

5KSM3311



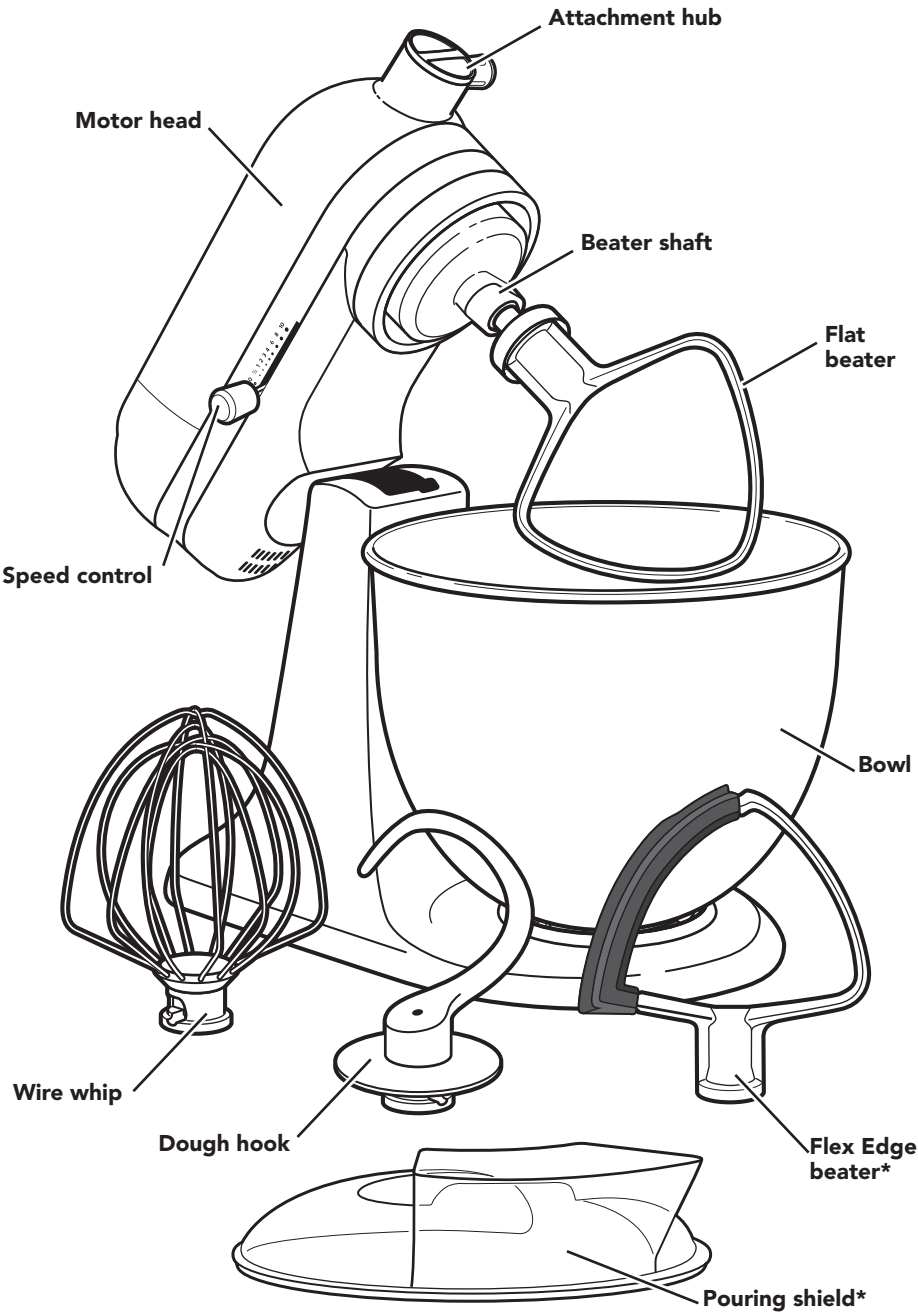
KitchenAid

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PARTS AND FEATURES

PARTS AND ACCESSORIES



STAND MIXER SAFETY

Your safety and the safety of others are very important.

