

NINJA Speedi™

SF300
Series

OWNER'S GUIDE

RAPID COOKER AIR FRYER



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THANK YOU for purchasing the Ninja Speedi™ Rapid Cooker and Air Fryer



REGISTER YOUR PURCHASE

 registeryourninja.com

 Scan QR code using mobile device

TECHNICAL SPECIFICATIONS

Voltage: 120V-, 60Hz

Watts: 1760W

TIP: You can find the model and serial numbers on the QR code label on the back of the unit by the power cord.

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IMPORTANT SAFEGUARDS

HOUSEHOLD USE ONLY • READ ALL INSTRUCTIONS BEFORE USE

⚠ WARNING

- 1 To eliminate a choking hazard for young children, discard all packaging materials immediately upon unpacking.
- 2 This appliance can be used by persons with reduced physical, sensory, or mental capabilities or lack of experience or knowledge if they have been given supervision and instruction concerning use of the appliance in a safe way and understand the hazards involved.
- 3 Keep the appliance and its cord out of reach of children. **DO NOT** allow children to play with or use the appliance. Close supervision is necessary when used near children.
- 4 Spilled food can cause serious burns. **DO NOT** let cord hang over edges of tables or counters or place appliance on or near hot surfaces, on or near a gas or electric burner, or in a heated oven.
- 5 **DO NOT** place appliance on or near a gas or electric stovetop, or in a heated oven.
- 6 **DO NOT** use the appliance without the complete meal pot installed.
- 7 Before placing removable complete meal pot in the cooker base, ensure pot and cooker base are clean and dry by wiping with a soft cloth.
- 8 When removable complete meal pot is empty, **DO NOT** heat it for more than 10 minutes. Doing so may damage the cooking surface.
- 9 **DO NOT** use this appliance for deep-frying.
- 10 Caution should be used when searing meats and sautéing. Keep hands and face away from the removable complete meal pot, especially when adding new ingredients, as hot oil may splatter.
- 11 This appliance is for household use only. **DO NOT** use this appliance for anything other than its intended use. **DO NOT** use in moving vehicle or boats. **DO NOT** use outdoors. Misuse may cause injury.
- 12 Intended for countertop use only. Ensure the surface is level, clean, and dry. **DO NOT** place the appliance near the edge of a countertop during operation.
- 13 To protect against electrical shock **DO NOT** immerse cord, plugs, or main unit housing in water or other liquid. Cook only in the basket provided.
- 14 **DO NOT** use an extension cord. A short power-supply cord is used to reduce the risk of children grabbing the cord or becoming entangled and to reduce the risk of people tripping over a longer cord.
- 15 **DO NOT** use the appliance if there is damage to the power cord or plug. Regularly inspect the appliance and power cord. If the appliance malfunctions or has been damaged in any way, immediately stop use and call Customer Service.
- 16 **ALWAYS** ensure the appliance is properly assembled before use.
- 17 **DO NOT** cover the top air intake vent or rear air outlet vent while lid is closed. Doing so will prevent even cooking and may damage the unit or cause it to overheat.
- 18 **DO NOT** use accessory attachments not recommended or sold by SharkNinja. **DO NOT** place accessories in a microwave, toaster oven, convection oven, or conventional oven, or on a ceramic cooktop, electrical coil, gas burner range, or outdoor grill. The use of accessory attachments not recommended by SharkNinja may cause fire, electric shock, or injuries.
- 19 When using this appliance, provide at least 6 inches (15.25 cm) of space above and on all sides for adequate air circulation.
- 20 **ALWAYS** follow the maximum and minimum quantities of liquid as stated in instructions and recipes.
- 21 To avoid possible steam damage, place the unit away from walls and cabinets during use.
- 22 **NEVER** use **RAPID COOKER** functions without adding water and/or ingredients to bottom of removable cooking pot.
- 23 **NEVER** use **SLOW COOK** setting without food and liquids in the removable complete meal pot.
- 24 **DO NOT** move the appliance when in use.
- 25 Prevent food contact with heating elements. **DO NOT** overfill or exceed the MAX fill level of the pot. Overfilling may cause personal injury or property damage or affect safe use of the appliance.
- 26 **DO NOT** use this unit to cook instant rice.
- 27 Electrical outlet voltages can vary, affecting the performance and heat output of your product. To prevent possible illness, use a thermometer to check that your food is cooked to the temperatures recommended.
- 28 Should the unit emit black smoke, unplug immediately and wait for smoking to stop before removing the cooking pot and crisper tray.
- 29 **DO NOT** touch hot surfaces. Appliance surfaces are hot during and after operation. To prevent burns or personal injury, **ALWAYS** use protective hot pads or insulated oven mitts and use available handles and knobs.
- 30 Extreme caution must be used when moving an appliance containing hot oil or other hot liquids. Improper use, including moving the cooker, may result in personal injury such as serious burns.
- 31 When unit is in operation, hot steam is released through the air outlet vent. Place unit so vent is not directed toward the power cord, electrical outlets, cabinets or other appliances. Keep your hands and face at a safe distance from vent.
- 32 When using SLOW COOK setting, **ALWAYS** keep the lid closed.
- 33 Serious burns can result from the steam and hot foods inside the inner pot. **ALWAYS** keep hands, face, and other body parts away from the release valve prior to or during release and when opening the lid after cooking.
- 34 The cooking pot and crisper tray become extremely hot during the cooking process. Avoid hot steam and air while removing the cooking pot and crisper tray from the appliance, and **ALWAYS** place them on a heat-resistant surface after removing. **DO NOT** touch accessories during or immediately after cooking.
- 35 **ONLY** lift the lid from the handle on the front of the unit. **DO NOT** lift lid from side area as scalding steam will release.
- 36 Removable cooking pot can be extremely heavy when full of ingredients. Care should be taken when lifting pot from cooker base.
- 37 **DO NOT** touch accessories, including the thermometer (not available on all models), during or immediately after cooking, as they become extremely hot during the cooking process. To prevent burns or personal injury, **ALWAYS** use care when handling the product. Use long-handed utensils and protective hot pads or insulated oven mitts.
- 38 Cleaning and user maintenance shall not be done by children.
- 39 Allow unit to cool before cleaning, disassembly, putting in or taking off parts and storage.
- 40 When not in use and before cleaning, turn the unit off and unplug from socket to disconnect.
- 41 **DO NOT** clean with metal scouring pads. Pieces can break off the pad and touch electrical parts, creating a risk of electric shock.
- 42 Please refer to the Cleaning & Maintenance section for regular maintenance of the appliance.



