

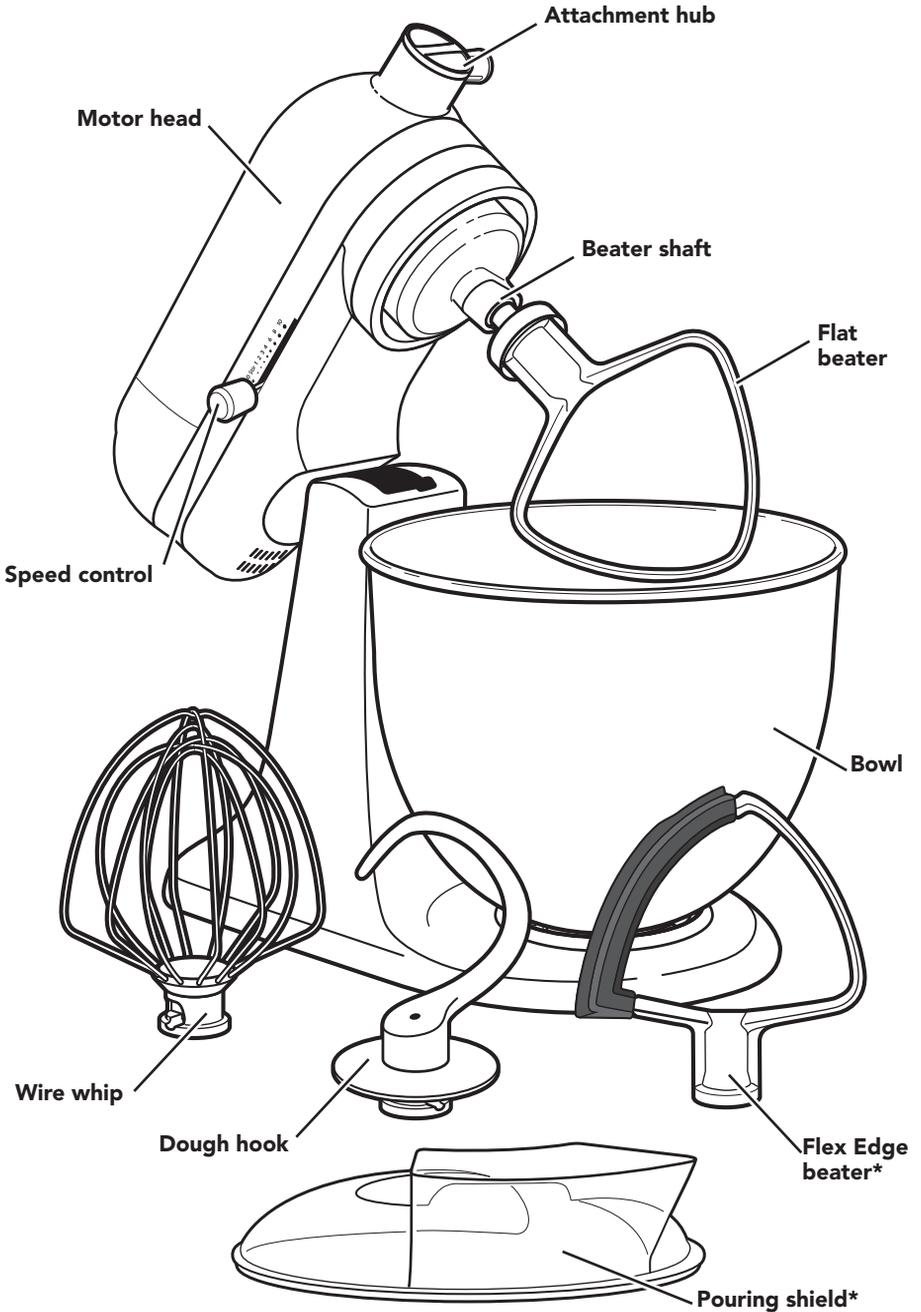
KitchenAid®

KSM3311X



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.

State of California Proposition 65 Warnings:

WARNING: This product contains one or more chemicals known to the State of California to cause cancer.

WARNING: This product contains one or more chemicals known to the State of California to cause birth defects or other reproductive harm.

