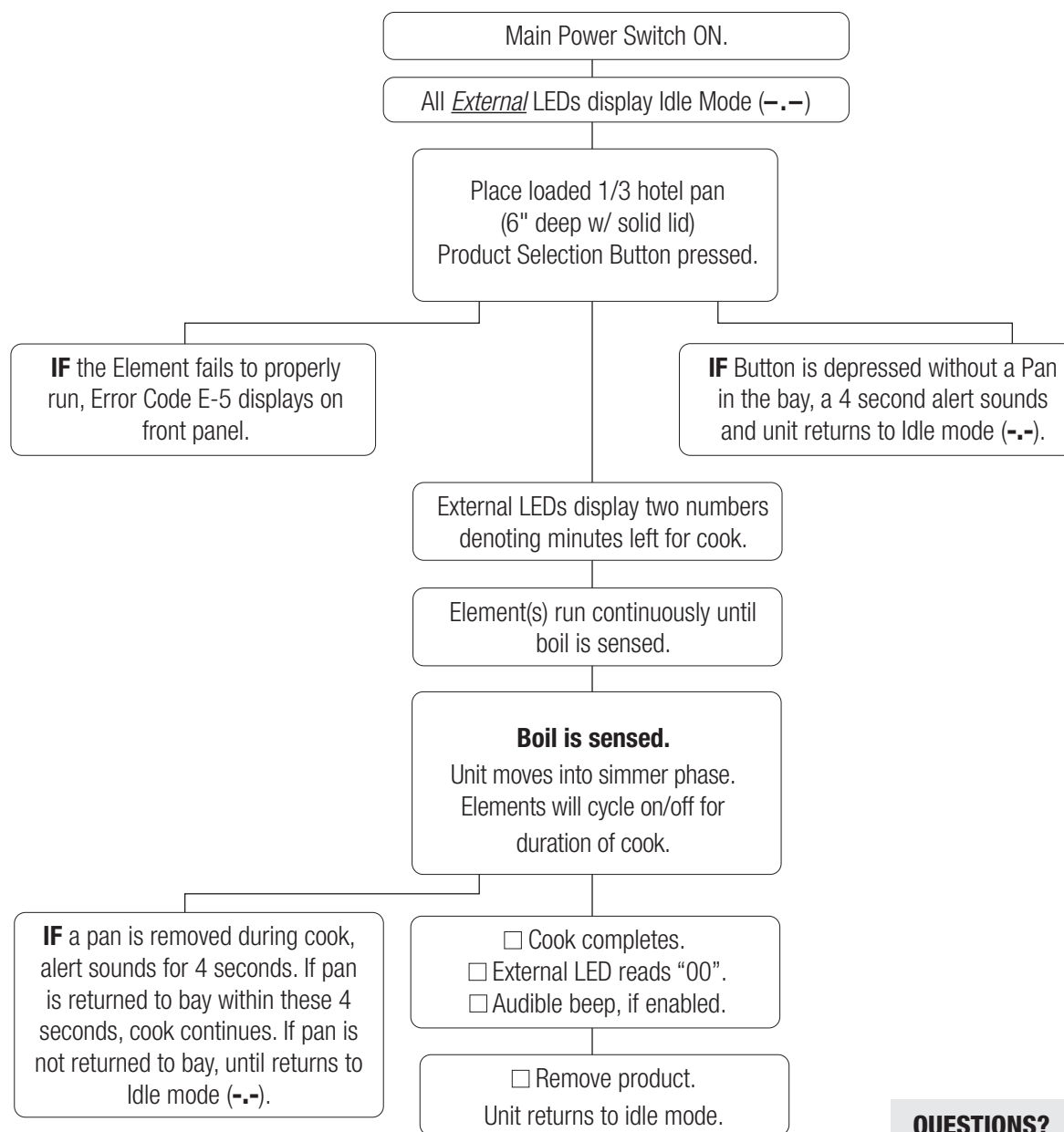


6. Take care not to damage elements





ELECTRIC RICE COOKER (RC) BASIC SEQUENCE OF OPERATION ADVANCED SEQUENCE OF OPERATION ON NEXT PAGE



QUESTIONS?

Give us a call at **800.988.8103**

Our normal service hours are Monday through Friday, from 8am–5pm Pacific time. If calling after hours, follow the recorded instructions for emergency service and a Wood Stone technician will get back to you promptly.