Indicates to read and review instructions to understand operation and use of product.



Indicates the presence of a hazard that can cause personal injury, death or substantial property damage if the warning included with this symbol is ignored.



Take care to avoid contact with hot surface. Always use hand protection to avoid burns.



For indoor and household use only.

SAVE THESE INSTRUCTIONS

ACCESSORY ASSEMBLY & USING THE SMARTLID™

ACCESSORY ASSEMBLY INSTRUCTIONS

CRISPER TRAY

Elevated Position

Use elevated position for proteins and vegetables when following recipe instructions for Speedi Meals or when using Air Broil

Bottom Position

Use bottom position for traditional steam and air frying capabilities. Be sure to reference charts and recipes for crisper tray position recommendations.



To set up the Crisper Tray in the elevated position, first rotate the tray's legs outward, so that they extend past the four corners of the tray. The legs should sit on the ledges at the base of each groove, allowing the tray to remain elevated in the pot.

NOTE: Before placing the Crisper Tray in the elevated position, make sure to add any ingredients needed at the bottom of the pot.

NOTE: Recipes using the Speedi Meals function require that the Crisper Tray be set up in the elevated position.

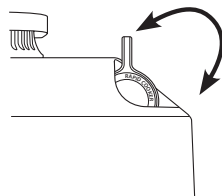
To set up the Crisper Tray in the bottom position, rotate the tray's legs inward so that they are turned against the underside of the tray. This will allow the Crisper Tray to rest at the bottom of the pot.

USING THE SMARTSWITCH

The SmartSwitch allows you to change between the two cook modes, which are labeled on the switch for your reference.

- Rapid Cooker
- Air Fry/Stovetop

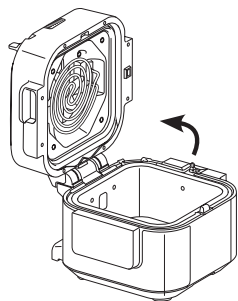
The SmartSwitch's position will determine which cooking functions are available for selection.