IMPORTANT SAFEGUARDS

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

1. Read all instructions.
2. To avoid risk of electrical shock, do not put Stand Mixer in water or other liquid.
3. Close supervision is necessary when any appliance is used by or near children.
4. Unplug the Stand Mixer from outlet when not in use, before putting on or taking off parts, and before cleaning.
5. 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.
6. 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 Authorized Service Facility for examination, repair or adjustment.
7. The use of accessories not recommended or sold by KitchenAid may cause fire, electric shock or injury.
8. Do not use the Stand Mixer outdoors.
9. Do not let the cord hang over the edge of table or counter.

STAND MIXER SAFETY

- Do not let the cord contact hot surfaces, including the stove.
- Remove the flat beater, wire whip, or spiral dough hook from the Stand Mixer before washing.

SAVE THESE INSTRUCTIONS

THIS PRODUCT IS DESIGNED FOR HOUSEHOLD USE ONLY.

ELECTRICAL REQUIREMENTS

⚠ WARNING



Electrical Shock Hazard

Plug into a grounded 3 prong outlet.

Do not remove ground 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: 120 V

Frequency: 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.

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

*Accessory sold separately

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
STIR		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, and 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.

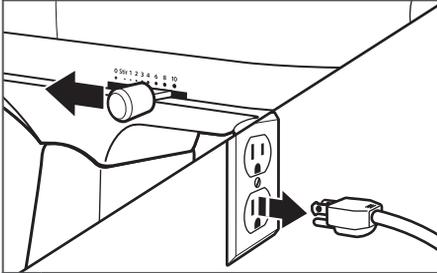
NOTE: To move the speed control lever with ease, lift slightly up as you move it across the settings in either direction.

FOR DETAILED INFORMATION ON USING THE STAND MIXER:

Visit kitchenaid.com/quickstart for additional Instructions with videos, inspiring recipes, and tips on how to use your Stand Mixer.

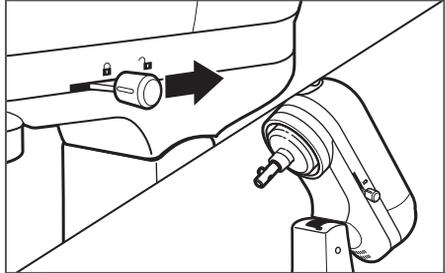
USING THE STAND MIXER

ASSEMBLING THE STAND MIXER

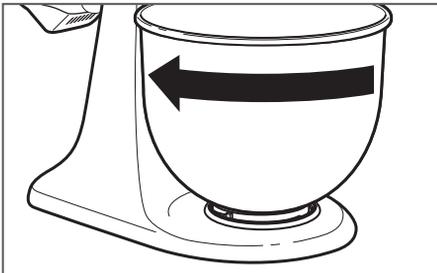


- 1 Check to be sure that the Stand Mixer is unplugged, and the speed control is turned to "0".

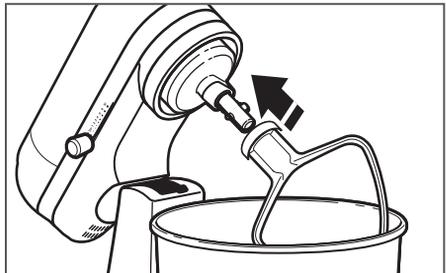
NOTE: To move the speed control lever with ease, lift slightly up as you move it across the settings in either direction.



- 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.



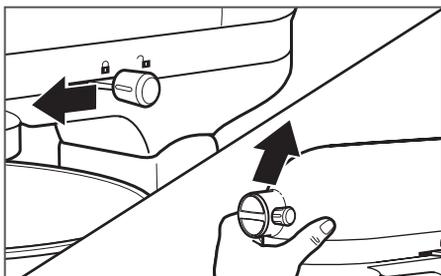
- 3 **Attach the bowl:** Place the bowl on the bowl clamping plate and gently turn it in a clockwise direction to lock it into place.



- 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.

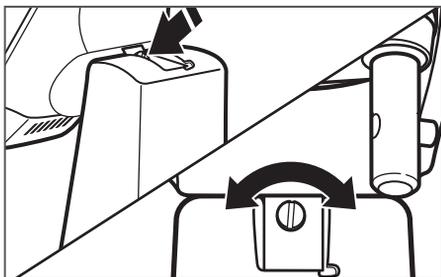
USING THE STAND MIXER

ASSEMBLING THE STAND MIXER

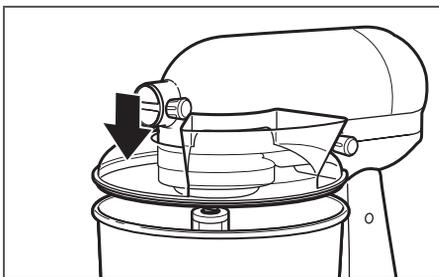


Lower the motor head: Slide the locking lever to the unlock position and guide the motor head down.

