

A29

**INSTRUCTIONS FOR THE USE & CARE
OF YOUR ZANUSSI MICROWAVE
ME965**



**ZANUSSI
USE & CARE
MANUAL**



A29

It is most important that this instruction book should be retained with the appliance for future reference. Should the appliance be sold or transferred to another owner, or should you move house and leave the appliance, always ensure that book is supplied with the appliance so that the new owner can be acquainted with the functioning of the appliance and the relevant warnings.

Warnings

THESE WARNINGS ARE PROVIDED IN THE INTEREST OF SAFETY. YOU MUST READ THEM CAREFULLY BEFORE INSTALLING OR USING THE APPLIANCE

• Do not use this appliance for any other purpose than the preparation of normal domestic food. Take care to read the instructions regarding loads and timings. Also the recommendations/advice on suitable containers and utensils (see cookery book).

• The oven must not be operated when empty as this could damage the oven.

Do not operate the oven if it is damaged until it has been repaired by a service technician trained by the manufacturer. It is particularly important that the oven door closes properly and that there is no damage to:

(1) Door (warped), (2) Hinges and Latches (broken or loosened), (3) Door Seals and Sealing Surfaces (broken or cracked).

• Always keep the door seal and door surfaces clean by wiping regularly with a damp cloth, so that any grease, soil or spatters are not allowed to build up. Such build up could result in leakage of microwave energy from the oven.

• This appliance is designed to be operated by adults. Children should not be allowed to tamper with the controls or play with the product.

• Any electrical work required to install this appliance should be carried out by a qualified person.

• This product should be serviced by an authorised Zanussi Network Service Centre, and only genuine Zanussi spare parts should be used.

• It is dangerous to alter the specifications or modify the product in any way.

• DO NOT overcook foods. Overcooking certain foods can result in dehydration and subsequently fire. Jacket potatoes and foods with a high sugar content – such as those containing dried fruits – are particularly vulnerable. In case of fire unplug the oven and do not open the door.

• Care and cleaning of the appliance are important. Food deposits should not be left on the interior cabinet. Do not place any object between the oven front face and the door, or allow the door seals to accumulate dirt.

• Always be careful when removing protective film from food after cooking as the steam when released can cause burns.

• Any foodstuffs with a 'skin', e.g. potatoes, sausages etc, must be pierced in order to allow for the release of steam.

• Under no circumstances should live animals be placed in a microwave.

• Unplug the appliance if it is to be left for a period of time, e.g. during holidays or long weekends.

• Bases of cooking vessels get very hot. Care should be

taken that the dish does not come into contact with any plastic surface. Wear protective gloves.

• Care should be taken when using microwave browning dishes on the glass tray as the bases become exceedingly hot and may cause the tray to shatter (See browning dish manufacturers' instructions on timings and use).

• Be cautious when eating food direct from the microwave as items with a high sugar or fat content can be very hot inside.

• Airflow above, below and at the sides of a microwave should not be restricted. See installation instructions.

• Only use cooking containers recommended for use in a microwave.

• Do not use metal containers, metal glazed china, melamine or cut glass as cooking containers, or bags with metal ties.

• Do not use more than the recommended quantities of aluminium foil in the oven.

• Do not use capped bottles, jars or tins.

• Do not use the oven for drying any items.

• Leave the oven empty at all times when not in use and do not operate the oven when empty.

• Do not let the timer continue to operate after removing the food.

• Do not attempt to cook or reheat eggs in their shells, they may explode. Pierce the yolks of eggs.

• Do not attempt to deep fat fry in a microwave.

• Do not use this appliance if it is in contact with water.

• Do not reheat drinks in plastic cups, they could melt.

• Do not use a conventional meat thermometer. They may be used outside the cooker to check temperatures but not during cooking.

• Always remove the metal shelf when it is not in use.

• Under no circumstances should you attempt to repair the appliance yourself. Repairs carried out by inexperienced persons may cause serious injury. Consult your local Zanussi Service Centre. Always insist on genuine Zanussi spare parts.

WARNING: it is dangerous for any person other than a service technician trained by the manufacturer to perform service repairs.

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Important: the installation of the oven and connection to the electricity supply must always be done by competent installers and to standards and regulations currently in force.