We have provided many important safety messages in this manual and on your appliance. Always read and obey all safety messages.



This is the safety alert symbol.

This symbol alerts you to potential hazards that can kill or hurt you and others.

All safety messages will follow the safety alert symbol and either the word “DANGER” or “WARNING.” These words mean:

! DANGER

You can be killed or seriously injured if you don't immediately follow instructions.

! WARNING

You can be killed or seriously injured if you don't follow instructions.

All safety messages will tell you what the potential hazard is, tell you how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.

IMPORTANT SAFEGUARDS

When using electrical appliances, basic safety precautions should always be followed, including the following:

1. Read all instructions. Misuse of appliance may result in personal injury.
2. To protect against risk of electrical shock, do not put Stand Mixer in water or other liquid.
3. Unplug the Stand Mixer from outlet when not in use, before putting on or taking off parts, and before cleaning.
4. This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

STAND MIXER SAFETY

5. This appliance is not intended for use by persons, including children, with reduced physical sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instructions concerning use of the appliance in a safe way and understand the hazards involved.
6. The appliance is not to be used by children. The appliance and cord should be out of reach of children.
7. Avoid contacting moving parts. Keep hands, hair, and clothing, as well as spatulas and other utensils, away from beater during operation to reduce the risk of injury to persons and/or damage to the Stand Mixer.
8. Do not operate any appliance with a damaged cord or plug or after the appliance malfunctions or has been damaged in any manner. Return appliance to the nearest Authorised Service Centre for examination, repair or adjustment.
9. The use of accessories not recommended or sold by KitchenAid may cause fire, electric shock or injury.
10. Do not use the Stand Mixer outdoors.
11. Do not let the cord hang over the edge of table or counter.
12. Do not let the cord contact hot surfaces, including the stove.
13. Remove the flat beater, wire whip, or spiral dough hook from the Stand Mixer before washing.

STAND MIXER SAFETY

14. This appliance is intended to be used in household and similar applications such as:

- staff kitchen areas in shops, offices or other working environments.
- farm houses.
- by clients in hotels, motels and other residential type environments.
- bed and breakfast type environments.

SAVE THESE INSTRUCTIONS

ELECTRICAL REQUIREMENTS

⚠ WARNING



Electrical Shock Hazard

Plug into an earthed outlet.

Do not remove earth prong.

Do not use an adapter.

Do not use an extension cord.

Failure to follow these instructions can result in death, fire, or electrical shock.

Voltage: 220-240 V

Frequency: 50-60 Hz

Wattage: 250 Watts

NOTE: The power rating for your Stand Mixer is printed on the serial plate.


Do not use an extension cord. If the power supply cord is too short, have a qualified electrician or serviceman install an outlet near the appliance.

The maximum rating is based on the attachment that draws the greatest load (power). Other recommended attachments may draw significantly less power.

STAND MIXER SAFETY

ELECTRICAL EQUIPMENT WASTE DISPOSAL

Disposal of packing material


The packing material is 100% recyclable and is marked with the recycle symbol . The various parts of the packing must therefore be disposed of responsibly and in full compliance with local authority regulations governing waste disposal.

Scrapping the product

- This appliance is marked in compliance with European Directive 2012/19/EU, Waste Electrical and Electronic Equipment (WEEE).
- By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health,

which could otherwise be caused by inappropriate waste handling of this product.

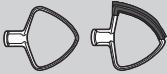




- The symbol  on the product or on the accompanying documentation indicates that it should not be treated as domestic waste but must be taken to an appropriate collection centre for the recycling of electrical and electronic equipment.