MOST COMMON TROUBLESHOOTING ISSUES

Symptom	Possible Cause / Solution
The Rice Cooker does not turn ON	<input type="checkbox"/> Check that the Power Cord is securely plugged into a functioning electrical outlet. <input type="checkbox"/> Verify GFI outlet (if any) isn't tripped.
Elements do not heat	Make sure the electrical supply is connected to the Rice Cooker and turned ON. Note: If it isn't, an E-5 error will display.
Well Cover doesn't sit flush	Check that both Bay Dividers are installed and correctly resting on the pins. Incorrectly installed Bay Dividers can disrupt correct airflow, resulting in inconsistent rice quality and/or damage to the unit.
Burned product on bottom of pan	<input type="checkbox"/> Verify correct quantities of product and water are being added to pan. <input type="checkbox"/> Thoroughly clean Temperature Sensor. The tips of the sensors must not have debris build-up. Good metal-on-metal contact is required for unit to operate properly. <input type="checkbox"/> Oil, if used, should be added last. <input type="checkbox"/> Rice not rinsed before cooking. <input type="checkbox"/> Bottom of pan is dirty
Rice or grain underdone: hard	<input type="checkbox"/> Verify correct quantities of product and water are being added to pan. <input type="checkbox"/> Verify Pan Lids are solid, i.e. do not have spoon holes. <input type="checkbox"/> Verify the proper Product Selection Button was pushed for the cook.
Rice or grain overdone: soft / mushy	<input type="checkbox"/> Verify correct quantities of product and water are being added to pan. <input type="checkbox"/> Verify the proper Product Selection Button was pushed for the cook.
Zone stops mid-cook and returns to idle mode	<input type="checkbox"/> Sensor dropped below minimum temperature. <input type="checkbox"/> Water level too high.

If the appliance is not working properly after going through the above troubleshooting items, contact the Service Department at 800.988.8103. Our normal service hours are Mon.–Fri., 8am–5pm Pacific time. If calling after hours, follow the recorded instructions for emergency service and a Wood Stone technician will get back to you promptly.

Power Measurement Board

The power measurement board monitors both voltage and current supplied to the unit to ensure safe, consistent operation. **If the control board does not detect a voltage reading between 175–250 V or a current reading between 9.75–16.63 A for more than eight minutes**, it will trigger an error indicating that the board may not be functioning correctly. In most cases, this condition requires replacing the power measurement board to restore normal operation.



