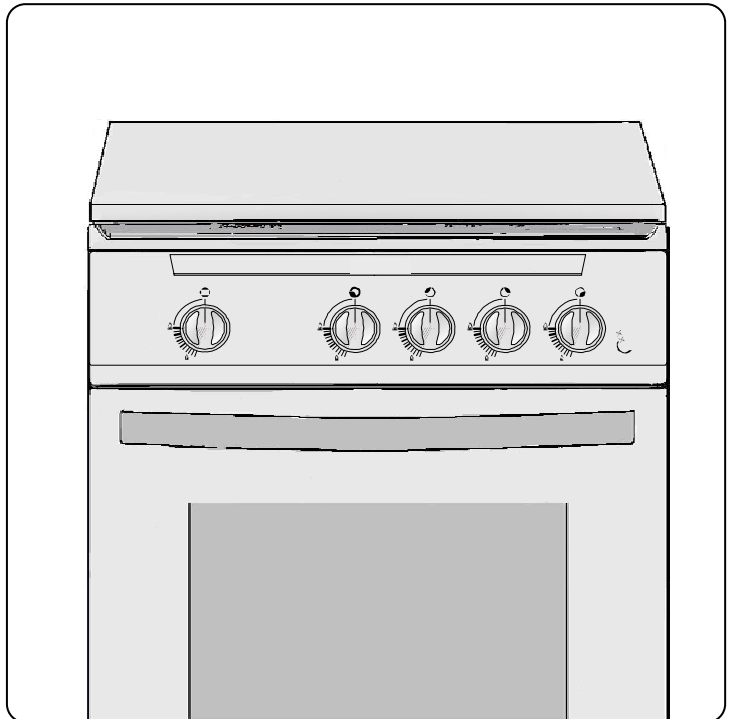


# TRICITY BENDIX

Operating &  
Installation  
Instructions

Electric  
Cooker



SE210/1W

# CONTENTS

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Instructions for the user		Instructions for the installer	
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## How to read the instruction book

The symbols below will guide you when reading the instruction book



Safety instructions



Step by Step Operation



Advice and recommendations



Environmental Information

## IMPORTANT SAFETY INFORMATION

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You **MUST** read these warnings carefully before installing or using the appliance. If you need assistance, contact our Customer Care Department on 08705 950950

### Installation

- This cooker must be installed by qualified personnel, according to the manufacturer's instructions and to the relevant British Standards.
- This cooker is heavy. Take care when moving it.
- Remove all packaging before using the cooker.
- **Ensure that the electrical supply complies with the type stated on the rating plate.**
- Do not attempt to modify the cooker in any way.

### Child Safety

- This cooker is designed to be operated by adults. Do not allow children to play near or with the cooker.
- The cooker gets hot when it is in use and retains their heat for a long period after use. Children should be kept away until it has cooled.
- Children can also injure themselves by pulling pans or pots off the cooker.

### During Use

- This cooker is intended for domestic cooking only. It is not designed for commercial or industrial purposes.
- Do not use this cooker if it is in contact with water. Do not operate the cooker with wet hands.
- The grill pan will become hot during use, always use oven gloves when removing or replacing a hot grill pan.

- During use the appliance becomes hot. Care should be taken to avoid touching heating elements inside the oven.
- Ensure the control knobs are in the 'OFF' position when not in use.
- When using other electrical appliances, ensure the cable does not come into contact with the hot surfaces of the cooker.
- Unstable or misshapen pans should not be used on the hob burners as unstable pans can cause an accident by tipping or spillage.
- Never leave the cooker unattended when cooking with oil and fats.
- This cooker should be kept clean at all times. A build-up of fats or foodstuffs could result in a fire.
- Never use plastic dishes in the oven or on the hob hotplates. Never line any part of the oven with aluminum foil.
- Always ensure that the oven vent, which is located at the centre back of the hob, is left unobstructed to ensure ventilation of the oven cavity.
- Perishable food, plastic items and aerosols may be affected by heat and should not be stored above the cooker.

## Service


- This cooker should only be repaired or serviced by an authorized Service Engineer and only genuine approved spare parts should be used.

## Environmental Information

- After installation, please dispose of the packaging with due regard to safety and the environment.
- When disposing of an old appliance, make it unusable, by cutting off the cable.