HOW TO OPEN & CLOSE THE LID

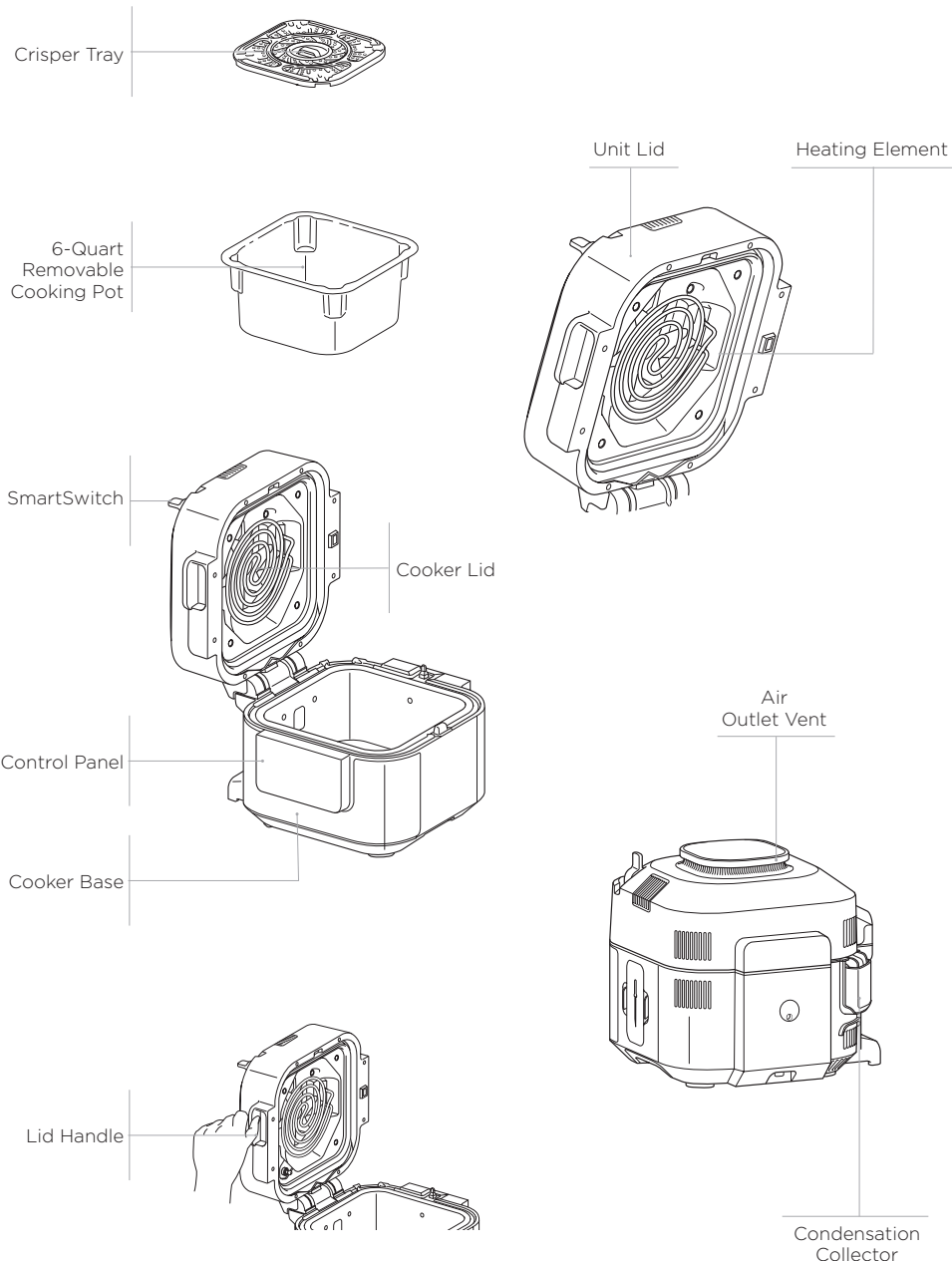
To open or close the lid handle at any time, use the handle that is located in the center-front of the unit, just above the control panel.