For more detailed information about treatment, recovery and recycling of this product, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

USING THE STAND MIXER

CHOOSING THE RIGHT ACCESSORY











ACCESSORY	USE TO MIX:	DESCRIPTION:
FLAT BEATER FLEX EDGE BEATER* 	Normal to heavy mixtures	Cakes, Creamed frostings, Candies, Cookies, Biscuits, Pie pastry, Meat loaf, Mashed potatoes
WIRE WHIP 	Mixtures that need air incorporated	Eggs, Egg whites, Heavy cream, Boiled frostings, Sponge cakes, Mayonnaise, some candies
DOUGH HOOK 	Mixing and kneading yeast doughs	Breads, Rolls, Pizza dough, Buns

USING THE STAND MIXER

SPEED CONTROL GUIDE

All speeds have the Soft Start® feature which automatically starts the Stand Mixer at a lower speed to help avoid ingredient splash-out and “flour puff” at start-up, then quickly increases to the selected speed for optimal performance.

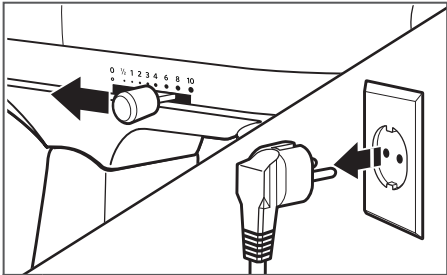
NOTE: The speed control can be set between the speeds listed in the chart to obtain speeds 1, 3, 5, 7, and 9 if a finer adjustment is required. Do not exceed Speed 2 when preparing yeast doughs as this may cause damage to the Stand Mixer.

SPEED	ACCESSORY	ACTION:	DESCRIPTION:
½		STIR	For starting all mixing procedures, slow stirring, combining, and mashing. Use to add flour and dry ingredients to batter, and to add liquids to dry ingredients. Do not use Speed 1 to mix or knead yeast doughs.
1			
2	 	SLOW MIXING	For slow mixing, mashing, faster stirring. Use to mix and knead yeast doughs, heavy batters, and candies; start mashing potatoes or other vegetables; cut shortening into flour; mix thin or splashy batters.
4	 	MIXING, BEATING	For mixing semi-heavy batters, such as cookies. Use to combine sugar and shortening, and to add sugar to egg whites for meringues. Medium speed for cake mixes.
6	 	BEATING, CREAMING	For medium-fast beating (creaming), or whipping. Use to finish mixing cake, doughnut, and other batters. High speed for cake mixes.
8		FAST BEATING, WHIPPING	For whipping cream, egg whites, and boiled frostings.
10		FAST WHIPPING	For whipping small amounts of cream, or egg whites; for final whipping of mashed potatoes.

NOTE: To move the speed control lever with ease, lift slightly up as you move it across the settings in either direction.

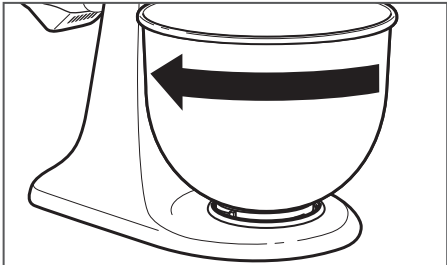
USING THE STAND MIXER

ASSEMBLING THE STAND MIXER

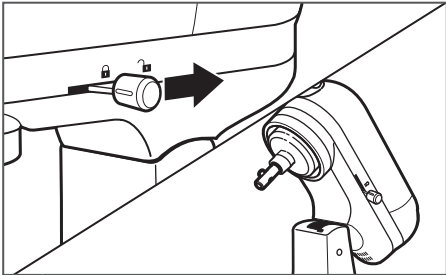


- 1** Check to be sure that the Stand Mixer is unplugged, and the speed control is turned to "0".

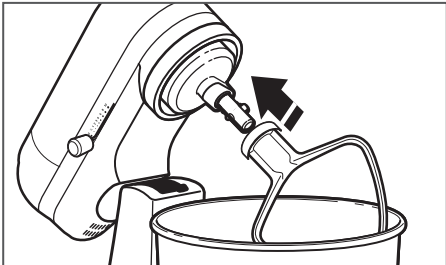
NOTE: To move the speed control lever with ease, lift slightly up as you move it across the settings in either direction.