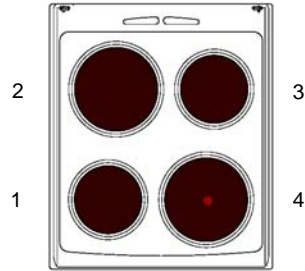
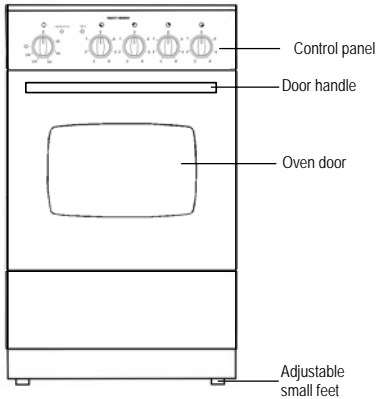
**Keep this instruction book for future reference and ensure it is passed on to any new owner.**



The symbol  on the product or on its packaging indicates that this product may not be treated as household waste. Instead it should be taken to the appropriate collection point for the recycling of electrical and electronic equipment. 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. For more detailed information about recycling of this product, please contact your local council, your household waste disposal service or the shop where you purchased the product.

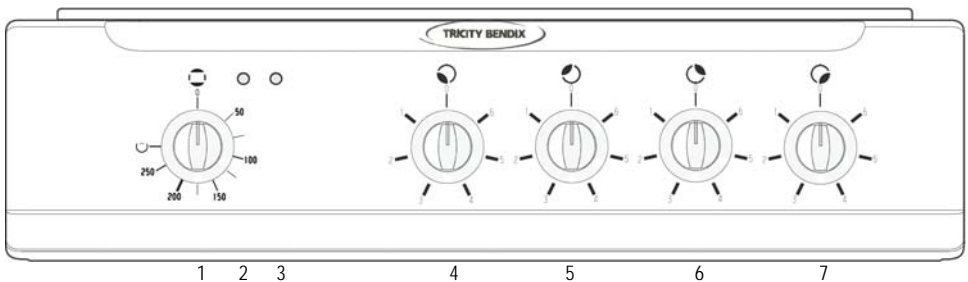
## DESCRIPTION OF THE APPLIANCE

### Hob



1. Hotplate  $\varnothing$  145 - 1000W
2. Hotplate  $\varnothing$  180 - 1500W
3. Hotplate  $\varnothing$  145 - 1000W
4. Hotplate  $\varnothing$  180 - 2000W

### Control panel



1. Oven function control knob
2. Main pilot light
3. Oven thermostat pilot light
4. Front left hotplate control knob
5. Back left hotplate control knob
6. Back right hotplate control knob
7. Front right hotplate control knob

## ELECTRIC HOTPLATES

To switch on a hotplate, turn the relevant control knob to the required heat setting.

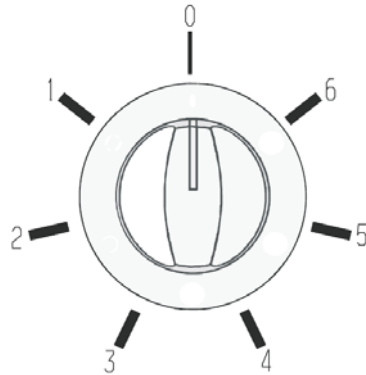
The control knob is numbered 0 – 6

0 – OFF

1 – Minimum

6 – Maximum.

The hob has two types of hotplates:



### Normal Hotplates

We recommend the plates are switched to maximum (6) for a short while to boost the plate, and then adjusted to the required setting.

### Rapid Hotplate (Front right)

The rapid hotplate indicated by a red spot, will heat up more quickly than a normal plate.

**i** Over a period of time the red spot may disappear, this will not affect the performance of the hotplate.

**i** It is important to note that the hotplate may smoke and produce a slightly unpleasant odour when used for the first time. This is quite normal and will disappear after some time.

### Main pilot light

This light will illuminate when the oven function control knob is set or the hotplate control knobs are turned on and remain lit while these are in use.

**!** Do not put anything on the hob that is liable to melt.

## HINTS AND TIPS

Saucepans for use on solid plates should have several characteristics:

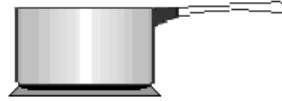
- They should be fairly heavy duty
- They should fit the heat area exactly, or be slightly larger for efficient use, **NEVER** smaller.
- They should have a flat base to ensure good contact with the plate.  
This is particularly important when using pans for high temperature frying or pressure-cooking.

As soon as liquid starts boiling, turn down the plate control knob so that it will barely keep the liquid simmering.

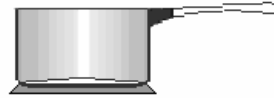
You can switch off the plate a short while before you finish cooking and the final stage will be completed on the accumulated heat.


Similarly, stews etc. cooked in well-covered saucepans cook at lower temperature, which is more economical.


### Good use





### Bad use (Power waste)



 Ensure pans are large enough to avoid liquids being spilled into the plates. Never leave the plates on without a pan on them or with an empty pan on them.


 Take care never to lean on or reach over a hot electric plate. Always point pan handles inward or over the work surface next to the hob to avoid accidentally knocking over a pan as you pass by.