Specifications

ME 965

AC Line Voltage	Single phase 240V, 50Hz
AC Power Required	1200W
Output Power	700W (1EC 705)
Microwave Frequency	2450 MHz
Exterior Dimensions	550mm (W) x 336mm (H) x 403mm (D)
Oven Cavity Dimensions	345mm (W) x 223mm (H) x 344mm (D)
Cooking Uniformity	Turntable (325mm tray) system
Weight	Approx 21 kg

Installation

Please note: This microwave cooker has been designed to be used in a domestic household. Therefore the guarantee supplied with this appliance may be invalidated if it has been used for a commercial or catering application. After unpacking, ensure that all packing materials have been removed from the oven cavity.

Positioning

This oven is free-standing and can be placed wherever you choose within reach of a power outlet. Ensure that the surface on which the oven is to stand is level and is capable of withstanding the weight. To ensure that the oven has adequate ventilation, there must be at least 2.5cm/1 inch of clearance at the top, 4cm/1½ inches at the back and a total of 15cm/6 inches side clearance.

The unit must not be installed in any area where heat and steam are generated, for example, next to a conventional oven.

NOTE* Do not store cookbooks or the instruction book inside or underneath the oven. Do not place tea towels or utensils over the cooling vents.

Electrical Connection

***THIS APPLIANCE MUST BE EARTHED**

For your convenience and safety, your new Zanussi microwave oven comes ready fitted with a moulded flex and plug. All you need to do is push the plug into a 13 amp power socket and switch on. If for any reason you need to replace this plug with one of your own, you will find the wires inside the flex are colour coded as follows:

GREEN AND YELLOW	–	EARTH
BLUE	–	NEUTRAL
BROWN	–	LIVE

If you fit your own plug, the colours of the wires in the mains lead of your appliance may not correspond with the markings identifying the terminals in your plug. If this is the case proceed as follows: Connect the green and yellow (earth) wire to the terminal in the plug which is marked with the letter 'E' or the earth symbol \perp or coloured either green or green and yellow.

Connect the blue (neutral) wire to the terminal in the plug which is marked with the letter 'N' or coloured black. Connect the brown (live) wire to the terminal which is marked with the letter 'L' or coloured red.

The cut off plug should be disposed of to avoid the risk of shock from the plug being inserted into a 13 amp socket elsewhere in the house.

Fuses

The appliance's moulded-on plug is supplied fitted with a 13 amp BS1362 fuse. If this fuse blows you can replace it in the following way:

Remove the plug from the power socket and use a small screwdriver to lever out the red plastic fuse carrier located between the plug's prongs, together with the old fuse. Fit in a new 13 amp fuse and clip it back into the plug. Make sure your new fuse is 'ASTA' approved and complies with BS1362. If the carrier is damaged you can get a new one from your local Zanussi Service Agent, the details of which can be obtained by looking under 'Z' in your telephone directory.

Safety

★ Check that the supply flex and any other wiring is positioned in such a way that when the microwave oven is operating its temperature at any point is less than 50 degrees C above the ambient temperature of the room.

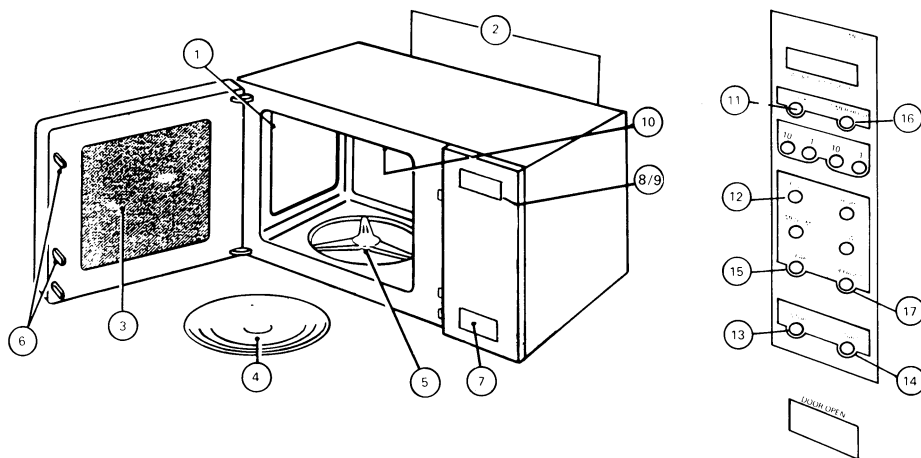
★ Never remove the rear panel of the oven to gain access to the terminal board. If an extension is required it should be made using the standardised plug and the external cable, which should be capable of carrying the expected load.

