



KitchenAid

Stand Mixer
5KSM3311X

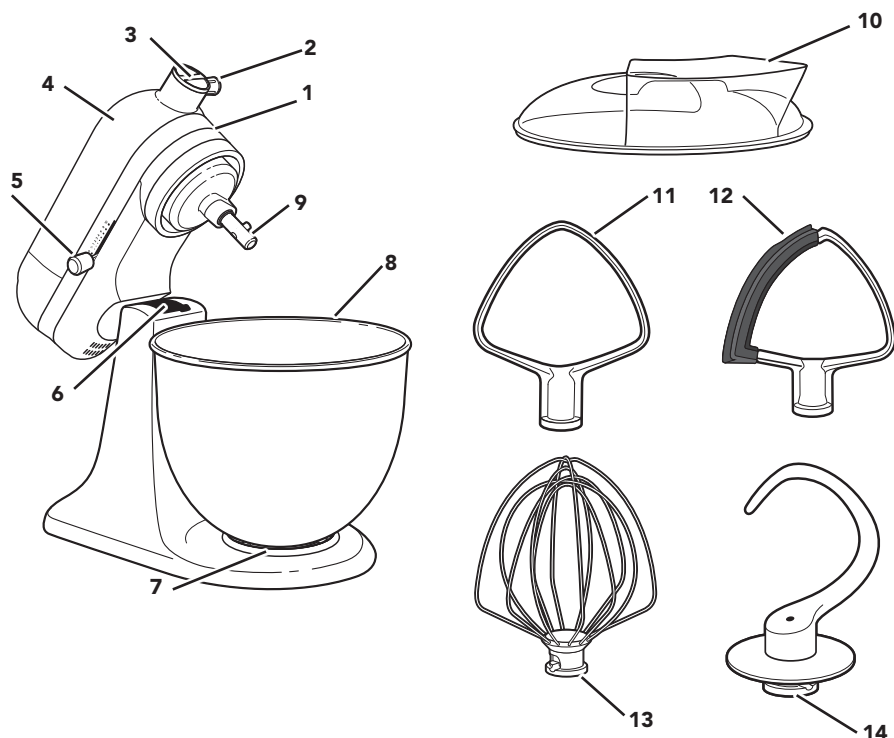


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PARTS AND FEATURES



- 1 Motor Head (locking lever not shown)
- 2 Attachment Knob
- 3 Attachment Hub
- 4 Motor Head
- 5 Speed Control Lever
- 6 Beater Height Adjustment Screw (not shown)
- 7 Bowl Clamping Plate

- 8 Bowl
- 9 Beater Shaft
- 10 Pouring Shield*
- 11 Flat Beater
- 12 Flex Edge Beater*
- 13 Wire Whip
- 14 Dough Hook

*Accessory sold separately.





PRODUCT 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. European Union only: This appliance shall not be used by children. Keep the appliance and its cord out of reach of children.
3. European Union only: Appliances can be used by 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.
4. To protect against risk of electrical shock, do not put Stand Mixer in water or other liquid.
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 instruction concerning use of the appliance by a person responsible for their safety.
6. Children should be supervised to ensure that they do not play with the appliance.
7. Turn the appliance OFF (0), then unplug from the outlet when not in use, before assembling or disassembling parts, and before cleaning. To unplug, grasp the plug and pull from the outlet. Never pull from the power cord.
8. 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.



PRODUCT SAFETY

9. Do not operate any appliance with a damaged cord or plug, or after the appliance malfunctions, or is dropped or damaged in any manner. Return appliance to the nearest Authorised Service Facility for examination, repair, or electrical or mechanical adjustment.
10. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
11. The use of accessories or attachments not recommended or sold by the manufacturer may cause fire, electric shock or injury.
12. Do not use the Stand Mixer outdoors.
13. Do not let the cord hang over the edge of table or counter.
14. Remove the beaters, wire whip, or dough hook from the Stand Mixer before washing.
15. Do not leave the Stand Mixer unattended while it is operating.
16. Refer to the "Care and Cleaning" section for instructions on cleaning the surfaces in contact with food.
17. This appliance is intended to be used in household and similar applications such as:
 - staff kitchen areas in shops, offices or other working environments;
 - farmhouses;
 - by clients in hotels, motels and other residential type environments;
 - bed and breakfast type environments.

SAVE THESE INSTRUCTIONS

NOTE: Refer to the "Speed Control Guide" section for maximum speed per preparation and the "Product Usage" section for the maximum amount of ingredients.