 Take care when frying food in hot oil or fat, as the overheated splashes could easily ignite.

 If the control knobs become difficult to turn, please contact your local Service Force Centre.

# ELECTRIC OVEN

## Before the First Use of the Oven

 Before the first use ensures that the room is well ventilated: V.M.C. (Mechanic ventilation) or opened window.

 Remove all packaging, both inside and outside the oven, before using the oven.

Before first use, the oven should be heated without food. During this time, an unpleasant odour may be emitted. This is quite normal.


1. Remove the oven accessories.
2. Remove any adhesive labels or protective films.
3. Turn the oven function knob to position "250" for about 45 min.

This procedure should be repeated with the oven function knob on grill position for approximately 5-10 minutes.

Clean the accessories with a soft cloth and warm water to which a little mild washing up liquid has been added. Rinse and dry carefully.

The electric oven is equipped with 3 heating elements:

- 2 heating elements (1 top and 1 bottom) for using the oven.
- 1 heating grill element, placed in the middle of top for grilling with the oven door closed.

 During cooking, the oven door is hot. Take care that children do not play near it.

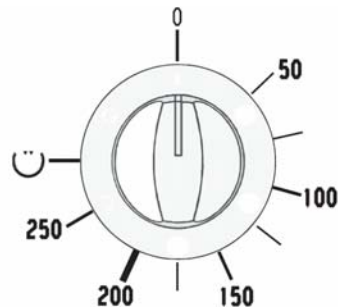
## Use

The oven can be used in traditional cooking or for grilling, but not simultaneously.


### Oven function knob


The oven function knob is used to select the desired temperature and to select either the grill or oven functions.

To select the temperature turn the oven function knob clockwise until the pointer indicating the desired temperature between 50°- 250°C. The temperature will be kept constant by the thermostat.



## Electric grill

 **WARNING:** Accessible parts may become hot when the grill is in use. Children should be kept away. All grilling must be carried out with the oven door closed. During use the appliance becomes hot.

 The grill pan will become hot during use, always use oven gloves when removing or replacing a hot grill pan.



## Grilling ☺

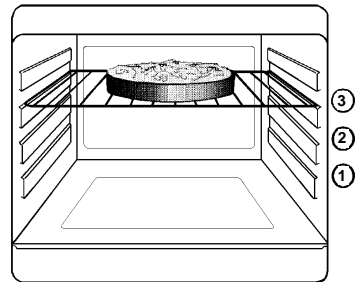
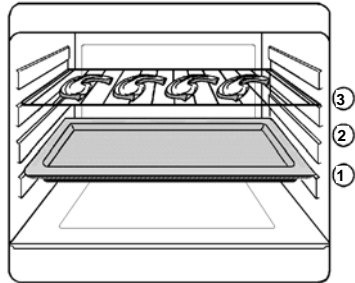
Heat comes from the top of the oven. It is suitable for grilling meat (beef bacon, pork bacon ...) that remains tender, for toast or to brown already cooked food.

**⚠** When using the grill it has to be supervised. Children should be kept away. All grilling must be carried out with the oven door closed.

## Grilling ☺

- Prepare the meat to be grilled, lightly brush it with oil on both sides.
- Place it on the grill.
- Turn the oven function knob to the position ☺.
- Slide the dripping pan in the guide 1.
- Slide the pan support grid in the guide 2 or 3 depending on the thickness of the meat to be grilled.
- Use guide 3 for the thin pieces to be roasted (toasts, pork bacon, sausage, small fish...)
- Use guide 2 for thick pieces to be roasted (beef bacon, large fish, poultry).
- When the first side is brown, turn the meat without pricking it in order that the juices are not lost.
- Grill the second side.
- Salt when ending the cooking.

Cooking time should be determined by the thickness of the piece to be roasted not by its weight.



### Oven thermostat pilot light

This light will illuminate when a temperature is selected and remain lit until the selected temperature has been reached. It then cycles on and off to indicate that the temperature is being maintained.

### Hotplates pilot light

This light will illuminate when the hotplate knob is turned on and remains lit while these are in use.