★ Check that the fuse and domestic installation are suitable to carry the electric load of this appliance (see rating plate at the back of the oven).

★ Check that the appliance is properly earthed according to existing rules and regulations.

This appliance meets the requirements laid down in the EEC Directive No 76/889 and amendment 82/499 relating to the suppression of radio and TV interference.

Features Diagram



- | | |
|--|---------------------------|
| 1. Oven lamp | 10. Wave Guide cover |
| 2. Ventilation slots | 11. Clock button |
| 3. Oven door | 12. Variable cook control |
| 4. Removable turntable | 13. Stop button |
| 5. Removable roller stay | 14. Start (Cook) button |
| 6. Door latches | 15. Clear button |
| 7. Door open button | 16. Timer Hold button |
| 8. Variable cooking and cook indicator | 17. Defrost button |
| 9. Digital Display | |

SETTING	POWER LEVEL (Approximate percentage of microwave power).
FULL POWER	100%
HIGH	70%
MEDIUM	50%
DEFROST	30%
LOW	10%

OUTPUT POWER = 700W (1EC 705)

Using your microwave oven

Before using the microwave oven for the first time, ensure that all packaging materials have been removed from both the outside and inside of the oven. Wipe out the inside of the oven with a damp cloth. Check that the door seal and sealing surfaces are not broken or cracked, that the door is not warped and that the hinges and latches are not broken or loosened. If you do find any damage, contact your local Zanussi Network Service Centre. Microwave cooking is very versatile. It enables you to cook, reheat, roast, simmer, hold-warm and even defrost with speed and convenience.

As microwaving is such a new and fast way of cooking, you should be able to be more adventurous as you become more familiar with this method of cooking.

To begin with something easy, heat a cup of coffee in a mug for two minutes, but open the door at any time and check if the coffee is as hot as you like it. Next try heating leftovers on a plate. An average serving takes about 2-3 minutes on a medium setting. Look for steam or test the food to see if it is ready.

You can open the door at any stage. If additional time is needed, add it gradually. It is always better to under estimate the cooking time than over estimate.

Every recipe in the cookbook gives the approximate cooking time. Because of factors such as food temperature, dish shape, arrangement of food and density of food it is difficult to give a precise time. Always start with a shorter time and add time if needed.

The microwave oven cooks much faster than conventional ovens. It is wise to take special care when you are cooking something for which specific timings have not been recommended. This applies particularly when reheating foods. Always watch the cooking or heating of the food and give it a short cooking time, adding more until you have the required results. You will soon learn the correct timings for cooking or heating your favourite foods. It is important to remember that it is possible to burn foods if they are cooked for too long, but the burning will occur inside the food first and will only become apparent by smell.

The roller stay is removable and should be correctly positioned with the turntable seated on it.

Should you wish to use a browning dish, we would suggest that a suitable insulator be placed between turntable and browning dish in order to prevent the glass turntable and roller stay from damage by heat stress. A large, heat resistant and microwave proof glass plate may be used as an insulator. It is important that the recommended preheating time of the dish should not be exceeded.

The door seal is designed to prevent leakage of microwave energy during cooking. Occasionally moisture may appear around the oven door, this is normal.

Please remember that the cookbook is only a guide.

Operating Instructions

Operation of autotouch control panel

Your new auto-touch microwave oven uses a microprocessor, the electronic brain that provides the wide variety of cooking programmes which could not be achieved by conventional control methods. The operation of the oven is controlled by touching the appropriate buttons arranged on the surface of the control panel. The digital readout will display the cooking time, time of day or minute timer. Indicators show the variable cooking setting or cooking function you have programmed.

An entry signal tone should be heard each time you touch the control panel to make a correct entry. If you do not hear this sound:

1. You have not used enough pressure in touching the button,

To set the clock to the correct time of day

The clock is now set and will keep the time of day.

Note: This is a 24 hour clock.

All the setting buttons will advance by maintaining pressure.