PRODUCT SAFETY

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 W

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 service technician 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.

ELECTRICAL EQUIPMENT WASTE DISPOSAL

Disposal of packing material

The packing material is 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.

DECLARATION OF CONFORMITY

This appliance has been designed, constructed and distributed in compliance with the safety requirements of EC Directives: 2014/35/EU, 2014/30/EU, 2009/125/EC and 2011/65/EU (RoHS Directive).





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.

Speed	Accessories	Action	Description
½	Flat Beater Flex Edge Beater*	Stir	For slow stirring, combining, mashing, starting all mixing procedures. 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	Flat Beater Dough Hook	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, or mix thin or splashy batters.
4	Flex Edge Beater* Wire Whip	Mixing, beating	For mixing semi-heavy batters, such as cookies. Use to cream sugar and shortening and to add sugar to egg whites for meringues. Medium speed for cake mixes. Use with attachments: Food Grinder, Fresh Prep Slicer/Shredder and Fruit/ Vegetable Strainer.
6	Flat Beater Wire Whip	Beating, creaming	For medium fast beating (creaming) or whipping. Use to finish mixing cake, doughnut, and other batters. High speed for cake mixes. Use with Citrus Juicer attachment.
8	Wire Whip	Fast beating, whipping	For whipping cream, egg whites, and boiled frostings.
10	Wire Whip	Fast whipping	For whipping small amounts of cream and egg whites. Use with Pasta Maker and Grain Mill attachments.

NOTE: The speed control can be set 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.

NOTE: Refer to “Product Usage” section for maximum advised quantities per Food Type.

GETTING STARTED

CHOOSING THE RIGHT ACCESSORY

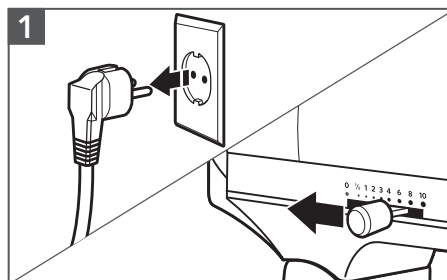
Accessories	Use to mix	Suggested items
Flat Beater Flex Edge Beater*	Normal to heavy mixtures	Cakes, creamed frostings, candies, cookies, biscuits, pie pastry, meatloaf, mashed potatoes.
Wire Whip	Mixtures that need air incorporated	Eggs, egg whites, heavy cream, boiled frostings, sponge cakes, mayonnaise, some candies.
Dough Hook	Mixing and kneading yeast doughs	Breads, rolls, pizza dough, buns, coffee cakes.

*Accessory sold separately.

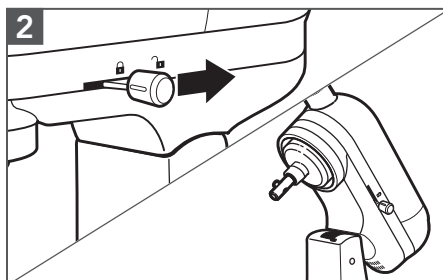




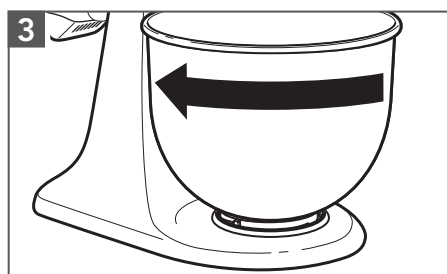
PRODUCT ASSEMBLY



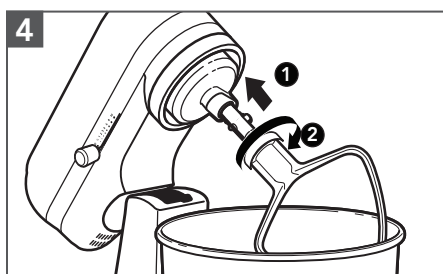
Unplug and turn the Stand Mixer to "0".



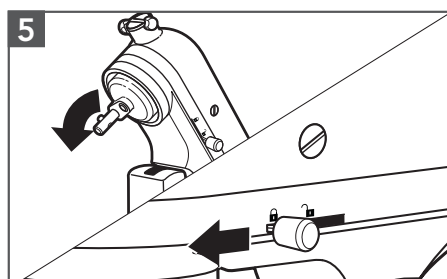
Unlock and lift the Motor Head. Then, lock* the head to keep it lifted.