You can open and close the lid when the SmartSwitch is in either the RAPID COOKER or AIR FRY/STOVETOP position.

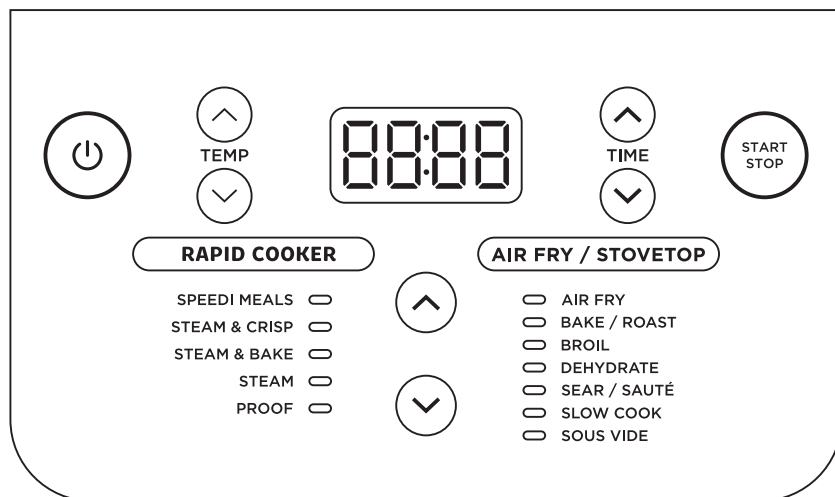


PARTS & ACCESSORIES

Accessories Included



USING THE CONTROL PANEL



COOKING FUNCTIONS

SPEEDI MEALS: Make easy two-part meals with one touch.

STEAM & CRISP: Use to create a combination of juicy and crisp results.

STEAM & CRISP BAKE: Bake fluffier cakes and quick breads faster and with less fat.

STEAM: Gently cook delicate foods at a high temperature.

PROOF: Create an environment for dough to rest and rise.

AIR FRY: Give food crispness and crunch with little to no oil.

BAKE/ROAST: Use the unit like an oven for tender meats, baked treats, and more.

BROIL: Use high heat from above to caramelize and brown the tops of your food.

DEHYDRATE: Dehydrate meats, fruits, and vegetables for healthy snacks.

SEAR/SAUTÉ: Use the unit as a stovetop for browning meats, sautéing veggies, simmering sauces, and more.

SLOW COOK: Cook your food at a lower temperature for a longer period of time.

SOUS VIDE: French for “under vacuum,” this function slow cooks food sealed in a plastic bag in an accurately regulated water bath.

NOTE: The position of the SmartSwitch will determine which options are available for selection.

OPERATING BUTTONS

SMARTSWITCH: Move up and down to switch between Rapid Cooker and Air Fry/Stovetop mode. Available functions for each mode will illuminate.

CENTER ARROWS: Once you’ve chosen a mode using the SmartSwitch, use the center arrows to scroll through the options until your desired function is highlighted.

LEFT ARROWS: Use the up/down arrows to the left of the display to adjust the cooking temperature.

RIGHT ARROWS: Use the up/down arrows to the right of the display to adjust the cooking time.

START/STOP button: Press to start cooking. Pressing the button while the unit is cooking will stop the current cooking function.

(POWER): The POWER button shuts the unit off and stops all cooking functions..

NOTE: Not all models include all functions.

BEFORE FIRST USE

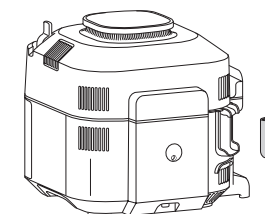
BEFORE FIRST USE

- 1 Remove and discard any packaging material, stickers, and tape from the unit.
- 2 Pay particular attention to operational instructions, warnings, and important safeguards to avoid any injury or property damage.
- 3 Wash the removable pot, crisper tray, and condensation collector in warm, soapy water, then rinse and dry thoroughly.

REMOVING & INSTALLING THE CONDENSATION COLLECTOR


To install the condensation collector, slide it into the slot on the cooker base. Slide it out to remove it for hand-washing after each use.

NOTE: Make sure to empty out excess water collected in the condensation collector after cooking.