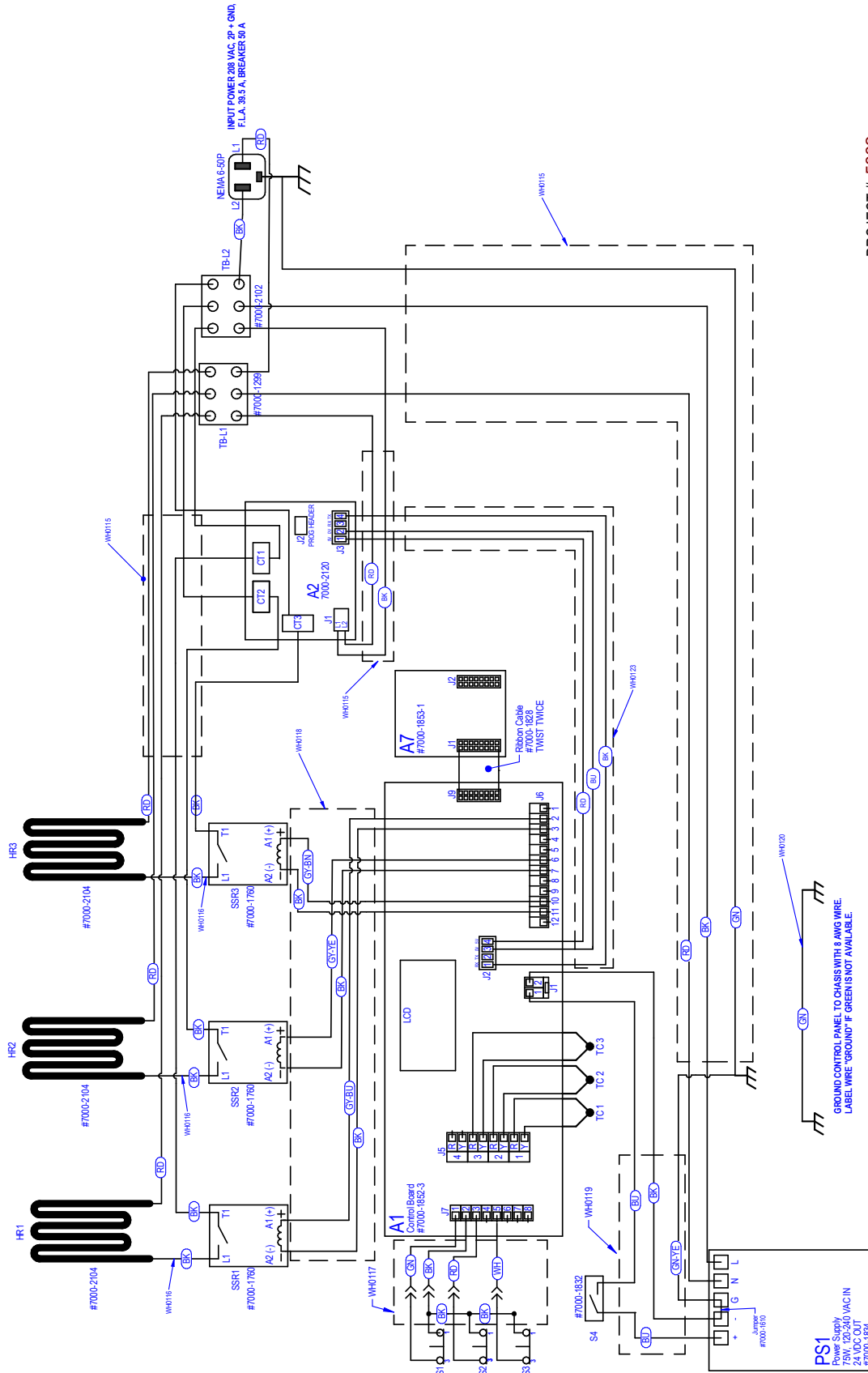
ERROR CODES

Code	Possible Cause / Solution
Err 2	Power Measurement Board error (part number 7000-2120) <input type="checkbox"/> This error indicates the Power Measurement Board is not working properly and should be replaced. Call Wood Stone service (1-360-650-1111) to replace the board.
Err 3	Low voltage error. <input type="checkbox"/> This error occurs when the voltage is too low. Cooks in single bays should be avoided, but cooks in two and three bays should still get good quality. Getting this error regularly may warrant a power study of the store voltage supply.
Err 6	Err_ColdRamp; after 8 minutes, if probe is cold cook is canceled. Or if probe is too cold at transition. <input type="checkbox"/> Cook cancelled; usual reason is too much product or water may also be a dirty burner or other reason for low heat to the pan.
Err 8	Err_BrokenTC; Sensor thermocouple open circuit <input type="checkbox"/> Cook canceled for this pan; buzzer once; (not EVERY thermocouple fault can be detected)
Err 9	Err_SensOvTemp; Sensor temp over 245°C <input type="checkbox"/> Cook canceled for this pan; buzzer once; this is to protect the sensor; exhaust gas obstruction probable (like Al foil wrapped on cooker parts).



Sheet: 1 of 1

ERC ERC Wiring Diagram - 208 V





**ALL WARRANTY SERVICE MUST BE PRE-APPROVED BY WOOD STONE
PLEASE CONTACT THE FACTORY FIRST.**

Wood Stone warrants its equipment to the original purchaser against defects in material or manufacture for a period of one year from the original date of purchase, subject to the following exclusions and limitations.

Please contact the factory first at 1.800.988.8103 or 1.360.650.1111, seven days a week. Our normal business hours are 8am to 5pm Pacific time Monday–Friday. If calling during non-business hours, follow the recorded instructions for emergency service and a Wood Stone technician will get back to you promptly.

EXCLUSIONS

The warranties provided by Wood Stone do not apply in the following instances:

1. In the event that the equipment is improperly installed. Proper installation is the responsibility of the installer; proper installation procedures are prescribed by the Wood Stone User Manual.
2. In the event the equipment is improperly maintained. Proper maintenance is the responsibility of the user; proper maintenance procedures are prescribed in the Wood Stone User Manual.
3. In the event that the failure or malfunction of the appliance or any part thereof is caused by abnormal use or is otherwise not attributable to defect in material or manufacture.
4. In the event that the appliance, by whatever cause, has been materially altered from the condition in which it left the factory.
5. In the event that the rating plate has been removed, altered or obliterated.
6. On parts that would be normally worn or replaced under normal conditions.

If any oral statements have been made regarding this appliance, such statements do not constitute warranties and are not part of the contract of sale. This limited warranty constitutes the complete, final and exclusive statement with regard to warranties.

This limited warranty is exclusive, and in lieu of, all other warranties whether written, oral or implied, including but not limited to, any warranty of merchantability or fitness for particular purpose or warranty against latent defects.

LIMITATIONS OF LIABILITY:

In the event of warranty claim or otherwise, the sole obligation of Wood Stone shall be the repair and/or replacement, at the option of Wood Stone, of the appliance or component or part thereof. Such repair or replacement shall be at the expense of Wood Stone with the exception of travel over 100 miles or two hours, overtime, and holiday charges which shall be at the expense of the purchaser. Any repair or replacement under this warranty does not constitute an extension of the original warranty for any period of the appliance or for any component or part thereof. Parts to be replaced under this warranty will be repaired or replaced at the option of Wood Stone with new or functionally operative parts. The liability of Wood Stone on any claim of any kind, including claims based on warranty, expressed or implied, contract, negligence, strict liability or any other theories shall be solely and exclusively the repair or replacement of the product as stated herein, and such liability shall not include, and purchaser specifically renounces any rights to recover, special, incidental, consequential or other damages of any kind whatsoever, including, but not limited to, injuries to persons or damage to property, loss of profits or anticipated profits, or loss of use of the product.

TO SECURE WARRANTY SERVICE:

Please contact the Service Department at 800.988.8103 or 360.650.1111 for warranty service.