- 5** Make sure motor head is completely down, then slide the locking lever to the lock position. Before mixing, test lock by attempting to raise 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 centered. 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

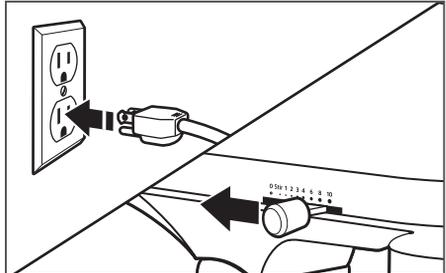
Plug into a grounded 3 prong outlet.

Do not remove ground 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 a grounded 3 prong 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.

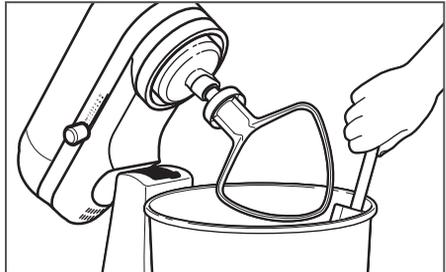
NOTE: To move the speed control lever with ease, lift slightly up as you move it across the settings in either direction.

⚠ WARNING

Injury Hazard

Unplug mixer before touching beaters.

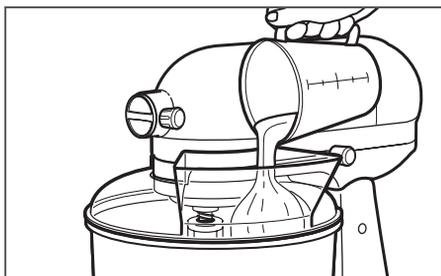
Failure to do so can result in broken bones, cuts, or bruises.



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.

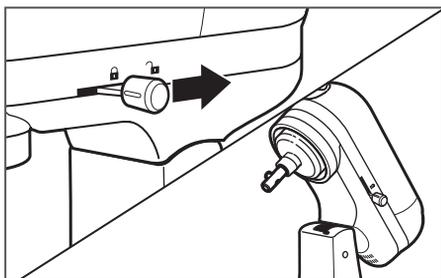
USING THE STAND MIXER



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

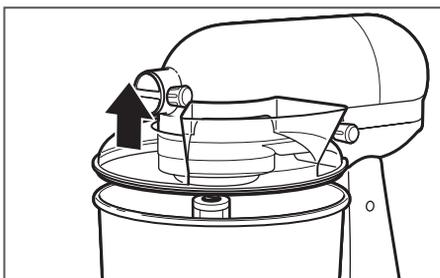
NOTE: The pouring shield* can be used to avoid ingredients splashing out of the bowl when mixing as well as to easily pour ingredients in the bowl while mixing.

DISASSEMBLING THE STAND MIXER

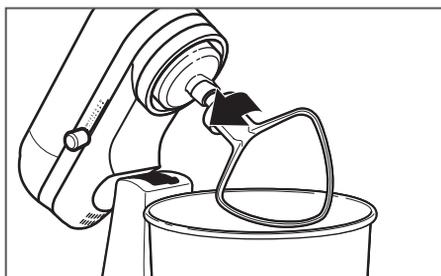


1

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.

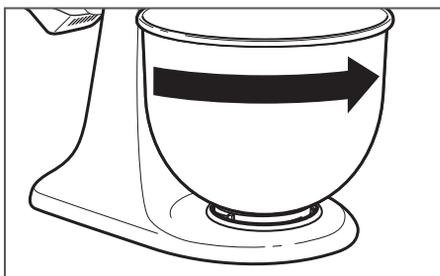


(OPTIONAL) Remove the pouring shield*: Lift the front of the pouring shield* clear of the rim of the bowl, and pull away from the Stand Mixer.



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, turn the accessory clockwise and pull it away from the beater shaft.