# COOKING CHART


Food	Tray type or dimension (dxwxh) cm	Material of the tray	No. of tray	Shelf pos.	Preheating		Cooking	
					Thermostat pos.	Time (min)	Thermostat pos.	Time (min)
<b>Roasting meal</b>								
- beef	Roasting tray delivered with the cooker	Enameled	1	2	5	15	5	20 min. for each 0.5 Kg / rare 25 min. for each 0.5 Kg/medium 30min. for each 0.5 Kg/well done
- lamb			1	2	5	15	5	25 min. for each 0.5 Kg/ medium 30min. for each 0.5 Kg/well done
- pork and veal			1	2	5	15	5	30 min. for each 0.5 Kg/ medium 35min. for each 0.5 Kg/well done
<b>Poultry</b>								
- chicken	Roasting tray delivered with the cooker	Enameled	1	2	5	15	5	25-30 min. for each 0.5 Kg
- turkey below 4.5 Kg			1	2	4	15	4	25 min. for each 0.5 Kg
- duck			1	2	5	15	5	25 min. for each 0.5 Kg
<b>Grilling</b>								
- half cut chicken	Roasting tray and grilling oven grid delivered with the cooker		1	1	Grill	15	Grill	35-45 min for one side 25-35 for other side
<b>Cakes</b>								
- scones	33x28x0.6	Aluminum	2 <sup>1)</sup>	2 and 3	8	20	8	15-20
	33x28x0.6	Aluminum	1	3	8	20	8	15-20
- fettles sponge cake	Ø 26x5	Aluminized	1 <sup>4)</sup>	2	4	15	4	30-35
- rich fruit cake	Ø 23x7.6	Tinned steel	1 <sup>3)</sup>	2	1	15	1	120-150
- small cake	33x28x0.6	Aluminum	2 <sup>1)</sup>	2 and 3	5	1	5	20-25
	33x28x0.6	Aluminum	1 <sup>4)</sup>	2	5	15	5	20-25
- Victoria sandwich	Ø 20.5x3.5	Aluminized	2 <sup>1)3)</sup>	2 and 3	5	15	5	25-35
	Ø 20.5x3.5	Aluminized	1 <sup>3)</sup>	2	5	15	5	25-30
- apple pie	Ø 20x5	Aluminized	2 <sup>2)4)</sup>	2	6	15	6	80-90
	Ø 20x5	Aluminized	1 <sup>4)</sup>	2	6	15	6	75-85
<b>Yeast mixture</b>								
- bread 1.35 Kg	19.5x9.3x5.5	Tinned steel	3 <sup>5)</sup>	2	7	20	7	35-45
- bread 0.45 Kg	19.5x9.3x5.5	Tinned steel	1 <sup>3)</sup>	2	7	20	7	30-35

NOTE: d = deepness; w = width; h = height

Remarks: The recommended cooking conditions give the best results. The roasting tray must be on the level 1 at all cakes and yeast mixtures.

<sup>1)</sup> If you should cook in more than one tray, you can take the top tray out of the oven when the cakes are finished and move the lower tray to the higher shelf to finish the cooking (about 5 min.)

<sup>2)</sup> These two pans are positioned on the same shelf, at the diagonal of the oven grid

- 3) Put the dishes in the center of the shelf
- 4) The oven grid in the position 
- 5) The longer side of the tray must be parallel with oven door

## Hints and Tips

### Condensation and steam

When food is heated it produces steam in the same way as a boiling kettle. The oven vents allow some of this steam to escape.

However, **always stand back from the oven when opening the oven door** to allow any build up of steam or heat to release.

If the steam comes into contact with a cool surface on the outside of the oven, e.g. a trim, it will condense and produce water droplets. This is quite normal and is not a fault with the oven.

To prevent discolouration, regularly wipe away condensation and spoilage from surfaces.

### Cookware

Use any ovenproof cookware, which will withstand temperatures of 250°C.

Oven dishes, etc. must not be placed directly on the oven base.

### Oven Cooking

- Turn off the oven 5 minutes before the end of cooking time, and use residual heat to complete the cooking.
- The thickness, the material and the colour of the pan will affect the cooking results.
- When cooking, certain dishes increase in volume, ensure the pan is large enough.
- To prevent fat dripping when roasting use tall rim pans proportional to the item being roasted.
- Prick the skin of poultry and sausages with a fork before cooking to avoid spitting.
- Use heatproof glass dishes for soufflés.

### The effects of dishes on cooking results

Dishes and tins vary in their thickness, conductivity, colour, etc. which affects the way they transmit heat to the food inside them.

**A.** Aluminum, earthenware, oven glassware and bright shiny utensils reduce cooking and base browning.

**B.** Enameled cast iron, anodized aluminum, aluminum with non-stick interior and coloured exterior and dark, heavy utensils increase cooking and base browning.

### Accessories delivered with the appliance

The following accessories are supplied with your appliance.


- 1 trivet.
- a dripping pan / roasting tray with roasting grid in it.


The dish should be placed in the middle of the shelf to balance the weight.




In addition to the accessories supplied we recommend you only use heatproof dishes/pans (according to the manufacturer's instructions).

## MAINTENANCE AND CLEANING


 The oven should be kept clean at all times. A build-up of fats or other foodstuffs could result in a fire.

 Before cleaning, ensure all control knobs are in the OFF position, and the appliance has cooled completely.

 Before any maintenance or cleaning can be carried out, you must **DISCONNECT** the cooker from the electricity supply.