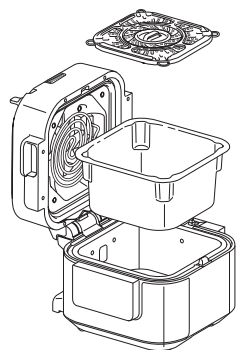
USING YOUR NINJA SPEEDI™ AIR FRYER

USING THE RAPID COOKER FUNCTIONS

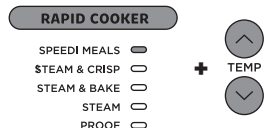
To turn on the unit, plug the power cord into a wall outlet, then press the  button.

Speedi Meals

- 1 Be sure to remove the Crisper Tray from bottom of pot before getting started.
- 2 Add liquid and ingredients according to recipe in bottom of pot.
- 3 Pull out the legs on the Crisper Tray, then place the tray in the elevated position in the pot. Add ingredients to the tray per recipe instructions.



- 4 Move the SmartSwitch to RAPID COOKER, then use the center arrows to select Speedi Meals. The default setting will display. Use up and down arrows to the left of the display to choose a temperature from 250°F to 450°F, in either 10 or 15 degree increments.

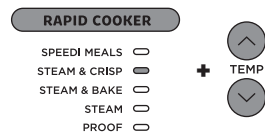


- 5 Use the arrows to the right of the display to adjust the cook time in 1 minute increments up to 30 minutes.
- 6 Press START/STOP to begin cooking.
- 7 The display will show progress bars, indicating the unit is building steam. When the unit reaches the appropriate steam level, the timer will begin counting down.
- 8 When cook time reaches zero, the unit will beep and display "End". If your food requires more time, use the up arrows to the right of the display to add additional time. The unit will skip preheating.

NOTE: When cooking is complete, remove proteins and/or vegetables from the crisper tray. Then use silicone tipped tongs to grab the center handles and remove the tray from the unit.

Steam & Crisp

- 1 Load ingredients according to recipe.
- 2 Move SmartSwitch to RAPID COOKER. Use the center front arrows to select Steam & Crisp. The default setting will display. Use the up and down arrows to the left of the display to choose a temperature from 250°F to 450°F, in either 10 or 15 degree increments.



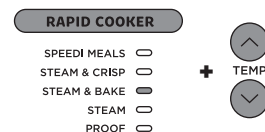
- 3 Use the up and down arrows to the right of the display to adjust the cook time from 1 to 30 minutes, in 1 minute increments.
- 4 Press START/STOP to begin cooking.
- 5 The display will show progress bars, indicating the unit is building steam.



- 6 When the unit reaches the appropriate steam level, the timer will begin counting down.
- 7 When cook time reaches zero, the unit will beep and display "End". If your food requires more time, use the up arrow to the right of the display to add additional time. The unit will skip preheating.

Steam & Bake

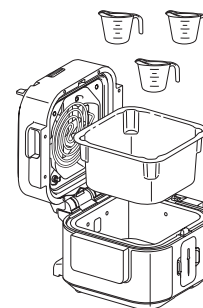
- 1 Be sure to place the Crisper Tray in the bottom position. Place the baking accessories on top of the tray.
- 2 Move SmartSwitch to RAPID COOKER, then use the center arrows to select STEAM & BAKE. The default temperature setting will display. Use the up and down arrows to the left of the display to choose from 250°F to 400°F, in either 10 or 15 degree increments.
- 3 Use the up and down arrows to the right of the display to adjust the cook time from 1 hour and 15 minutes, in 1 minute increments up to 1 hour.
- 4 Press START/STOP to begin cooking.
- 5 The display will show progress bars indicating the unit is building steam.



- 6 When preheating has completed, the timer will begin counting down.
- 7 When cook time reaches zero, the unit will beep and display "End". If your food requires more time, use the up arrow to the right of the display to add additional time. The unit will skip preheating.

Steam

- 1 To get started, add the water to bottom of the pot. Be sure to place Crisper Tray in bottom position and add ingredients.



- 2 Move SmartSwitch to RAPID COOKER, then use the center front arrows to select STEAM.



- 3 Use the up and down arrows to the right of the display to adjust the cook time.
- 4 Press START/STOP to begin cooking.

NOTE: There is no temperature adjustment when using the STEAM function.

