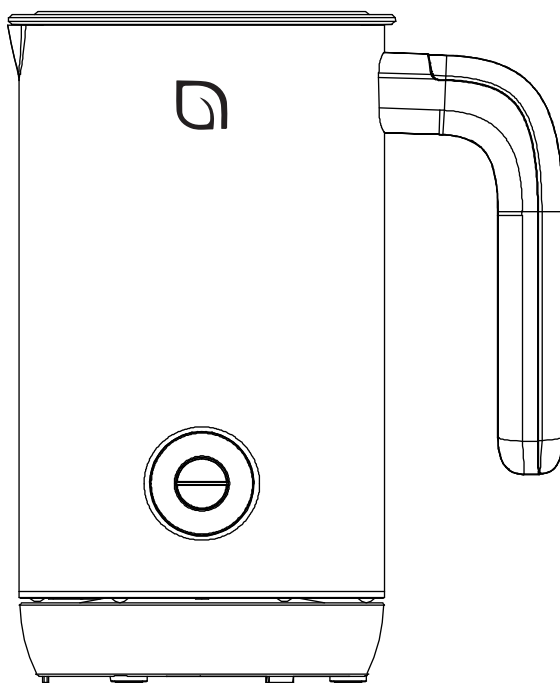


WILLOW | ECO
SERIES

MILK FROTHER USER'S MANUAL



Before first use, always double-check to ensure that all packaging materials have been removed from your appliance.



DON'T BE ALARMED. New parts might have a smell when first heated, but it will fade after a few uses. This is completely normal.



Read the instruction manual before using the machine.
Save these instructions.

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GENERAL INFORMATION

Reading and storing the operating manual



This user manual belongs to this stainless steel milk frother (referred to as the "product" below). It contains important information on how to set up and handle the product.

Read the user manual carefully, in particular the safety instructions, before using the product. **Failure to follow this user manual may lead to severe injuries or product damage.**

Keep this user manual for future reference. If you pass this product on to a third party, you must also supply this user manual.

Intended use

The product is intended for private use only and is not suitable for commercial use. Use the product only as described in this operating manual. Any other use is improper and may lead to product damage or even personal injury. **This product is not a toy.** The manufacturer or retailer assumes no liability for damage caused by improper or incorrect use. Do not operate the product without milk.

EXPLANATION OF SYMBOLS

The following symbols are used in this operating manual, on the product or on the packaging.



This symbol provides you with useful additional information on handling and use.



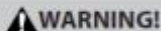
This symbol denotes food-safe products. Taste and odor are not impaired.



Products marked with this symbol correspond to protection class I.

SAFETY INFORMATION

The following signal words are used in this user manual.



This signal symbol/word denotes a hazard with an average risk level that could lead to death or severe injury if it is not avoided.



This signal symbol/word denotes a hazard with a low risk level that could lead to mild or moderate injury if it is not avoided.

NOTE!

This signal word provides a warning about potential material damage.

Electrical safety and cord handling

- Make sure your outlet voltage and circuit frequency correspond to the voltage stated on the appliance rating label.
- To protect against fire and electric shock, do not immerse the cord, plug, power base or the milk frother body itself in water or other liquid. Do not expose the electrical connections to water.
- Arrange the cord to prevent any accidental pulling or tripping incidents.
- Do not kink, bend, squash, strain or damage the power cord and protect it from sharp edges and heat.
- Ensure the cord doesn't hang over the table or bench edge and stays clear of hot surfaces.
- Do not pick up or operate the product if the power supply cord or plug is damaged, or after it malfunctions or has been dropped or damaged in any way.
- In case of damage, contact the after sales support line for advice.
- Make sure all electrical connections are clean and dry before switching on.
- Do not use this product in conjunction with an extension cord.
- Unplug the product from the power outlet when not in use and before cleaning, servicing, maintenance or moving the appliance.
- This product is not intended to be operated by means of an external timer or separate remote control system.