- 3** **Attach the bowl:** Place the bowl on the bowl clamping plate and gently turn it in a clockwise direction to lock it into place.

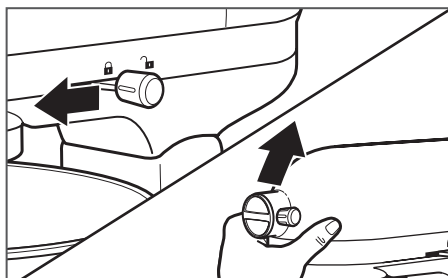


- 2** **Raise the motor head:** Slide the locking lever to the unlock position and lift the motor head. Once lifted, slide the locking lever to the lock position to keep the motor head up.



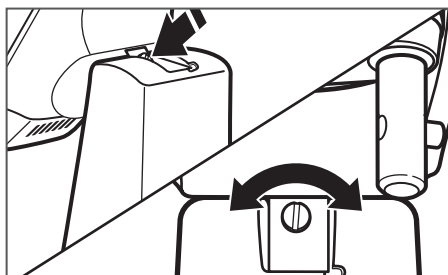
- 4** **Attach any accessory:** Slip the accessory onto the beater shaft and press upward as far as possible. Turn the accessory counterclockwise to hook the accessory over the pin on the shaft.

USING THE STAND MIXER

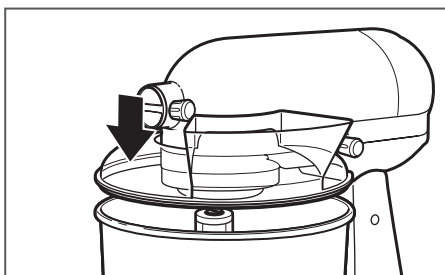


5

Lower the motor head: Slide the locking lever to the unlock position and guide the motor head down. Make sure motor head is completely down, then slide the locking lever to the lock position. Before mixing, test lock by attempting to raise the motor head.



(OPTIONAL) To adjust beater to bowl clearance: Tilt the motor head back; then turn the screw slightly counterclockwise (left) to raise the beater, or clockwise (right) to lower the beater. Adjust the beater so that it just clears the surface of the bowl. If you over adjust the screw, the bowl lock lever may not lock into place.



(OPTIONAL) Place the pouring shield*: Slide the pouring shield* from the front of the Stand Mixer over the bowl until the pouring shield* is centred. The bottom rim of the pouring shield* fits inside of the bowl. The pouring chute will be just to the right of the attachment hub as you face the Stand Mixer.

IMPORTANT: Your Stand Mixer is adjusted at the factory so that the flat beater just clears the bottom of the bowl. If, for any reason, the flat beater hits the bottom of the bowl or is too far away from the bowl, you can easily correct the clearance.

NOTE: When properly adjusted, the flat beater will not strike on the bottom or sides of the bowl. If the flat beater or the wire whip is so close that it strikes the bottom of the bowl, coating may wear off the beater or wires on the whip may wear.

*Accessory sold separately

USING THE STAND MIXER

OPERATING THE STAND MIXER

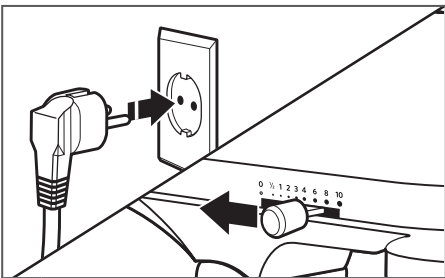
NOTE: The Stand Mixer may warm up during use. Under heavy loads with extended mixing time, the top of the unit may become hot. This is normal.

⚠️ WARNING



Electrical Shock Hazard

- Plug into an earthed outlet.
- Do not remove earth prong.
- Do not use an adapter.
- Do not use an extension cord.
- Failure to follow these instructions can result in death, fire, or electrical shock.