### Cleaning materials

Before using any cleaning materials on your oven, check that they are suitable and that the manufacturer recommends their use.

 Cleaners that contain bleach should **NOT** be used as they may dull the surface finishes. Harsh abrasives should also be avoided.

### External cleaning

Regularly wipe over the control panel, oven door and door seal using a soft cloth well wrung out in warm water to which a little washing up liquid has been added.

 To prevent damaging or weakening the door glass panels avoid the use of the following:


- Household detergent and bleaches
- Impregnated pads unsuitable for non-stick saucepans
- Brillo/Ajax pads or steel wool pads
- Chemical oven pads or aerosols
- Rust removers
- Bath/Sink stain removers

### Oven Cavity

The enamelled oven cavity is best cleaned whilst the oven is still warm.

Wipe the oven over with a soft cloth soaked in warm soapy water after each use. From

time to time it will be necessary to do a more thorough cleaning, using a proprietary oven cleaner.

 **DO NOT** clean the oven door while the glass panels are warm. If this precaution is not observed the glass panel may shatter.

If the door glass panel becomes chipped or has deep scratches, the glass will be weakened and must be replaced to prevent the possibility of the panel shattering.

Contact your local Service Centre who will be pleased to advise further.

**IMPORTANT:** The inner door glass must be in place when using the oven.

### The Hob Top

The hob is best cleaned whilst it is still warm, as spillage can be removed more easily than if it is left to cool.

Regularly wipe over the hob top using a soft cloth well wrung out in warm water to which a little washing up liquid has been added.

Avoid the use of the following:

- household detergent and bleaches;
- impregnated pads unsuitable for non-stick saucepans;
- steel wool pads;
- bath/sink stain removers.

Should the hob top become heavily soiled, it is recommended that a cleaning product such as Hob Brite or Bar Keepers Friend is used.



## The Hotplates

Spills onto the actual plate should be removed using warm water and a soft brush, nylon or plastic scourer. To keep the plates looking as new, hotplate conditioner can be purchased from most hardware stores, e.g. "4 Hob" by Homecare Products (follow the manufacturer's instruction for use).

Alternatively, wipe the plates with a drop of olive oil on a kitchen towel to avoid rust. It is important to note that the plate will smoke a little and produce a slightly unpleasant odour when next used.

## Drying

Important: After cleaning, dry the hotplates thoroughly by switching on to a low-medium setting for a few minutes.

## Restoring

To maintain the appearance of your sealed hotplates apply a little salt-free vegetable oil or restorative agent (i.e. "Collo Electrol", or Minky Hotplate Cleaning Cloths) periodically.

To apply vegetable oil: first heat the hotplate on a medium setting for 30 seconds then turn off. Pour a very small amount of salt-free oil onto a dry cloth or kitchen paper. Apply a thin coat of oil to the hotplate surface and wipe off any excess. Heat the hotplate on a medium setting for 1 minute.

*To apply restorative agent:* first heat the hotplate on a medium setting for 30 seconds then turn off. Apply a very thin coating of Collo Electrol (using the applicator). Heat a hotplate on a high setting for 2-3 minutes to cure. Some smoke will occur, this is normal and nontoxic. (NB: this product is a restorative agent not a cleanser. It is available from hardware stores).

*Stainless steel parts:* the stainless steel spill rings may become straw coloured with use. Use a proprietary stainless steel cleaner to remove this straw discolouration. This also applies to the area around the hotplates on stainless steel hobs.

## SOMETHING NOT WORKING

If the appliance is not working correctly, please carry out the following checks, before contacting your local Service Force Service Centre.

**IMPORTANT:** If you call out an engineer to a fault listed below, or to repair a fault caused by incorrect use or installation, a charge will be made even if the appliance is under guarantee.

Symptoms	Solutions
The hob hotplate does not heat up	<b>Check:</b> <ul style="list-style-type: none"><li>- that the unit is connected and the electrical supply is switched on</li><li>- the mains fuse has not blown</li><li>- the correct control knob has been turned.</li></ul>
The hotplate is not giving satisfactory results	<b>Check:</b> <ul style="list-style-type: none"><li>- the hotplate is clean and dry</li><li>- the pan is the correct size for the hotplate</li><li>- the pan has a flat bottom</li><li>- the setting is correct for the type of cooking.</li></ul>
The oven does not come on	<b>Check:</b> <ul style="list-style-type: none"><li>- check if a cooking function/temperature has been selected correctly</li><li>- the socket switch or the switch from the mains supply to the cooker is ON.</li></ul>
It takes too long to finish the dishes, or they are cooked too fast	<b>Check:</b> <ul style="list-style-type: none"><li>- the temperature may need adjusting</li></ul>
Steam and condensation settle on the food and the oven cavity	<ul style="list-style-type: none"><li>- refer to the contents of this booklet, especially to the chapter "Using the Oven".</li><li>- Leave dishes inside the oven no longer than 15-20 minutes after the cooking is completed.</li></ul>

If after these checks, the appliance still does not operate correctly, contact your local Service Force Centre. When you contact the Service Force Centre you will need to give the following details:

1. Your name, address and postcode.
2. Your telephone number
3. Clear and concise details of the fault
4. The model and serial number of the appliance (found on the rating plate\*)
5. The purchase date

\* The rating plate can be found on the lower left hand corner of the front frame of the cavity.