If you exceed the number required, maintain pressure until the '0' shows, then start again.

If you attempt to enter an incorrect clock time, e.g. 8.61, a long 'bleep' will sound. To erase, touch the 'clear' button.

2. You have made more entries than the control panel will accept,
 3. You have made an incorrect entry.
- In addition to the entry signal tone, an audible signal will sound 4 beeps at the end of the cooking cycle.

- Make sure that the oven is plugged into a power point. When the oven is plugged in, the display will show 00:00 flashing on and off.
- You cannot programme the oven if the door is not closed firmly.
- If the power is disconnected for any reason, all settings will be cancelled. When the power is restored, it will be necessary to re-set the clock for the functions you require. The display will flash when the power is reconnected, and will show the number of minutes that have elapsed between the restoration of power and the re-setting of the controls.
- You can change the power level during a cooking sequence.

PROCEDURE	BUTTON ORDER	DISPLAY
1: Touch the CLOCK button		BLANK
2: Enter the correct time of day by touching the minutes and seconds buttons as shown These examples show the times of day set at 12.30pm, 9.35am and 9.35pm	<p style="text-align: center;">Minutes Seconds</p> <p style="text-align: center;"> </p> <p style="text-align: center;"> </p> <p style="text-align: center;"> </p>	<div style="border: 1px solid black; padding: 5px; text-align: center; margin-bottom: 5px;">12:30</div> <div style="border: 1px solid black; padding: 5px; text-align: center; margin-bottom: 5px;">09:35</div> <div style="border: 1px solid black; padding: 5px; text-align: center;">21:35</div>
3: Touch the CLOCK button again. This example shows the time as set at 12.30pm	<p>PRESS Once</p>	<div style="border: 1px solid black; padding: 5px; text-align: center;">12:30</div>

To cook by variable cooking control

There are five preset power levels.

Some foods give best results when cooked more slowly at a lower cooking power. Your cookbook indicates the recommended variable setting for each recipe. See your cookbook for guidelines on how to use the variable cooking control.

- Suppose you want to heat soup for 2 minutes 15 seconds at HIGH

PROCEDURE	BUTTON ORDER	DISPLAY
1: Enter desired cooking time by touching the buttons as shown		2:15
2: Select desired variable cooking control setting		2:15 HIGH
3: Touch the START button		2:15 HIGH

The cooking time will count down to zero. When the timer reaches zero, all indicators will go out and an audible signal will sound. The time of day will reappear on the display.

Note: If you accidentally touch the wrong variable cooking control button, immediately touch the correct button. The last button touched will be the setting the oven accepts. For example, if you touch the HIGH button and then immediately touch the MEDIUM button, the oven will cook at MEDIUM.

Basic uses are as follows:

Power Level % Power

10

30

50

70

100

General Uses

Holding food warm, softening butter, raising bread.

Defrosting, warming syrups and sauces

Slow cooking, heating frozen meal dishes e.g. fish pies, curries, casseroles.

Cook cakes, soups and stews, reheat plated and leftover food, reheating larger items.

Full power for vegetables, fish, hot beverages, preheating.

Minute timer setting

The control panel can be set as a timer for timing up to 99 minutes 59 seconds. There is no cooking involved.

- Suppose you want to time a three minutes long-distance phone call:

PROCEDURE	BUTTON ORDER	DISPLAY
1: Enter desired time	<p>10 Minutes 1 10 Seconds 1 PRESS 3 times</p>	3:00
2: Touch the TIMER/HOLD button	<p>TIMER/HOLD PRESS Once</p>	3:00
3: Touch the START button	<p>PRESS Once</p>	3:00

The timer will begin counting down to zero. When the timer reaches zero, the signal will sound. The time of day will reappear on the display.

To cancel the minute timer during operation, touch the CLEAR button and the time of day will reappear.

Multiple sequence microwave cooking

Your oven can be programmed for up to 4 automatic cooking sequences, switching from one variable power setting to another automatically.

- Suppose you want to cook a casserole for 5 minutes at FULL POWER, and continue to cook for 30 minutes at HIGH (2 automatic cooking sequences).