Usage Conditions and Restrictions

- This product is intended for domestic use only.
- This product is not intended for commercial use. Do not use it outdoors.
- Only use this product as described in this manual. Any other use is not recommended and may cause fire, electric shock or injury.
- Improper installation and the use of accessories not recommended by the product manufacturer may result in fire, electric shock or personal injury and will invalidate your warranty.
- We do not accept responsibility for any damages that may occur due to improper or faulty use.
- This item is suitable for children aged 8 years and above, provided they have received supervision or instruction on safe usage and understand the associated hazards. Children under 8 should not access the product or its cord.
- Close supervision is necessary when any product is used by or near children.
- Please note children should not play with this product, as it is not a toy.
- Persons with reduced physical, sensory, or mental capabilities, or those lacking experience and knowledge, can use the product under supervision or with proper instruction on safe usage and hazard awareness. It's important to emphasize that the product is not intended for play by children.
- Never carry this product by the power cord.
- Do not use chemical, steel wool or abrasive cleaners to clean the outside of the unit, as these will scratch the metal surface.
- Do not operate the unit near liquids (kitchen sink, water basins, taps etc).
- Ensure that all the parts are correctly assembled before operation.
- Do not submerge the unit in water or any liquid substance at any time.
- When not in use, store your appliance and its instruction manual in a safe and dry place.
- Maintain the product in accordance with the instructions to ensure that it functions properly.
- If there is a product malfunction, or if it has been damaged in any way, contact

customer service at support@cookwithwillow.com

- Immediately unplug the product if fire or smoke is emitted.
- To protect against electric shock do not immerse cord, plug or unit itself in water or any other liquid.
- This product features a short power cord to reduce the risk of being entangled, and to reduce the risk of tripping. An extension cord or longer detachable cord is not recommended for use with this product.
- There are no user-serviceable parts inside. Do not attempt to service this product.
- Never operate the appliance on an uneven surface. Do not place the product on a polished wood surface, as it can damage the wood.



Do not operate the product without milk.

- Only use the product with the power base provided. Do not use the power base with anything else other than the product.
- Always use the product on a stable, level and heat resistant surface.



Do not overfill the jug.

- There are **TWO** maximum capacities marked inside the jug: the lower one is for **frothing milk**, the higher one for **heating or stirring only**. Filling past the indicated maximum levels can cause overflowing during operation.



Do not touch rotating parts! Risk of injury!



Do not leave unattended during use.

- After use, always switch off the appliance and unplug it from the power supply.



Residual heat!

- Exercise caution when handling the jug post-use, as the interior bottom may retain residual heat.

POWER SUPPLY

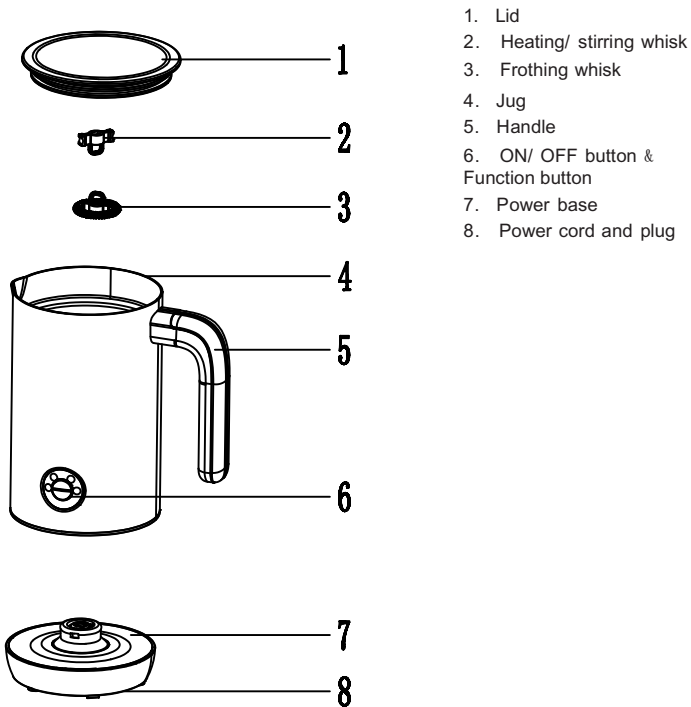
1. Before first use, make sure the power voltage matches the information on the appliance rating label.
2. For safety, only connect the appliance to an outlet with a grounding feature.
3. To avoid overheating, fully unwind the power cord.
4. Do not let the power cord hang over the edge of tables or countertops.