- 5 The unit will begin preheating to bring the liquid to a boil. The display will show progress bars indicating the unit is building steam. When preheating has completed, the timer will begin counting down. The preheating animation will show until the unit reaches temperature and then the display will show the timer counting down.



- 6 When cook time reaches zero, the unit will beep and display "End".

Proof

- 1 Be sure to place the Crisper Tray in the bottom position. Add dough to baking accessory and place on top of the tray.
- 2 Move SmartSwitch to RAPID COOKER, then use the center front arrows to select PROOF. The default temperature setting will display. Use the up and down arrows to the left of the display to choose a temperature from 90°F to 105°F, in 5 degree increments.



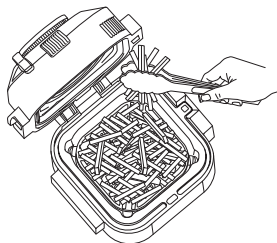
- 3 Use the up and down arrows to the right of the display to adjust the proof time from 15 minutes to 4 hours, in 5 minute increments.
- 4 Press START/STOP to begin cooking.
- 5 When cook time reaches zero, the unit will beep and display "End".

USING YOUR NINJA SPEEDI™ AIR FRYER - CONT.

USING THE AIR FRY/STOVETOP FUNCTIONS

Air Fry

- 1 Be sure to place the Crisper Tray in the bottom position.
- 2 Add ingredients to the pot and close the lid.



- 3 Move SmartSwitch to AIR FRY/STOVETOP, the unit will default to AIR FRY. The default temperature setting will display. Use the up and down arrows to the left of the display to choose a temperature from 250°F to 400°F, in either 10 or 15 degree increments.



- 4 Use the up and down arrows to the right of the display to adjust the cook time in minute increments up to 1 hour.
- 5 Press START/STOP to begin cooking.

NOTE: For best results, it is recommended to periodically shake ingredients during air frying. You can open the lid and lift out the pot to shake or toss ingredients for even browning. When done, lower the pot back into the unit and close the lid. Cooking will automatically resume after the lid is closed.

- 6 When cook time reaches zero, the unit will beep and display "End".

Bake/Roast

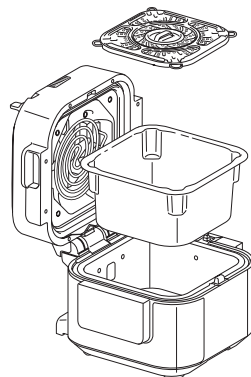
- 1 Be sure to position the Crisper Tray in the bottom of the pot.
- 2 Move SmartSwitch to AIR FRY/STOVETOP, then use the center front arrows to select BAKE/ROAST. The default temperature setting will display. Use the up and down arrows to the left of the display to choose a temperature from 300°F to 400°F, in either 10 or 15 degree increments.



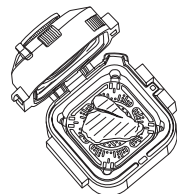
- 3 Use the up and down arrows to the right of the display to adjust the cook time up to 1 hour in 1 minute increments and from 1 hour to 4 hours in 5 minute increments.
- 4 Press START/STOP to begin cooking.
- 5 When cook time reaches zero, the unit will beep and "End".

Broil

- 1 Be sure to place the Crisper Tray in the elevated position.



- 2 Place ingredients on the tray then close the lid.



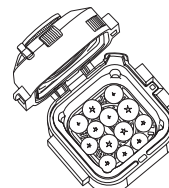
- 3 Move SmartSwitch to AIR FRY/STOVETOP, then use the center front arrows to select BROIL. The default temperature setting will display. Use the up and down arrows to the left of the display to choose a temperature from 400°F to 450°F in 25 degree increments.



- 4 Use the up and down arrows to the right of the display to adjust the cook time up to 30 minutes in 1 minute increments.
- 5 Press START/STOP to begin cooking.
- 6 When cook time reaches zero, the unit will beep and display "End".

Dehydrate

- 1 Be sure to place the Crisper Tray in the bottom position.