Place the Bowl on the Clamping Plate and twist to lock in place.



Slide and rotate the accessory aligning over the pin on the shaft.



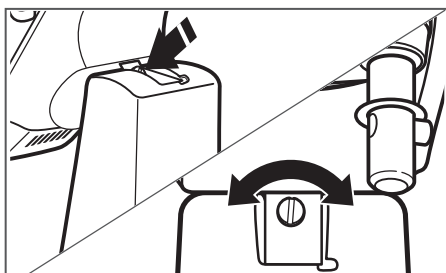
Unlock the Motor Head and move it down. Then, lock* the head to keep it down. Before mixing, test lock* by attempting to raise the Motor Head.

*Locking option is available on selected models.



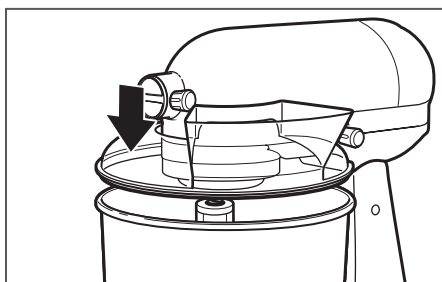


PRODUCT ASSEMBLY



(OPTIONAL) To Adjust Beater to Bowl Clearance: Tilt and lock* the motor head back. Turn the screw slightly counterclockwise (left) to raise the beater, or clockwise (right) to lower it.

NOTE: 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 front of the Stand Mixer over the Bowl. The bottom rim of the Pouring Shield** fits inside of the Bowl.

PRODUCT USAGE

! WARNING



Electrical Shock Hazard

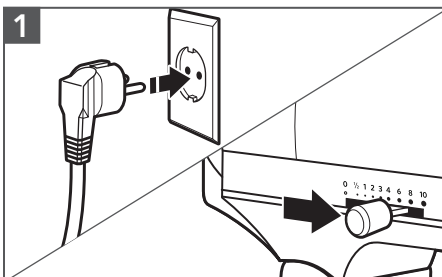
Plug into an earthed outlet.

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.



Plug it into an earthed outlet. Start with lower speed to avoid splashing and increase it gradually. Refer to the "Speed Control Guide".

*Locking option is available on selected models.

**Accessory sold separately.



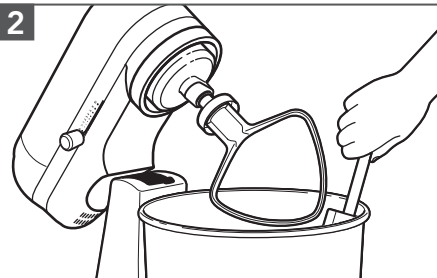
PRODUCT USAGE

⚠ WARNING

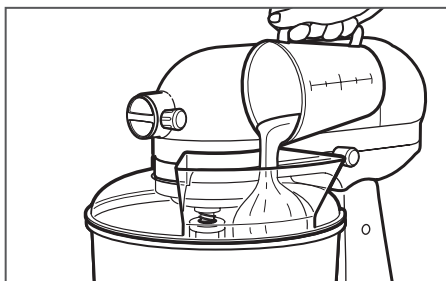
Injury Hazard

Unplug mixer before touching beaters.

Failure to do so can result in broken bones, cuts, or bruises.



Do not scrape the Bowl while operating. Scraping the Bowl once or twice during mixing is usually sufficient.

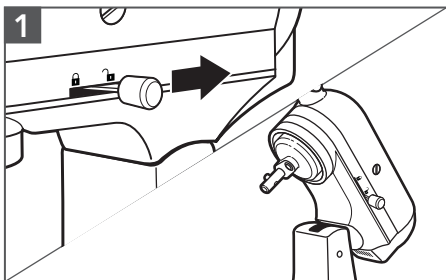


(OPTIONAL): Pour ingredients into the Bowl through the Pouring Chute**.

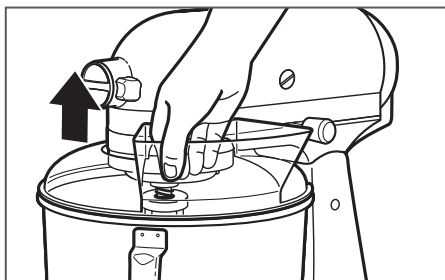
Capacity Chart

Food Type	All Flour	Egg Whites	Potatoes (For mashed Potatoes)
Max Capacity	680g	8 Eggs	2kg

DISASSEMBLING THE PRODUCT



Turn the Stand Mixer "0" and unplug. Unlock and lift the Motor Head. Then, lock* the head to keep it lifted.