Please note that valid purchase receipt or guarantee documentation is required for in-guarantee service calls.


## INSTRUCTIONS FOR THE INSTALLER

### Technical features

Free standing

Class 1

Hob	Front right	Hotplate Ø 180mm (rapid)	1000 - 1050 W
	Back right	Hotplate Ø 145mm (normal)	1500 - 1570 W
	Front left	Hotplate Ø 145mm (normal)	2000 - 2090 W
	Back left	Hotplate Ø 180mm (rapid)	1000 - 1050 W
	Total hob rating		5500-5760 W
Oven	Oven element		1680 - 1750 W
	Grill element		1725 - 1800 W
	Cleaning		manual
	Total oven rating		1725 - 1800 W
Accessories	Trivet		
	Oven shelf		
	Dripping pan / roasting tray		
	Legs		
Supply	Rated voltage		230-240/400V
	Rated frequency		50 Hz
	Total rating		7225 - 7560 W
Dimensions	Height to the hob		880- 890 mm
	Width		500 mm
	Depth		600 mm

 This appliance complies with the following EEC Directives :  
 2006/95 ; 73/23 (Low Voltage Directive) and subsequent modifications,  
 89/336, 90/31, 93/68 (Electromagnetic Compatibility Directive) and subsequent modifications,  
 90/396 (Gas Appliance Directive) 93/68 (General Directives) and subsequent modifications.

## IMPORTANT SAFETY REQUIREMENTS

### Important



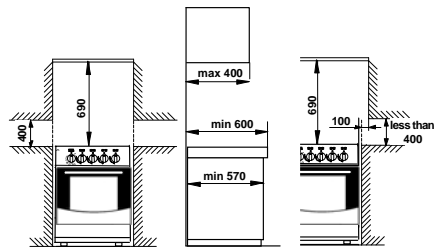
This cooker must be installed in accordance with the IEE Wiring Regulations (Current Edition). Detailed recommendations are contained in the following British Standards Codes Of Practice:  
B.S. 6172/ B.S. 5440, Par.2 and B.S. 6891 Current Editions.

## LOCATION

It is essential that the appliance is positioned as in the enclosed figure i.e. shelves, wall cabinets and cooker hoods must be fitted a minimum of 690mm directly above the top of hotplate and 400mm above the hotplate when fitted in line with the outside of the appliance. If the units are intended to be fitted adjacent to the appliance but less than 400mm above the hotplate, then a minimum space of 100mm must be maintained between the sides of the unit and the appliance (see fig).

If fitted next to or between two base units a minimum space of 1mm must be left between each unit and the sides of the appliance. The levelling feet fitted to the appliance will achieve a nominal height to hotplate of 900mm+10mm.

The appliance must be installed in accordance with EN 1116-1995, regarding the depth of the superior furniture.

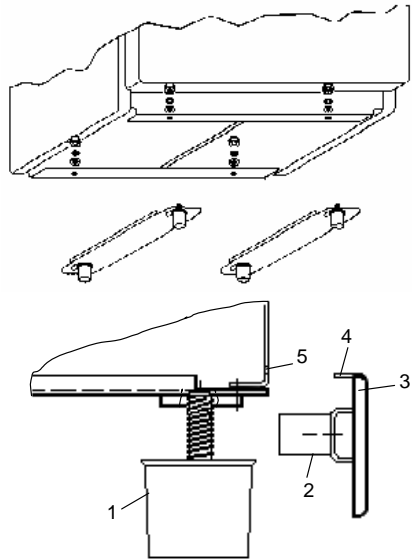




## LEVELLING

Fix the support with two legs with the washer and nuts, delivered with the cooker, see the figure.

- Unscrew the legs as far as possible (approx. 16mm from fully screwed in).
- Place the plinth (pos.3) so that the springs (pos.2) reach the threaded area of the legs and the clamp of the plinth (pos.4) is in front of the holes (pos.5) on the under side of the structure.
- Push the plinth towards the appliance with both hands until the springs fasten on the legs and the clamps go into the corresponding holes.
- Adjust the legs as necessary.