5. Use a short power cord and organize it to minimize the risk of entanglement or tripping. Avoid replacing it with a longer cord or using an extension cord. If needed, consult a qualified electrician to install a grounded wall socket near the appliance. Additionally, arrange the power cord to prevent accidental catching, tripping, or stepping on it.
6. Do not cover the power cord or place it under a heavy object.
7. Make sure the power cord is not crushed or bent especially where the power cord attaches to the appliance and the plug.
8. Always unplug the power cord when the appliance is not being used, when it's malfunctioning, before attaching accessories, and before cleaning or storing it.
9. Always disconnect by grasping the plug, not the wire.
10. Avoid plugging in the power cord or using the appliance with wet hands or while standing in water.
11. Keep the appliance and power cord away from open flames and hot surfaces
12. This appliance has a polarized plug (one blade is wider than the other). To reduce the risk of an electric shock, this plug is intended to fit into a polarized outlet in one orientation only. If the plug does not fit fully into the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. Do not attempt to modify the plug in any way.

**KEEP THESE INSTRUCTIONS
FOR FUTURE REFERENCE
HOUSEHOLD USE ONLY**

HOW TO USE

DESCRIPTION OF PARTS



BEFORE FIRST USE

Thoroughly check the device after purchase and before first use

NOTE!

Risk of damage!

If opening the packaging with a sharp knife or other pointed objects, be careful to avoid damaging the product's surface.

- Proceed carefully when opening the packaging.
- 1. Take the product out of the packaging.
- 2. Ensure that all components are present in the box. (see chapter "Package contents/device components").
- 3. Inspect the device and individual parts for damage. Do not operate a damaged device; instead, contact the manufacturer at support@cookwithwillow.com
- 4. Remove the packaging and any protective film before use.

OPERATING INSTRUCTIONS

- The product comes with two whisks, one for frothing and one for heating or stirring milk. When using the product, make sure one of these whisks sits properly on the small shaft inside the product.
- Do not overfill! There are 2 maximum markings: 1. the lower one is for frothing milk.
- 2. the higher one for heating or stirring only.

Filling past these indicated maximum levels can cause overflowing during operation.

- The frothing whisk has a metal spiral ring around a plastic whisk. It comes attached to the inside of the lid.
- The heating/stirring whisk is stored inside the jug and consists of a slightly smaller plastic whisk.

Whisk	Function	Minimum level	Maximum level
	Frothing (with heating or without heating)	80 ml	115ml
	Heating/stirring whisk (without frothing)	80 ml	240ml

Select the Appropriate Whisk: Begin by choosing the suitable whisk for your desired milk frothing. Locate the chosen whisk on the small shaft inside the jug.

Pour Milk: Carefully pour milk into the jug, ensuring that it does not exceed the maximum level marked on the inside of the jug. It's essential to note that there are two MAX markings on the jug - the lower MAX marking is for frothing milk, while the top marking indicates the maximum level for heating or stirring milk.

Secure the Lid: Place the lid securely on top of the product, ensuring it is tightly closed to prevent any spills during operation.

Position on Power Base: Position the jug on the power base, ensuring it is correctly aligned and securely placed.

Connect to Power: Plug the power cord into a wall socket to provide power to the milk frother.

Activate Function: After connecting to the power supply, observe that all indicator lights momentarily turn off for 1 second. Then, press the FUNCTION button once; the first indicator will start flashing. Continue pressing the button to cycle through different indicator functions. If pressed continuously, the indicators will flash repeatedly. Within 10 seconds of the flashing indicator, pressing the ON/OFF button will activate the corresponding indicator function, and it will remain illuminated. If the ON/OFF button is not pressed within 10 seconds, the milk frother will return to standby mode, indicated by all the indicators turning off.

Standby and Shutdown: In the working state (when the motor is rotating or the heating tube is heating), pressing the ON/OFF button again will return the milk frother to standby mode with all indicators off. This ensures convenient and efficient operation of your milk frother.

order number	Function / FUNCTION	Maximum capacity	Approximate time /sec
1	 High milk foam / with heating	115ml	70-90
2	 Low milk foam / with heating	115ml	50-90
3	 No milk foam / with heating	240ml	50-110
4	 Cold milk foam / no heating	115ml-240ml	110-120

- Press the FUNCTION button and select the following functions:
- The product will switch off automatically when the selected function has finished.
- To manually switch off the product at any time, press the ON/OFF button until the indicator light turns off.
- Unplug the product from the wall socket when it is not in use.
- After heating/ hot frothing, the device will keep working for 10s, then the product will turn off automatically to avoid milk burning onto the bottom of the jug.