(OPTIONAL): Lift the front of the Pouring Shield** clear of the rim of the Bowl. Pull away from the Stand Mixer.

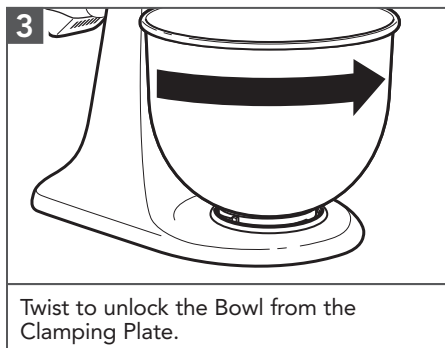
*Locking option is available on selected models.

**Accessory sold separately.



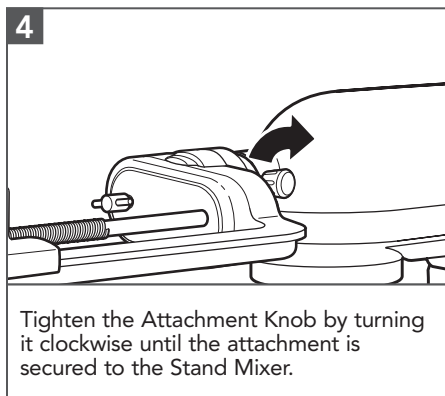
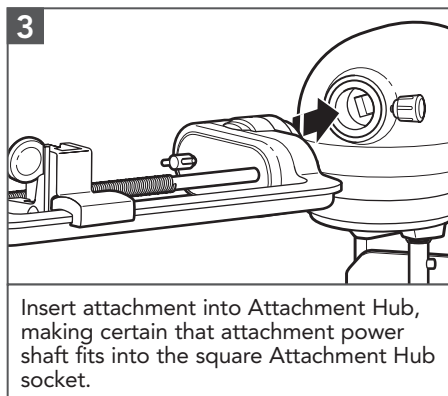
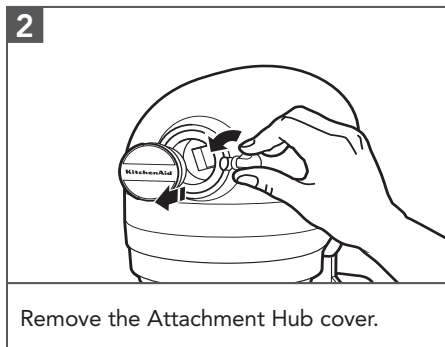
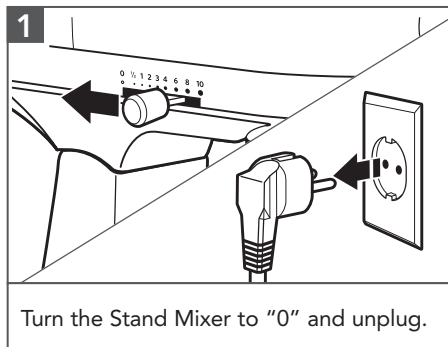


DISASSEMBLING THE PRODUCT



OPTIONAL ATTACHMENTS

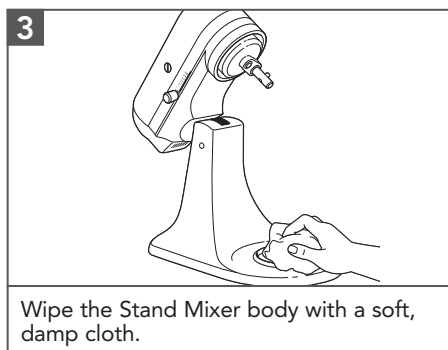
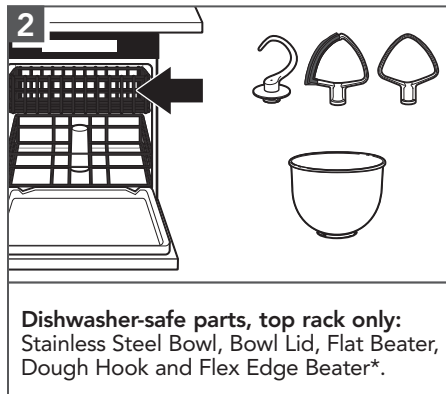
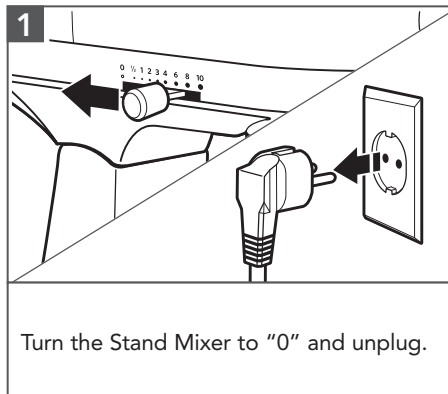
KitchenAid offers a wide range of optional attachments such as the Spiralizer, Pasta Cutters, or Food Grinder that may be attached to the Stand Mixer attachment power hub as shown here.