1

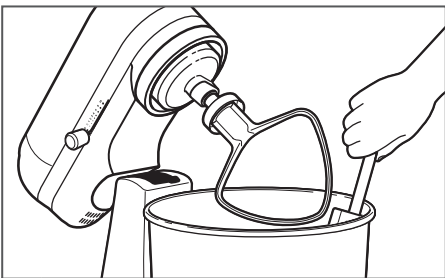
Plug the Stand Mixer into an earthed outlet. Always set the speed control lever on lowest speed to start, then gradually increase speed to avoid splashing ingredients. See the “Speed control guide” to select the best speed for your recipe.

NOTE: To move the speed control lever with ease, lift slightly up as you move it across the settings in either direction.

⚠️ WARNING

Injury Hazard

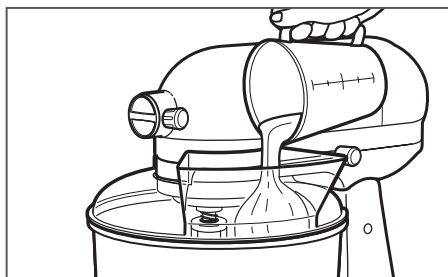
- Unplug mixer before touching beaters.
- Failure to do so can result in broken bones, cuts, or bruises.



2

Do not scrape the bowl while the Stand Mixer is operating. The bowl and beaters are designed to provide thorough mixing without frequent scraping. Scraping the bowl once or twice during mixing is usually sufficient.

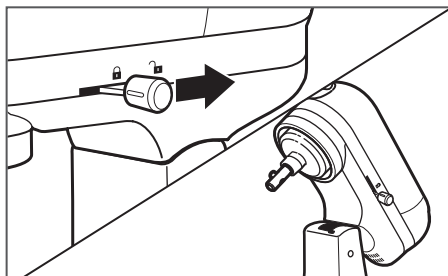
USING THE STAND MIXER



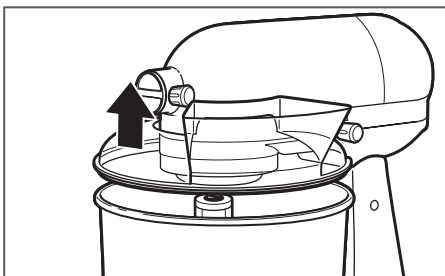
(OPTIONAL) Pour ingredients into the bowl through the pouring chute.

NOTE: The pouring shield* can be used to avoid ingredients splashing out of the bowl when mixing as well as to easily pour ingredients in the bowl while mixing.

DISASSEMBLING THE STAND MIXER



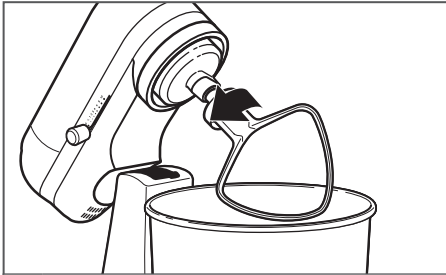
1 **Raise the motor head:** Check to be sure that the Stand Mixer is unplugged, and the speed control is turned to "0"; then slide the locking lever to the unlock position and lift the motor head. Once lifted, slide the locking lever to the lock position to keep the motor head up.



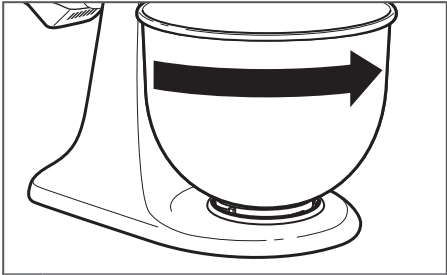
(OPTIONAL) Remove the pouring shield*: Lift the front of the pouring shield* clear of the rim of the bowl, and pull away from the Stand Mixer.

