



EASY-Bake Ultimate Oven FAQ's

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 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 and that the pan has been inserted properly – wide side first versus shorter end first. Here are some other areas to consider:

- Ensure that 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 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-5:00 PM EST and Friday 8:00 AM-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 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-5:00 PM EST and Friday 8:00 AM-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 .

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 for decorative purposes only.

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

Answer: Please visit 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 treats such as 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 tweens 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.