## ELECTRICAL CONNECTIONS

**⚠** Any electrical work required to install this hob and the supply cable should be carried out by a qualified electrician or competent person, in accordance with the current regulations.

**⚠** THIS COOKER MUST BE EARTHED.

**⚠** The manufacturer declines any liability should these safety measures not be observed.

**⚠** Before any maintenance or cleaning can be carried out, you must **DISCONNECT** the cooker from the electricity supply.

This cooker is designed to be connected to a 230-240V AC, 50Hz electrical supply. To connect to the electricity supply, use cable type H05 RR-F.

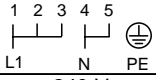
Before connection, make sure the electricity supply voltage is the same as that indicated on the rating plate.

The cooker is supplied without supply cable. A flexible supply cable must be fitted, in accordance with the specification given in the relevant table no. 1.

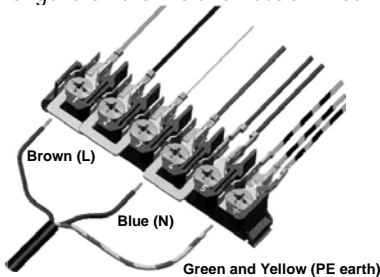
The electrical connection should be made using a double pole-isolating switch (cooker control switch) with at least 3mm contact separation in all poles. The cable must have conductors of sufficiently high cross-sectional area to prevent overheating or deterioration.

The switch should be sited within 2m of the cooker and be easily accessible at all times.


The switch must not interrupt the yellow-green earth wire.

Connection type	Single phase (UK)
Cable connection to the terminal block	
Mains Voltage	240 V
Voltage of heating elements	240 V
Fuse capacity	45 A
Cable section	3x6 mm <sup>2</sup>

**NOTE:** The earth wire should be about 10-12 cm longer than the live and neutral wires.



After installation and connecting, the cable must be placed so that it cannot at any point reach a temperature of more than 50°C above the ambient temperature.

 If the supply cable is damaged, the manufacturer or its service agent or a similarly qualified person must replace it in order to avoid a hazard.

### Before connecting check that:

- The fuse and household electrical installation can carry the absorbed current of the appliance (see rating plate);
- The cooker connection outlet or the cooker control switch is easily accessible when the appliance is installed.

### How to proceed?

- Unscrew and remove the protective cover at the back of the appliance;
  - Connect the power cable to the terminal block of the cooker according to the table no.1;
  - Secure by means of cable clamp;
  - Make sure that the connection to the terminal block is matching the supply system, see table no.1;
- Refit and screw the protective cover on the back of the appliance.

## SERVICE AND SPARE PARTS

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In the event of your appliance requiring service, or if you wish to purchase spare parts, please contact your local Service Force Centre by telephoning:-

**SERVICE FORCE**

**08705 929929**

Your telephone call will be automatically routed to the Service Force Centre covering your postcode area.

For the address of your local Service Force Centre and further information about Service Force, please visit the website at [www.serviceforce.co.uk](http://www.serviceforce.co.uk)

In-guarantee customers should ensure that the checks under the heading "Something Not Working" have been made as the engineer will make a charge if the fault is not a mechanical or electrical breakdown. Please note that it will be necessary to provide proof of purchase for any in-guarantee service calls.

## CUSTOMER CARE

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For general enquiries concerning your Tricity Bendix appliance and or for further information on our products, contact our Customer Care Department by letter or telephone as follows:  
Customer Care Department  
Electrolux Major Appliances  
Addington Way  
Luton  
Bedfordshire, LU4 9QQ  
Tel: 08705 727 727 (\*)

For Customer Service in the Republic of Ireland please contact us at the address below:

Tricity Bendix  
Electrolux Group ( Ire ) Ltd  
Long Mile Road  
Dublin 12  
Republic of Ireland  
Tel: + 353 (0) 1 4090 752  
Email: [service.eid@electrolux.ie](mailto:service.eid@electrolux.ie)

(\*) Calls to this number may be recorded for training purposes.

## GUARANTEE CONDITIONS

### Standard Guarantee Conditions

We Tricity Bendix undertake that if, within 12 months of the date of the purchase, this Tricity Bendix appliance or any part thereof is proved to be defective by any reason only of faulty workmanship or materials, we will, at our option, repair or replace the same **FREE OF ANY CHARGE** for labour, materials or carriage on condition that:

- The appliance has been correctly installed and used only on the electricity supply stated on the rating plate.
- The appliance has been used for normal domestic purposes only, and in accordance with the manufacturer's instructions.
- The appliance has not been serviced, maintained, repaired, taken apart or tampered with by any person not authorized by us.
- All service work under this guarantee must be undertaken by a Tricity Bendix Service Force Centre.
- Any appliance or defective part replaced shall become the Company's property.
- This guarantee is in addition to your statutory and other legal rights.