PROCEDURE	BUTTON ORDER	DISPLAY
1: Enter desired time for first cooking sequence	<p>10 Minutes 1 10 Seconds 1 PRESS 5 times</p>	5:00
2: Select first variable cooking control setting	<p>FULL PRESS Once</p>	5:00 FULL
3: Enter desired time for second cooking sequence	<p>10 Minutes 1 10 Seconds 1 PRESS 3 times</p>	30:00
4: Select second variable cooking control setting	<p>High PRESS Once</p>	30:00 HIGH
5: Touch the START pad	<p>Start PRESS Once</p>	5:00 FULL <small>The timer counts down to zero then the following is displayed</small> 30:00 HIGH

When the cooking time reaches zero, all indicator lights will go out and a 'bleep' will sound.

Note: If FULL POWER is selected as the final sequence, it is not necessary to touch the FULL POWER button.

Microwave cooking

To cook at full power:

Many foods are cooked at FULL POWER (100%) for best results. The variable cooking control allows you to select the rate of microwave cooking, but the oven will automatically operate at FULL POWER if no variable cooking control button is touched. If you wish to cook at FULL POWER, it is not necessary to touch the button. For other variable cooking control levels, the desired setting must be entered.

- Suppose you want to heat 2 cups of coffee for 1 minute 30 seconds at FULL POWER:

PROCEDURE	BUTTON ORDER	DISPLAY
1: Enter desired cooking time by touching the minutes and seconds buttons as shown		1:30
2: Touch the START button		1:30 FULL

The cooking time will count down to zero. When the timer reaches zero, the indicators will go out and an audible signal will sound. The time of day will reappear on the display. Microwave energy will stop.

When the door is opened during the cooking process, the cooking time in the readout automatically stops. The cooking time starts again to count down when the door is closed and the START button is touched.

If food does not seem to be heating properly, check the indicator immediately below the lighted digital display. Ensure that the correct cooking temperature has been set. The turntable can rotate in either direction when starting the cook cycle. This is normal and simply depends on the position of the motor when the cycle is started.

Cleaning and maintenance

Microwave oven cleaning

***THE ELECTRICITY SUPPLY SHOULD BE DISCONNECTED BY REMOVING THE PLUG FROM THE SOCKET BEFORE CLEANING.**

It is important to wipe up all spillages as these can affect the cooking time. The spillages absorb microwave energy and prolong the cooking time.

To keep the oven free from grease and soil build-up, it should be cleaned with a damp cloth after use. A soft nail brush can be used to remove stubborn stains.

Odours can be eliminated from the inside of the oven by boiling a solution of one cup of water and several tablespoons of lemon juice in the cavity. We would also recommend occasionally wiping the oven interior with a sterilising fluid e.g. Milton, in the interest of hygiene.

Only use a mild detergent, water and a soft, clean cloth to clean the oven face and other surfaces, and polish dry with a soft cloth or paper towelling. Do not use aerosol, caustic or abrasive cleaners, or scrape the interior surface with knives or other utensils. This could cause the enamel paint to come off, exposing the metal underneath. Any exposed metal could cause sparking or arcing, and further damage to the oven.

Wipe out crumbs that fall between the door and the frame with a damp cloth. It is important that the door seal area is kept clean. If there is a greasy film on the oven door, a small amount of vinegar water can be used to remove the grease. Rinse with cold water and polish dry with a soft cloth or paper towelling.

The glass turntable may be removed and taken to the sink to be cleaned or washed in the dishwasher. Care should be taken to avoid dropping the glass turntable. Although it is made of toughened glass, it will break if not handled with normal care.

Practical hints

★ Dinner rolls can be heated in a basket lined with a cloth or paper napkin and taken to the table. Ensure you only heat for a short time as the bread can become brittle with overcooking.

★ When you have extra time, make cake toppings and fillings and store in the refrigerator. When required just heat for 10-20 seconds and spread on cake.

★ Freezer wrapping can be easily removed from frozen meat if heated in the microwave oven until the wrapper looks moist.

★ Commercially packaged frozen fruit can be placed in a glass dish and defrosted in a few minutes for serving. Put package or carton in glass dish to hold the melted juice. Open carton and serve fruit. If the package has metal ends, remove before heating.

★ Try cooking chicken halves, whole hams, roasts, etc. for a short time in the microwave cooker before placing them on the rotisserie or grilling over the outdoor barbecue. This will avoid excessive exterior charring.