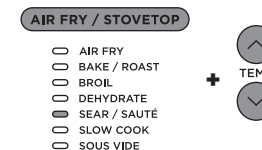
- 2 Move SmartSwitch to AIR FRY/STOVETOP, then use the center front arrows to select DEHYDRATE. The default temperature setting will display. Use the up and down arrows to the left of the display to adjust the temperature between 105°F and 195°F.



- 3 Use the up and down arrows to the right of the display to adjust the cook time between 1 and 12 hours, in 15 minute increments.
- 4 Press START/STOP to begin cooking.
- 5 When cook time reaches zero, the unit will beep and display "End".

Sear/Sauté

- 1 Before getting started, be sure to remove the Crisper Tray from the pot. Add ingredients to the pot.
- 2 Move SmartSwitch to AIR FRY/STOVETOP then use the center front arrows to select SEAR/SAUTÉ. Use the up and down arrows to the left of the display to select "LO1," "2," "3," "4," or "Hi5."



NOTE: There is no time adjustment available when using the Sear/Sauté function.

- 3 Press START/STOP to begin cooking. The timer will begin counting up.
- 4 Press START/STOP to turn off the SEAR/SAUTÉ function. To switch to a different cooking function, press START/STOP to end the cooking function and center front arrows to select your desired function.

NOTE: You can use this function with the lid open or with the lid closed.

NOTE: ALWAYS use nonstick utensils in the complete meal pot. **DO NOT** use metal utensils, as they will scratch the nonstick coating on the pot.

NOTE: SEAR/SAUTÉ will automatically turn off after 1 hour for "4" and "Hi5" and 4 hours for "LO1," "2," and "3."

USING YOUR NINJA SPEEDI™ AIR FRYER - CONT.

Sous Vide

NOTE: For best results when using the Sous Vide function, do not use the unit prior and do not use warm water.

- 1 Before getting started, remove the crisper tray and add 12 cups of room-temperature water to the pot (reference the marking on the inside of the pot).
- 2 Close the lid and move the dial to AIR FRY/STOVETOP, then use the center arrows to select SOUS VIDE. The default temperature setting will display. Use the up and down arrows to the left of the display to choose a temperature in 5-degree increments between 120°F and 190°F.

AIR FRY / STOVETOP



- 3 The cook time will default to 3 hours. Use the up and down arrows to the right of the display to adjust the cook time in 15-minute increments up to 12 hours, then 1-hour increments from 12 hours to 24 hours.
- 4 Press START/STOP to begin preheating.

NOTES: Time for preheating depends on the temperature of the water added. Prepare up to 3 pounds of ingredients during this time by seasoning them, then placing each portion in a single-use resealable plastic bag.

For cook times of 4+ hours with a temperature above 160°F, double-bag each portion of food or wrap in plastic wrap before placing in the single-use resealable bag. This will help protect food during the long period of submersion.

- 5 The unit will beep when preheating is complete and "ADD FOOD" will show on the display. Open the lid and place bags in the water using the water displacement method: Working with one bag at a time, leave a corner of the bag unzipped—as you slowly lower the bag into the water, the pressure of the water will force the air out of the bag. When just the bag's seal is above the water line, finish closing the bag, making sure no water gets inside. Keep the bag's seal just above the water line.
- 6 Close the lid.

- 7 When cook time reaches zero, the unit will beep and display "End".

NOTES: When reheating food that has been cooked using the Sous Vide function, use the Sous Vide function again. After preheating the water, add food in the resealable bags and cook approximately 15–20 minutes using the desired cook temperature.

Sous Vide is almost always the first step in the cooking process. Foods should be finished by using a dry heat method such as broiling, sautéing, roasting, or air frying.

Slow Cook

- 1 Before getting started, be sure to remove the crisper tray and add ingredients to the bottom of the pot. **DO NOT** fill the pot past the max fill line (indicated on the inside of pot).
- 2 Move SmartSwitch to AIR FRY/STOVETOP, then use the center front arrows select SLOW COOK. The default temperature setting will display. Use the up and down arrows to the left of the display to select "Hi," "Lo," or "BUFFET."

AIR FRY / STOVETOP



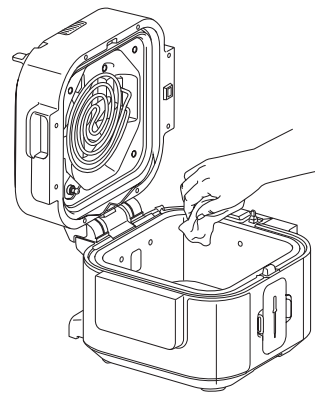
- 3 Use the up and down arrows to the right of the display to adjust the cook time.