3

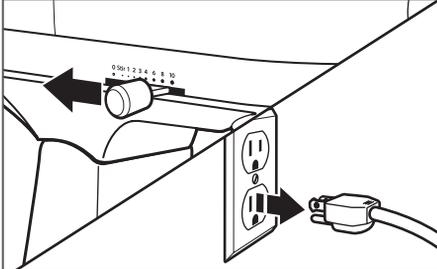
Remove the bowl: Gently turn the bowl counterclockwise to release it from the bowl clamping plate.

*Accessory sold separately

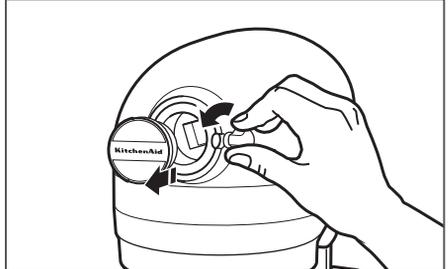
USING THE STAND MIXER

OPTIONAL ATTACHMENTS

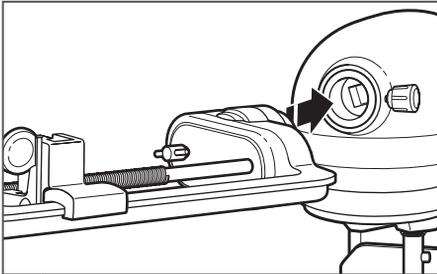
KitchenAid offers a wide range of optional attachments such as the spiralizer, pasta cutters, or food grinder that may be attached to the Stand Mixer attachment power hub as shown here.



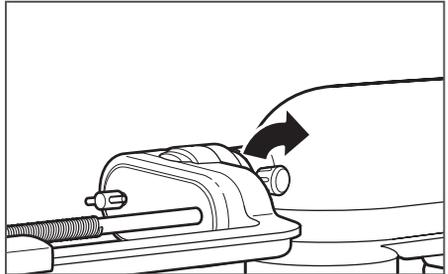
- 1** Check to be sure that the Stand Mixer is unplugged, and the speed control is turned to "0".



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



- 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.

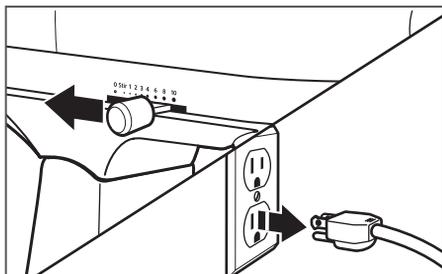


- 4** Tighten the attachment knob by turning it clockwise until the attachment is completely secured to the Stand Mixer. See the Instructions manual that came with your attachment for detailed directions on using the attachment.

CARE AND CLEANING

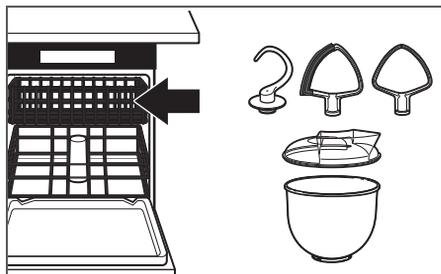
CLEANING THE STAND MIXER

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.



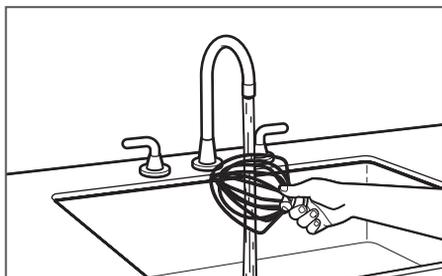
1

Turn 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* may be washed in a dishwasher (top shelf only); or, clean them thoroughly in hot, sudsy water and rinse completely before drying. Do not store beaters on the shaft.



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.

FOR DETAILED INFORMATION ON CLEANING THE STAND MIXER:

Visit kitchenaid.com/quickstart for additional Instructions with videos, inspiring recipes, and tips on how to use your Stand Mixer.

*Accessory sold separately

TROUBLESHOOTING

! WARNING



Electrical Shock Hazard

Plug into a grounded 3 prong outlet.

Do not remove ground 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, 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. 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.
5. 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 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 FOR
THE 50 UNITED STATES, THE DISTRICT OF COLUMBIA,
PUERTO RICO, AND CANADA

This warranty extends to the purchaser and any succeeding owner for Stand Mixers operated in the 50 United States, the District of Columbia, Puerto Rico, and Canada.