Home visits are made between **8.30am and 5.30pm** Monday to Friday. Visits may be available outside these hours, in which case a **premium** will be charged.

### Exclusions

This guarantee does not cover:

- Damage or calls resulting from transportation, improper use or neglect, the replacement of any light bulbs or removable parts of glass or plastic.
- Costs incurred for calls to put right an appliance which is improperly installed or calls to appliance outside the United Kingdom.
- Appliances found to be in use within a commercial or similar environment, plus those, which are the subject to rental agreements.

Products of Tricity Bendix manufacture which are not marketed by Tricity Bendix.

## European Guarantee

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If you should move to another country within Europe then your guarantee moves with you to your new home subject to the following qualifications:

- The guarantee starts from the date you first purchased your product.
- The guarantee is for the same period and to the same extent for labour and parts as exists in the new country of use for this brand or range of products.
- This guarantee relates to you and cannot be transferred to another user.
- Your new home is within the European Community (EC) or European Free Trade Area.
- The product is installed and used in accordance with our instructions and is only used domestically, i.e. a normal household
- The electrical supply complies with the specification given in the rating label.

The product is installed taking into account regulations in your new country.

Before you move, please contact your nearest Customer Care Centre, listed below, to give them details of your new home. They will then ensure that the local Service Organization is aware of your move and able to look after you and your appliances.




France Senlis +33 (0) 3 44 62 20 13

Germany Nürnberg +49 (0) 800 234 7378

Italy Pordenone +39 (0) 800117511

Sweden Stockholm +46 (0) 20 78 77 50

UK Luton +44 (0) 08705 727 727

		
Albania	+35 5 4 261 450	Rr. Pjeter Bogdani Nr. 7 Tirane
Belgique/België/Belgien	+32 2 363 04 44	Bergensesteenweg 719, 1502 Lembeek
Česká republika	+420 2 61 12 61 12	Budějovická 3, Praha 4, 140 21
Danmark	+45 70 11 74 00	Sjællandsgade 2, 7000 Fredericia
Deutschland	+49 180 32 26 622	Muggenhofer Str. 135, 90429 Nürnberg
Eesti	+37 2 66 50 030	Pärnu mnt. 153, 11624 Tallinn
España	+34 902 11 63 88	Carretera M-300, Km. 29,900 Alcalá de Henares Madrid
France	www.electrolux.fr	
Great Britain	+44 8705 929 929	Addington Way, Luton, Bedfordshire LU4 9QQ
Hellas	+30 23 10 56 19 70	4, Limnou Str., 54627 Thessaloniki
Hrvatska	+385 1 63 23 338	Slavonska avenija 3, 10000 Zagreb
Ireland	+353 1 40 90 753	Long Mile Road Dublin 12
Italia	+39 (0) 434 558500	C.so Lino Zanussi, 26 - 33080 Porcia (PN)
Latvija	+37 17 84 59 34	Kr. Barona iela 130/2, LV-1012, Riga
Lietuva	+370 5 2780609	Ozo 10A, LT 08200 Vilnius
Luxembourg	+352 42 431 301	Rue de Bitbourg, 7, L-1273 Hamm
Magyarország	+36 1 252 1773	H-1142 Budapest XIV, Erzsébet királyné útja 87
Nederland	+31 17 24 68 300	Vennootsweg 1, 2404 CG - Alphen aan den Rijn
Norge	+47 81 5 30 222	Risløkkvn. 2 , 0508 Oslo
Österreich	+43 18 66 400	Herziggasse 9, 1230 Wien
Polska	+48 22 43 47 300	ul. Kolejowa 5/7, Warszawa

		
Portugal	+35 12 14 40 39 39	Quinta da Fonte - Edificio Gonçalves Zarco - Q 35 -2774-518 Paço de Arcos
Romania	+40 21 451 20 30	Str. Garii Progresului 2, S4, 040671 RO
Schweiz - Suisse - Svizzera	+41 62 88 99 111	Industriestrasse 10, CH-5506 Mägenwil
Slovenija	+38 61 24 25 731	Gerbičeva ulica 98, 1000 Ljubljana
Slovensko	+421 2 43 33 43 22	Electrolux Slovakia s.r.o., Electrolux Domáce spotrebiče SK, Seberíniho 1, 821 03 Bratislava
Suomi	<a href="http://www.electrolux.fi">www.electrolux.fi</a>	
Sverige	+46 (0)771 76 76 76	Electrolux Service, S:t Göransgatan 143, S-105 45 Stockholm
Türkiye	+90 21 22 93 10 25	Tarlabası caddesi no : 35 Taksim İstanbul
Россия	+7 495 937 7837	129090 Москва, Олимпийский проспект, 16, БЦ "Олимпик"



[www.electrolux.com](http://www.electrolux.com)



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