After frothing or heating, allow 1 minute before pouring, and allow approximately 2 minutes before reusing the Milk Heater / Frother so the thermostat can reset.

⚠ WARNING!

Before reuse, make sure to rinse the inside of the jug with water and wipe any residues out of the bottom of the jug with a soft cloth.

HINTS AND TIP



- Always froth or heat your milk first when preparing a hot drink. While it is operating, prepare your coffee and serve immediately.
- You can froth cold milk with this product without heating it, but you cannot cool down milk in the product. Without the heating function, the product maintains the milk's original temperature thanks to the double skinned walls of the product.
- Milk heats to approximately $149 \pm 5^{\circ}\text{C}$ in the product when the heating function is used. This is the ideal temperature to ensure the flavor of your coffee is not impaired and you can start sipping on your drink without having to wait for it to cool down.
- Keep the whisks in a safe place, out of the reach of young children. They are small parts and can easily be lost or possibly even swallowed.
- The product is designed to heat and froth milk. If you add milk flavorings, coffee powder or chocolate powder in the product, ensure you thoroughly clean all parts immediately after use.

SERVING SUGGESTIONS



The table below lists a selection of quick and easy drinks that can be made using the product. Always ensure that the maximum quantities are observed (as per the Jug markings) depending on the operation you choose.

Frothed Milk	Cappuccino	- Add 2/3 frothed milk to 1/3 espresso, top with cocoa powder.
	Latte Macchiato	- Pour frothed milk into a tall glass, add espresso slowly along the rim of the glass.
	Instant frothy coffee	- Make instant coffee and add frothed milk. - For a milkier version, add instant coffee powder to the milk in the frother jug, then heat and froth using the frothing whisk.
Hot milk	Caffè Latte	- Add 2/3 heated milk to 1/3 espresso, stir.
	Hot Chocolate	- Add chocolate powder to milk in the jug, then heat using the stirring whisk.
	Instant milky coffee	- Make instant coffee and add heated milk. - For a milkier version, add instant coffee powder to the milk in the frother jug, then heat using the heating/stirring whisk.

CLEANING AND CARE



Always remove the jug from the power base before cleaning. Never immerse the jug or the base, power cord or mains plug into water or any other liquid. Do not wash in a dishwasher.

- **The jug:** Clean the jug immediately after heating/frothing milk and before frothing the next batch. Rinse the inside of the jug with warm, soapy water, then rinse again with hot water only and wipe all residues off the walls and the bottom of the jug with a soft cloth. Then dry with a soft, dry cloth.
IMPORTANT: Wiping the inside before heating/frothing another quantity is important to prevent milk residues adhering to the walls and the bottom of the jug.
- **The lid:** Separate the silicon ring from the lid before washing/rinsing both pieces in warm, soapy water. Rinse, dry and reassemble the ring onto the lid before reuse or storage.
- **The body:** Clean with a soft cloth only.
IMPORTANT: Never use abrasive cleaning agents, metal objects or a hard nylon or metal brush on the product. Abrasive cleaners will scratch the inner and outer surfaces.
- **The base:** Using a soft dry cloth wipe the base to remove any splashes that may be on the surface.
- **The whisks:** Remove the whisks from the jug. Wash with warm water. Dry and store in a safe place, out of young children's reach. Do not wash in a dishwasher.

QUICK START

- Press the function button, then the on/off switch to start.
- Use the plastic spinner attachment for powdered ingredients.
- The frother automatically shuts off if it overheats at 149°C
- To clean put dish soap into the milk frother with warm water and run on the froth setting for 15 seconds, then rinse with warm water until it runs clear.
- The Willow Milk Frother is NOT dishwasher safe and should only be hand washed.

DISPOSAL

Correct Disposal of this product	
	This symbol indicates that this appliance may not be treated as household waste. Instead, it should be taken to the appropriate collection point for recycling electrical and electronic equipment. Please use the return or collections services available in your community or contact the retailer where you purchased this product.

PRODUCT SPECIFICATIONS

Name	Milk Frother
Model No.	7714MY, 7715MY, 7716MY
Rated Voltage	120 VAC, 60 Hz
Rated power	500W

For customer service contact us here:

-  <https://www.cookwithwillow.com>
-  40 Wall St, Suite 1605, 16th Floor,
New York, NY 10005
-  support@cookwithwillow.com
-  1 (888) 992-5943

