



## EASY-BAKE Ultimate Oven FAQ's

Gather your ingredients  
& start baking!

**Question:** Are replacement baking pans available for the EASY-BAKE Ultimate Oven?

**Answer:** Yes, replacement baking pans are available for the EASY-BAKE Ultimate Oven. Please call us at 1-800-327-8264 and we can place your order over the phone using a Visa, MasterCard or American Express. Please note: Consumers should not use more than one pan at a time in either the baking or cooling chambers.

**Question:** Are replacement pan tools available for the EASY-BAKE Ultimate Oven?

**Answer:** Yes, replacement pan tools are available for the EASY-BAKE Ultimate Oven. Please call us at 1-800-327-8264 and we can place your order over the phone using a Visa, MasterCard or American Express.

**Question:** Can I use homemade recipes or store bought mixes with my EASY-BAKE Ultimate Oven?

**Answer:** The EASY-BAKE Ultimate Oven is designed for use with the EASY-BAKE Ultimate Oven mixes, which are specifically formulated and tested for compatibility. Homemade recipes and store bought mixes should not be used with the EASY-BAKE Ultimate Oven.

**Question:** I'm attempting to bake with the EASY-BAKE Ultimate Oven, but the mixes are not cooking properly. How can I correct this?

**Answer:** Please make sure that both the inlet & exit doors are closed properly as well as the pan has been inserted properly - wide side first versus shorter end first. Here are some other areas to consider:

- The oven is pre-heated for 20 minutes
- Refer to the instructions for the proper measurements
- Make sure the batter is only up to the fill line

**Question:** What do I do if my cake batter is too thick?

**Answer:** Please add a couple of drops of water and stir.

**Question:** My food keeps sticking to the pans, how do I get it out?

**Answer:** Hasbro advises spraying the pans with cooking spray before adding the batter & using a toothpick to loosen the sides after cooking. Please make sure that the pan is cool before handling.

**Question:** Where can I learn more about the EASY-BAKE brand allergy alert and past recalls?

**Answer:** Please contact us via LIVE CHAT, EMAIL by clicking on the link <http://www.hasbro.com/customer-service/contacts/> or toll-free at 1-800-327-8264. Telephone and live Chat hours are Monday-Thursday 8:00 AM-5:00PM EST and Friday 8:00AM-1:00 PM.

Allergen statement – Mixes contain WHEAT, MILK, EGG, SOY and trace amounts of PEANUTS, TREE NUTS and SULFITES.

**Question:** What is the shelf life of the EASY-BAKE Ultimate Oven mixes?

**Answer:** The EASY-BAKE Ultimate Oven mixes are non-perishable, but for best results and flavor, should be used within a timely manner. Please note: This is only for unopened mixes. Mixes



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should be used once they are open.

**Question:** What are the ingredients in EASY-BAKE Ultimate Oven mixes?

**Answer:** Please consult the product packaging to determine the ingredients in the EASY-BAKE Ultimate Oven mix you have. If you no longer have the packaging, please contact us via LIVE CHAT, EMAIL by clicking on the link <http://www.hasbro.com/customer-service/contacts/> or toll-free at 1-800-327-8264.

Telephone and live Chat hours are Monday-Thursday 8:00 AM-5:00PM EST and Friday 8:00AM-1:00 PM.

**Question:** Are EASY-BAKE Ultimate Oven mixes kosher?

**Answer:** The EASY-BAKE Ultimate Oven mixes are not Kosher.

**Question:** I have lost my instructions, where can I get replacement instructions?

**Answer:** Please click on the following link to download the EASY-BAKE Ultimate Oven instructions [http://www.hasbro.com/easy-bake/en\\_US/play/browse.cfm?Items=50](http://www.hasbro.com/easy-bake/en_US/play/browse.cfm?Items=50).

**Question:** Are the eggs in your EASY-BAKE Ultimate Oven mixes pasteurized?

**Answer:** Yes, they are pasteurized as required by the USDA.

**Question:** Why doesn't the timer on the EASY-BAKE Ultimate Oven work?

**Answer:** The timer that is on the EASY-BAKE Ultimate Oven is a sticker.

**Question:** Where can I learn more about the EASY-BAKE brand?

**Answer:** Please visit [www.easybake.com](http://www.easybake.com) for more information about the EASY-BAKE brand.

**Question:** What is the difference between the EASY-BAKE Ultimate Oven and the EASY-BAKE Oven & Snack Center?

**Answer:** The Easy-Bake Ultimate Oven utilizes a heating element similar to a conventional oven and features a larger cooking chamber and bigger baking pan giving tweens the opportunity to bake more delectable treats than the EASY-BAKE Oven & Snack Center. In addition, there is an extended menu that includes cookies, red velvet cupcakes, checker cakes, pizza, pretzels, cinnamon twists and brownie sticks (refills each sold separately).

**Question:** Why wouldn't I just use a real oven?

**Answer:** The EASY-BAKE brand is a fashionable fun food brand that inspires tween girls to bake, share and show their creativity and expertise through an immersive brand experience.

**Question:** Where is the best place to use the EASY-BAKE Ultimate Oven?

**Answer:** The EASY-BAKE Ultimate Oven is recommended for use by children over the age of 8 in the kitchen. Adult supervision is required.

**Question:** Can I use my old EASY-BAKE Oven pans & pan tool?

**Answer:** No, unfortunately due to the larger cooking chamber and new design, they are not compatible.