★ Bread may be taken from the freezer and quickly defrosted in your microwave oven. Open bag and be sure to remove metal ties. Heat until you can see a drop or two of moisture inside the wrapping.

★ Melt butter or chocolate, soften butter for creaming or for spreading on bread or toast.

★ If a small amount of food is heated in the microwave oven, such as a tablespoon of butter, a square of chocolate, or a small potato, place a cup of water in the cooker to increase the cooking load.

★ Wooden spoons may be left in sauces etc. for up to 5 minutes.

★ Cheese from the refrigerator can be brought back to room temperature in a matter of seconds in your oven.

★ Microwave oranges for 10-15 seconds for easy peeling.

Microwave cooking terms and techniques

Stirring

With foods such as casseroles, sauces and soups it is necessary to stir the ingredients during the cooking time so that the heat is evenly distributed.

Arrangement of food

To ensure even cooking of food it is best to arrange it so that the thinner sections are placed towards the centre of the dish, and the thicker, more dense parts of the food are on the outside. For example, if cooking chicken drumsticks, the joint should be arranged with the plump end pointing out from the centre of the dish.

Turning food

Also to ensure even cooking, dense items such as hams, roasts or whole poultry should be turned at least once during the cooking programme. When using individual dishes it is advisable at some time during the cooking programme to re-arrange the dishes so that they will all be ready at the same time.

Standing time

Microwaves only penetrate food to a depth of 4 cm/1½ inches, so dense food items should be left to stand for a short period of time once the microwave cooking is complete. The heat inside the food will penetrate to the centre and ensure that it is completely cooked. Standing time can take place either on the kitchen surface or in the microwave with the power off. The food is covered, often with foil, and left so that the heat can transfer evenly throughout the food. The denser the food, the longer the standing time.

Shape of food

Always aim for uniform shapes to aid the even cooking of food. This is especially relevant when cooking joints of meat and it is advisable to bone and roll joints such as legs of lamb before cooking.

Covering

There are several types of covering and they are all used for different purposes. Plastic film or glass lids help to hold in steam and therefore retain moisture so the food can cook more quickly. Paper towels or napkins can be used as loose covers in order to prevent spitting and also to absorb moisture. Wax paper can also be used.

Cookware

The range of cooking utensils that can be used in the microwave is wide. There are many excellent varieties of cookware specially manufactured for use in the microwave/freezer. Also much of the conventional kitchen equipment is quite suitable. The basic rule to remember is not to use anything made of metal or with any metal parts. This includes screws, handles, metallic designs on plates, foil dishes, and metal ties on food bags from the freezer. Some plastics such as melamine or urethane may be warped or cracked in the microwave. The most suitable dishes are made of china, pottery, ovenproof glass or paper. For further information see your microwave cook book. If you have any doubts about the suitability of a particular dish, carry out a simple test by placing a glass half filled with water next to the dish to be tested in the oven. Heat for 30 seconds. If the dish feels warm, it should not be used.

Questions and Answers

Q Does it harm the oven if it is accidentally operated with no food in it?

A Severe damage can occur if the oven is turned on when it is empty.

Q Is eating food cooked in a microwave oven harmful?

A Microwaves are simply a source of heat energy just like gas and electricity. All three produce cooking in the food itself. Therefore food cooked in a microwave oven is not harmful to eat.

Q Why do I have moisture in the microwave oven after cooking?

A The moisture on the inside of your microwave oven is normal and nothing to worry about. It is caused by the steam from the cooking food hitting a cool oven surface. Wipe excess moisture from the inside of the oven after each use.

Q What causes the oven interior light to dim when using Variable Power?

A This is normal and indicates that the oven is operating and cycling normally.

Q Foods cooked in a microwave oven seem to cool off faster than conventionally cooked foods. Why is that?

A Often the dish used to store foods in the refrigerator is then used for heating the food in the microwave oven. In this case, the cold dish absorbs heat from the food. It may be necessary to heat the food for an additional time.

If the oven does not turn on

★ Check that the appliance is connected correctly.

★ Check that the plug is firmly connected to the wall socket and that the socket is switched on. Check the power supply by plugging in another appliance.

★ Replace the fuse in the plug with another of the appropriate rating.

★ Check that the fuse in the fuse box is intact.