Length of Warranty:	One Year Full Warranty from date of purchase.
KitchenAid Will Pay for Your Choice of: 	Hassle-Free Replacement of your Stand Mixer. See the next page for details on how to arrange for service, or call the Customer eXperience Center toll-free at 1-800-541-6390 . OR The replacement parts and repair labor costs to correct defects in materials and workmanship. Service must be provided by an Authorized KitchenAid Service Center.
KitchenAid Will Not Pay for:	<ul style="list-style-type: none"> A. Repairs when your Stand Mixer is used in other than normal single family home use. B. Damage resulting from accident, alteration, misuse or abuse. C. Any shipping or handling costs to deliver your Stand Mixer to an Authorized Service Center. D. Replacement parts or repair labor costs for Stand Mixer attachments operated outside the 50 United States, District of Columbia, Puerto Rico, and Canada.
<p>DISCLAIMER OF IMPLIED WARRANTIES; LIMITATION OF REMEDIES</p> <p>IMPLIED WARRANTIES, INCLUDING TO THE EXTENT APPLICABLE WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE EXCLUDED TO THE EXTENT LEGALLY PERMISSIBLE. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW ARE LIMITED TO ONE YEAR, OR THE SHORTEST PERIOD ALLOWED BY LAW. SOME STATES AND PROVINCES DO NOT ALLOW LIMITATIONS OR EXCLUSIONS ON HOW LONG AN IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS LASTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.</p> <p>IF THIS PRODUCT FAILS TO WORK AS WARRANTED, CUSTOMER'S SOLE AND EXCLUSIVE REMEDY SHALL BE REPAIR OR REPLACEMENT ACCORDING TO THE TERMS OF THIS LIMITED WARRANTY. KITCHENAID AND KITCHENAID CANADA DO NOT ASSUME ANY RESPONSIBILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. This warranty gives you specific legal rights and you may also have other rights which vary from state to state or province to province.</p>	

WARRANTY AND SERVICE

HASSLE-FREE REPLACEMENT WARRANTY – 50 UNITED STATES, DISTRICT OF COLUMBIA, AND PUERTO RICO

We're so confident the quality of our products meets the exacting standards of KitchenAid that, if your Stand Mixer should fail within the first year of ownership, KitchenAid will arrange to deliver an identical or comparable replacement to your door free of charge and arrange to have your original Stand Mixer returned to us. Your replacement unit will also be covered by our one year limited warranty.

If your Stand Mixer should fail within the first year of ownership, simply call our

toll-free Customer eXperience Center at **1-800-541-6390** Monday through Friday. Please have your original sales receipt available when you call. Proof of purchase will be required to initiate the claim. Give the consultant your complete shipping address. (No P.O. Box numbers, please.)

When you receive your replacement Stand Mixer, use the carton, packing materials, and prepaid shipping label to pack up your original Stand Mixer and send it back to KitchenAid.

HASSLE-FREE REPLACEMENT WARRANTY – CANADA

We're so confident the quality of our products meets the exacting standards of the KitchenAid brand that, if your Stand Mixer should fail within the first year of ownership, we will replace your Stand Mixer with an identical or comparable replacement. Your replacement unit will also be covered by our one year limited warranty.

If your Stand Mixer should fail within the first year of ownership, simply call our toll-free Customer eXperience Center

at **1-800-807-6777** Monday through Friday. Please have your original sales receipt available when you call. Proof of purchase will be required to initiate the claim. Give the consultant your complete shipping address.

When you receive your replacement Stand Mixer, use the carton, packing materials, and prepaid shipping label to pack up your original Stand Mixer and send it back to KitchenAid.

ARRANGING FOR SERVICE AFTER THE WARRANTY EXPIRES, OR ORDERING ACCESSORIES AND REPLACEMENT PARTS

In the United States and Puerto Rico:

For service information, or to order accessories or replacement parts, call toll-free at **1-800-541-6390** or write to:

Customer eXperience Center,
KitchenAid Small Appliances,
P.O. Box 218, St. Joseph, MI 49085-0218

Outside the United States and Puerto Rico:

Consult your local KitchenAid dealer or the store where you purchased the Stand Mixer for information on how to obtain service.

For service information in Canada:

Call toll-free **1-800-807-6777**.

For service information in Mexico:

Call toll-free **01-800-0022-767**.