CARE AND CLEANING

IMPORTANT: Do not immerse the Stand Mixer body in water or other liquids.



*Accessory sold separately.



TROUBLESHOOTING GUIDE

	⚠ WARNING
	Electrical Shock Hazard
	Plug into an earthed outlet.
	Do not remove an 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.

Problem	Solution
If Stand Mixer warms 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.
If the Flat Beater hits the Bowl:	Stop the Stand Mixer. See the "Product Assembly" section and adjust the Beater to Bowl Clearance.
The Speed Control Lever does not move smoothly or easily:	To move the Speed Control Lever with ease, lift slightly up as you move it across the settings in either direction.
If your Stand Mixer should fail to operate, please check the following:	Is the Stand Mixer plugged in?
	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.
	Turn off (O) 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 "Terms of KitchenAid Guarantee ("Guarantee")" section. Do not return the Stand Mixer to the retailer; retailers do not provide service.





TERMS OF KITCHENAID GUARANTEE ("GUARANTEE")

Covering U.K. - Ireland - South Africa - UAE

KitchenAid Europa, Inc., Nijverheidslaan 3, Box 5, 1853 Strombeek-Bever, Belgium ("Guarantor") grants the end-customer, who is a consumer, a Guarantee pursuant to the following terms.

FOR U.K.:

The Guarantee applies in addition to and does not limit or affect the statutory warranty rights of the end-customer against the seller of the product. In summary, the Consumer Rights Act 2015 says products must be as described, fit for purpose and of satisfactory quality. During the expected lifespan of your product your legal rights entitle you to the following:

- Up to 30 days: if your product is faulty, then you can get an immediate refund.
- Up to six months: if your product can't be repaired or replaced, then you're entitled to a full refund, in most cases.
- Up to six years: if your product does not last a reasonable length of time you may be entitled to some money back.

These rights are subject to certain exceptions. For detailed information please visit the Citizens Advice website www.adviceguide.org.uk or call 03454 04 05 06.

FOR IRELAND:

The Guarantee applies in addition to and does not limit or affect the statutory warranty rights of the end-customer against the seller of the product under the European Communities (Certain Aspects of the Sale of Consumer Goods and Associated Guarantees Regulations 2003 (S.I. No. 11/2003)) and other enactments governing the sale of consumer goods.

FOR SOUTH AFRICA:

The Guarantee applies in addition to and does not limit or affect the statutory warranty rights of the end-customer against the seller of the product. In summary, the Consumer Protection Act, 2008 says that products must be: (i) reasonably suitable for the purpose for which they are intended; (ii) in good working order, of good quality and free of any defects; (iii) useable and durable for a reasonable period of time, having regard to the use to which they would normally be put and to all the surrounding circumstances; and (iv) in compliance with any applicable standards or any other public regulations.

During the expected lifespan of your product and where the products are not purchased online, your legal rights will entitle you to the following:

- You will be entitled to a full refund, if you did not have the opportunity to examine the product before delivery and if you rejected delivery of the product on the basis that the type and quality of the product was not as reasonably expected or did not reasonably conform to the material specifications.
- Within 5 business days after delivery: you may rescind your purchase and request a refund, if your purchase resulted from direct marketing.
- Within 10 business days after delivery: you will be entitled to a full refund, if it is found that the product was unsuitable for a particular purpose specifically communicated to you by the Guarantor.
- Within 15 business days after delivery: you will be entitled to a refund if: (i) the product was not delivered to you; or (ii) if you returned the product to the Guarantor.
- Within 6 months after delivery: you will be entitled to a refund or a replacement product, if the product is defective or fails to operate in terms of its specifications.