★ Ensure that you have pressed 'Start' to commence cooking, and that the door is firmly closed.

★ If the cooking results are not satisfactory, ensure that you have programmed the oven correctly.

★ Check that the food is not covered with excessive foil and you have not used a metal lid. Also check that the air vents are not obstructed.

★ If the oven light does not operate, check the fuse in the plug.

★ If after all these checks the appliance still does not work, call your local Zanussi Service Centre, the details of which can be found in your local telephone directory under 'Z'.

NEVER ATTEMPT TO REMOVE THE REAR PANEL OF THE OVEN OR TAMPER WITH THE OVEN IN ANY WAY.

★ Please note that it will be necessary to provide proof of purchase for any in-guarantee service calls.

Peace of mind for twelve months

Zanussi standard guarantee conditions

This guarantee is in addition to your statutory and other legal rights which will not be excluded or in any way diminished by the return of this guarantee card.

We, Zanussi Limited, undertake that if, within twelve months of the date of the purchase, this ZANUSSI appliance or any part thereof is proved to be defective by 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 operating and maintenance instructions.
- The appliance has not been serviced, maintained, repaired, taken apart or tampered with by any person not authorised by us.
- The appliance is still in the possession of the original purchaser.

All service work under this guarantee must be undertaken by a Zanussi Network Service Centre.

Any appliance or defective part replaced shall become our property.

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.
- Cost incurred for calls to put right machines improperly installed or calls to machines outside the UK and the Republic of Ireland.
- Appliances found to be in use within a commercial environment, plus those which are the subject of rental agreements.

How to find the telephone number of your Zanussi Service Force listed in this leaflet

Zanussi Service areas are allocated by postcodes which are listed in alphabetical order for easy reference.

1. Look for the two letters of your address postcode in the far left 'Postcode' column.
2. Match up the number of your postcode against the number listed in the 'Postcode Numbers' column.
3. Look across the column to the Service Force Key Number for your area. Turn to the last page of this directory for the address and telephone number to contact for service which is listed against your keynumber.

If you are unsure of your postcode, the main towns and cities are listed in alphabetical order for easy reference.

Additionally, your local Zanussi Service Force Centre telephone number is listed under 'Z' in your telephone directory.

The Customer Care Department at Zanussi House, Hambridge Road, Newbury, RG14 5ep, Tel: 0635 521313, will be happy to help you with any queries or difficulties.