*Accessory sold separately

USING THE STAND MIXER



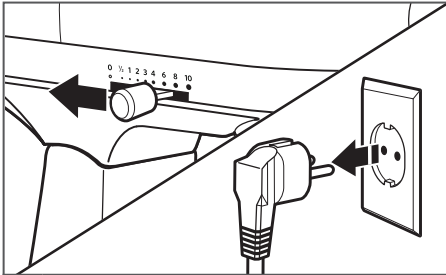
- 2 Remove the accessory:** Turn the speed control to "0", unplug the Stand Mixer, and tilt the motor head back; then, press the accessory upward as far as possible, then turn the accessory clockwise and pull it away from the beater shaft.



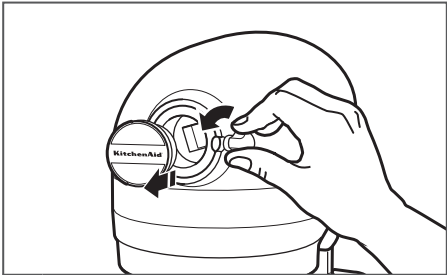
- 3 Remove the bowl:** Gently turn the bowl counterclockwise to release it from the bowl clamping plate.

OPTIONAL ATTACHMENTS

KitchenAid offers a wide range of optional attachments such as the spiralizer, pasta cutters, or food grinders that may be attached to the Stand Mixer attachment power shaft as shown here.

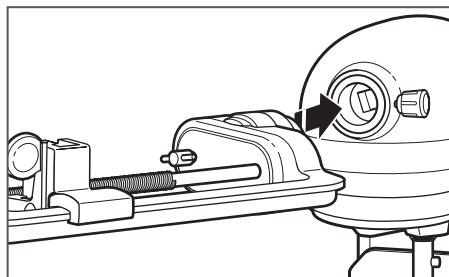


- 1** Check to be sure that the Stand Mixer is unplugged, and the speed control is turned to "0".



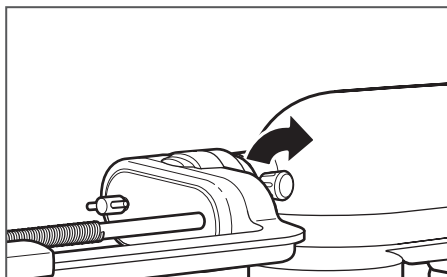
- 2** Turn the attachment knob counterclockwise to remove attachment hub cover.

USING THE STAND MIXER



3

Insert attachment into attachment hub, making certain that attachment power shaft fits into the square attachment hub socket. It may be necessary to rotate the attachment back and forth. When it is in the proper position, the pin on the attachment will fit into the notch on the hub rim.



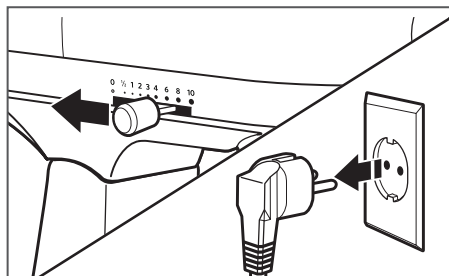
4

Tighten the attachment knob by turning it clockwise until the attachment is completely secured to the Stand Mixer. See the Instructions manual that came with your attachment for detailed directions on using the attachment.

CARE AND CLEANING

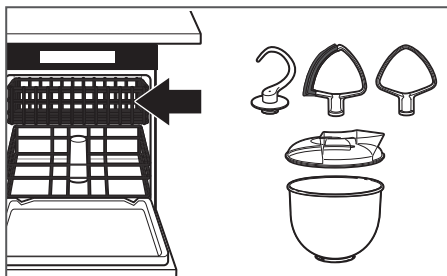
CLEANING THE STAND MIXER

IMPORTANT: Do not wash the wire whip in the dishwasher. Do not immerse the Stand Mixer body in water or other liquids. These parts should be hand washed.



1

Turn the Stand Mixer off and unplug before cleaning. Wipe the stand mixer body with a soft, damp cloth. Do not use household/commercial cleaners. Wipe off the beater shaft frequently to remove any accumulation of residue. Do not immerse in water.