NOTE: The SLOW COOK BUFFET time setting may be adjusted between 2 and 12 hours; the SLOW COOK LO time setting may be adjusted between 6 and 12 hours. The SLOW COOK HI time setting may be adjusted between 4 and 12 hours.

- 4 Press START/STOP to begin cooking.
- 5 When cook time reaches zero, the unit will beep, automatically switch to Keep Warm mode, and begin counting up.

CLEANING & MAINTENANCE

Cleaning: Dishwasher & Hand-Washing



The unit should be cleaned thoroughly after every use.

- 1 Unplug the unit from the wall outlet and ensure the unit is fully cool before washing.
- 2 To clean the cooker base and the control panel, wipe them clean with a damp cloth.
- 3 The complete meal pot, crisper tray and condensation catch can be washed in the dishwasher.

NOTE: NEVER put the cooker base in the dishwasher, or immerse it in water or any other liquid.

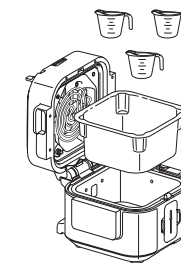
- 4 If the food residue is stuck on the pot, crisper tray, fill the pot with water and allow to soak before cleaning. **DO NOT** use scouring pads. If scrubbing is necessary, use a non-abrasive cleanser or liquid dish soap with a nylon pad or brush.
- 5 Air-dry all parts after each use.

AVOIDING CROSS CONTAMINATION & CLEANING THE LID

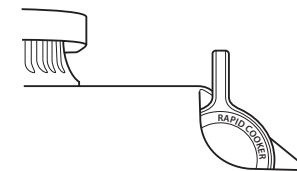
We recommend inspecting the interior of the lid prior to cooking with "wet cooking functions," which include Slow Cook, Sous Vide, Sear/Sauté, and all Rapid Cooker functions. If you see any food residue or oil buildup on the heating element or fan, we recommend cleaning the unit (see instructions below), then wiping down the interior of the lid to avoid causing burning.

CLEANING INSTRUCTIONS:

- 1 Fill pot with 3 cups of water.



- 2 Move Smart Switch to RAPID COOKER.



- 3 Select STEAM and set time to 10 minutes. Close lid and press START/STOP.
- 4 When time reaches zero and the unit has cooled down, use a wet cloth or sponge to wipe down the interior of the lid. **CAUTION:** When cleaning the interior of the lid, do not touch the fan.
- 5 Remove water from pot and be sure to rinse both the cooking pot and crisper tray to ensure all residue has been removed.

TROUBLESHOOTING GUIDE

Progress bars are shown on the display screen when using RapidCooker functions.

- This indicates the unit is building steam. When the unit has finished, your set cook time will begin counting down.

There is a lot of steam coming from the unit when using the Steam function.

- It's normal for steam to release through the vent during cooking.

The unit is counting up rather than down.

- The cooking cycle is complete and the unit is in Keep Warm mode.

“ADD POT” error message appears on display screen.

- Complete meal pot is not inside the cooker base. Complete meal pot is required for all functions.

“SHUT LID” error message appears on display screen.

- The lid is open and needs to be closed for the selected function to start.

“ERR” message appears.

- The unit is not functioning properly. Please contact Customer Service at 1-877-646-5288. So we may better assist you, please register your product online at registeryourninja.com and have the product on hand when you call.

HELPFUL TIPS

- 1** When referencing our Meal Charts, for larger cuts of meat add 3 to 5 minutes to the cook time (but please note this may overcook grains). We recommend sticking to suggested height and weight of meats.
- 2** For consistent browning, make sure ingredients are arranged in an even layer on the bottom of the pot with no overlapping. If ingredients are overlapping, make sure to shake halfway through the set cook time.

REPLACEMENT PARTS

To order additional parts and accessories, visit ninjaaccessories.com or contact Customer Service at **1-877-646-5288**. We ask that you register your product online at registeryourninja.com and have the product on hand when you call, so we may better assist you.