TERMS OF KITCHENAID GUARANTEE ("GUARANTEE")

Where you have purchased a product online your legal rights will be governed by the Electronic Communications and Transactions Act, 2002 and you will be entitled to the following:

- Within 7 days after conclusion of the transaction or after delivery: you may cancel your purchase without reason and without penalty.
- Within 30 days of the date of cancellation of the transaction: you will be entitled to receive a refund, if you have already made payment.
- You will only be liable for the direct costs of returning the product to the Guarantor.

FOR UAE:

The Guarantee applies in addition to and does not limit or affect the statutory warranty rights of the end-customer against the seller of the product.

1) SCOPE AND TERMS OF THE GUARANTEE

a) The Guarantor grants the Guarantee for the products mentioned under Section 1.b) which a consumer has purchased from a seller or a company of the KitchenAid-Group within the following countries: U.K., Ireland, or South Africa, or the United Arab Emirates (UAE).

b) The Guarantee period depends on the purchased product and is as follows:

5KSM3311X Five years full guarantee from date of purchase.

c) The Guarantee period commences on the date of purchase, i.e. the date on which a consumer purchased the product from a dealer or a company of the KitchenAid-Group.

d) The Guarantee covers the defect-free nature of the product.

e) The Guarantor shall provide the consumer with the following services under this Guarantee, at the choice of the Guarantor, if a defect occurs during the Guarantee period:

- Repair of the defective product or product part, or
- Replacement of the defective product or product part. If a product is no longer available, the Guarantor is entitled to exchange the product for a product of equal or higher value.

f) If the consumer wishes to make a claim under the Guarantee, the consumer has to contact the country specific KitchenAid service centres or the Guarantor directly at KitchenAid Europa, Inc. Nijverheidslaan 3, Box 5, 1853 Strombeek-Bever, Belgium;

Email-Address U.K.: CONSUMERCARE.UK@kitchenaid.eu

Email-Address IRELAND: CONSUMERCARE.IE@kitchenaid.eu

Toll Free Number U.K. & IRELAND: **00 800 381 040 26**

FOR SOUTH-AFRICA:

Our local KitchenAid Distributor:

KitchenAid Africa
PO Box 52102
V&A Waterfront
Cape Town
8002





TERMS OF KITCHENAID GUARANTEE ("GUARANTEE")

Contact our distributor:

Telephone: +27 21 555 0700

You can contact our Customer Service Centre for Small Domestic Appliances from 8.30 am to 1.00pm and from 1.30 pm to 5.00 pm or write to us at the following address: hello@kitchenaidafrica.com

FOR UAE:

AL GHANDI ELECTRONICS.

POST BOX NO. 9098,

DUBAI, UNITED ARAB EMIRATES

Toll free number: +971 4 2570007

g) The costs of repair, including spare parts, and the postage costs (if applicable) for the delivery of a defect-free product or product part shall be borne by the Guarantor. The Guarantor shall also bear the postage costs for returning the defective product or product part if the Guarantor or the country specific KitchenAid customer service centre requested the return of the defective product or product part. However, the consumer shall bear the costs of appropriate packaging for the return of the defective product or product part.

h) To be able to make a claim under the Guarantee, the consumer must present the receipt or invoice of the purchase of the product.

2) LIMITATIONS OF THE GUARANTEE

a) The Guarantee applies only to products used for private purposes and not for professional or commercial purposes.

b) The Guarantee does not apply in the case of normal wear and tear, improper or abusive use, failure to follow the instructions for use, use of the product at the wrong electrical voltage, installation and operation in violation of the applicable electrical regulations, and use of force (e.g. blows).

c) The Guarantee does not apply if the product has been modified or converted, e.g. conversions from 120 V products to 220-240 V products.

d) The provision of Guarantee services does not extend the Guarantee period, nor does it initiate the commencement of a new Guarantee period. The Guarantee period for installed spare parts ends with the Guarantee period for the entire product.

e) FOR SOUTH-AFRICA & UAE ONLY:

Further or other claims, in particular claims for damages, are excluded unless liability is mandatory by law.

After expiry of the Guarantee period or for products for which the Guarantee does not apply, the KitchenAid customer service centres are still available to the end-customer for questions and information.

Further information is also available on our website:

- For U.K. & Ireland www.kitchenaid.eu

- For South-Africa: www.kitchenaidafrica.com

- For UAE: www.KitchenAid-MEA.com

PRODUCT REGISTRATION

Register your new KitchenAid appliance now: <http://www.kitchenaid.eu/register>

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