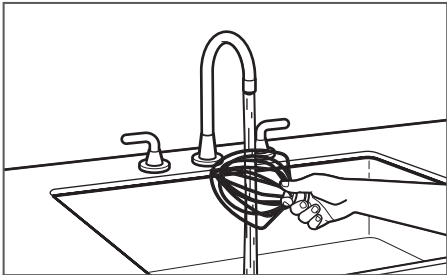


2

The bowl, flat beater, dough hook, flex-edge beater, and pouring shield* (top shelf only) may be washed in a dishwasher; or, clean them thoroughly in hot, sudsy water and rinse completely before drying. Do not store beaters on the shaft.

*Accessory sold separately

CARE AND CLEANING



- 3
- The wire whip is not dishwasher safe. Clean it thoroughly in hot, sudsy water and rinse completely before drying. Do not store the wire whip on the shaft.

TROUBLESHOOTING

⚠ WARNING



Electrical Shock Hazard

- Plug into an earthed outlet.
- Do not remove earth prong.
- Do not use an adapter.
- Do not use an extension cord.
- Failure to follow these instructions can result in death, fire, or electrical shock.

If your Stand Mixer should malfunction or fail to operate, please check the following:

1.
- The Stand Mixer may warm up during use. Under heavy loads with extended mixing time periods, you may not be able to comfortably touch the top of the unit. This is normal.

2.
- The Stand Mixer may emit a pungent odor, especially when new. This is common with electric motors.
3.
- If the flat beater hits the bowl, stop the Stand Mixer. See the “Assembling the Stand Mixer” section and adjust the beater to bowl clearance.
4.
- Is the Stand Mixer plugged in?
5.
- Is the fuse in the circuit to the Stand Mixer in working order? If you have a circuit breaker box, be sure the circuit is closed.
6.
- Turn off the Stand Mixer for 10-15 seconds, then turn it back on. If the Stand Mixer still does not start, allow it to cool for 30 minutes before turning it back on.

If the problem cannot be corrected: See the “Warranty and service” section. Do not return the Stand Mixer to the retailer; retailers do not provide service.

WARRANTY AND SERVICE

KITCHENAID STAND MIXER WARRANTY

Length of Warranty:	KitchenAid Will Pay For:	KitchenAid Will Not Pay For:
Europe, Middle East and Africa: 5KSM3311 Five years full warranty from date of purchase.	The replacement parts and repair labour costs to correct defects in materials or workmanship. Service must be provided by an Authorised KitchenAid Service Centre.	A. Repairs when Toaster is used for operations other than normal household food preparation. B. Damage resulting from accident, alterations, misuse, abuse, or installation/operation not in accordance with local electrical codes.

KITCHENAID DOES NOT ASSUME ANY RESPONSIBILITY FOR INDIRECT DAMAGES.

CUSTOMER SERVICE

In U.K. and Ireland:

For any questions, or to find the nearest KitchenAid Authorised Service Centre, please find our contact details below.

NOTE: All service should be handled locally by an Authorised KitchenAid Service Centre.

Contact number for U.K. and Northern Ireland:

Tollfree number 0800 988 1266 (calls from mobile phones are charged standard network rate) or call 0194 260 5504

Contact number for Ireland:

Tollfree number +44 (0) 20 8616 5148

E-mail contact for U.K. and Ireland:

Go to www.kitchenaid.co.uk, and click on the link "Contact Us" at the bottom of the page.

Address for U.K. and Ireland:

KitchenAid Europa, Inc.
PO BOX 19
B-2018 ANTWERP 11
BELGIUM

Number for general questions:



00800 3810 4026

In other countries:

For all product related questions and after sales matters, please contact your dealer to obtain the name of the nearest Authorised KitchenAid Service/Customer Centre.

For more information, visit our website at:

www.KitchenAid.co.uk
www.KitchenAid.eu

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KitchenAid

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