Post-code Letter	Town	Post-code Number	Service Force Key Number	Post-code Letter	Town	Post-code Number	Service Force Key Number
AB	Aberdeen	1-5	1	DN	Doncaster	1-7, 10-12, 22	33
AL	St. Albans	1-10	2	DN		14	38
A	Brecon	45	3	DN	Doncaster	8-9, 15-21, 31-40	39
BA	Bath	1-5, 11-15	4	SUB POSTCODE DIVISION			
BA		7-10, 20-22	5	DN	Gainsborough		
BA		6, 16	6		South	21-1, 22-21, 21-5	40
BB	Blackburn	1-12	7	DN	Gainsborough		
BD	Bradford	1-23	8		North	21-3, 21-4	39
BD		24	9	DT	Dorchester	1-6, 10-11	9
BH	Bournemouth	1-25	11	DT		6-9	5
BL	Bury	0-9	12	SUB POSTCODE DIVISION			
BN	Brighton	1-9, 11-15	12	DT	Bridport East	6-3, 6-4	9
BN		20-27	13	DT	Bridport		
BN		16-18	14		West	6-5, 6-6	5
BR	Bromley	1-8	15	DY	Dudley	1-6, 8-9,	17
BS	Bristol	1-28, 98-99	16	DY		7, 10-14	41
BT	Belfast	1-82	17	EC	London	All EC Codes	28
B	Birmingham	1-21, 25-33,	17	EH	Edinburgh	1-42, 52-54	42
B		38, 40, 45, 47-48	17	EH		43-46	35
B		60-71, 80, 97-98	18	EH	Edinburgh	47-49, 51, 55	43
B	Birmingham	23-24, 34-37,	18	EN	Enfield	1-11	28
B		42-44, 46,	18	EX	Exeter	1-17, 20	45
B		72-79	19	EX		18-23, 31-39	46
B	Birmingham	49-50	19	E	London	All East Codes	28
B		96	19	FK	Falkirk,	1-4	43
B	Birmingham	95	20	FK		10-14, 18-19	32
CA	Carlise	1-28	21	FK	Falkirk	5-9, 15-17	47
CB	Cambridge	1-8	22	FK		20-21	31
CB		9-11	23	FY	Fleetwood	0-8	7
CF	Cardiff	1-8, 31-48	3	GCI	Guernsey		48
CH	Chester	1-4	24	GL	Gloucester	1-8, 10-19,	49
CH		5-7	25	GL		50-56	49
CH		8	26	GL		9	15
CM	Chelmsford	0-6, 8-9, 11-15	27	GL		20	19
CM		7	23	GU	Guildford	1-24, 26, 34-35	50
CM	Chelmsford	16-24	28	GU		25	51
CO	Colchester	1-16	23	GU	Guildford	27-33	13
CR	Croyden	0, 2-4, 9	29	G	Glasgow	1-5, 11-15, 20-	47
CT	Canterbury	1-21	83	G		23, 31-34, 40-	47
CV	Coventry	1-8, 10-12, 21-33	20	G	Glasgow	46, 51-53, 58,	47
CV		9, 13	18	G		60-69, 73, 76-	47
CV	Coventry	31-35, 37	20	G	Glasgow	78, 81-84, 71-	43
CW	Crewe	1-12	30			72, 74-75	43
DA	Dartford	1-18	29	HA	Harrow	0-9	2
DD	Dundee	1-5, 7-11	31	HD	Huddersfield	1-8	8
DD		6	32	HG	Harrogate	1-5	8
DE	Derby	1-3, 6-7, 13-15	82	HP	Hemel	1-3	2
DE		11-12	18	HP	Hempstead	4-23	53
DE	Derby	4-5, 55	33				
DG	Dumfries	1-7, 10-12	34				
DG		8-9	36				
DG	Dumfries	13-14	35				
DH	Durham	1-9	37				
DL	Darlington	1-17	37				

Post-code Letter	Town	Post-code Number	Service Force Key Number	Post-code Letter	Town	Post-code Number	Service Force Key Number
HR	Hereford	1-2, 4, 6-9	49	ME	Motherwell	1-12	43
HR		3, 5	54	M	Manchester	1-35, 60	11
HU	Hull	1-20, 55	38	NE	Newcastle-on-Tyne	1-49, 61-70, 88	66
HX	Halifax	1-7	8	NE		98-99	66
IG	Ilford	1-11	28	NE		71	35
IOM	Isle of Man		55	NG	Nottingham	1-14	82
IP	Ipswich	1-15, 30-31	56	NG		15-22, 25	33
IP		16-27	57	NG	Nottingham	23-24	40
IP	Ipswich	28-29, 32-33	22	NG		31-34	64
IV	Inverness	1-24, 26, 30-36	58	NN	Northampton	1-7, 11-12	67
IV		40-49, 51-56,	58	NN		8-10, 14-18	22
IV	Inverness	25, 27-28	59	NN	Northampton	13	65
JCI	Jersey		60	NP	Newport	1-9, 44	3
KA	Kilmamock	1-26, 28-30	43	NR	Norwich	1-35	57
KA		27	61	NW	London	all NW Codes	52
KT	Kingston-on-Thames	1-23	51			Except 2, 4, 7, 9, 10	
		24	50	NW	London	2, 4, 7, 9, 10	2
KT		1-14	59	N	London	All N Codes	28
KW	Wick	15-17	62	OL	Oldham	1-12, 15-16	11
KW		1-16	32	OL		13-14	7
KY	Kirkcaldy	1-23	7	OX	Oxford	1-17	65
LA	Lancaster	1-8	54	PA	Paisley	1-4	47
LD	Landrindod	3	3	PA		5-19	43
LD		1-5, 7-8, 11-14	63	PA	Paisley	20-27, 33, 35, 40-	68
LE	Leicester	16-17	63	PA		49	68
LE		6, 9-10	63	PA		28-31	69
LE	Leicester	15	64	PA	Paisley	32, 34, 36-39, 61,	70
LE		11-15	25	PA		62-78	68
LL	Llandudno	16-19	26	PA	Paisley	80-82, 88	71
LL		20-21, 23, 27, 31-	25	PA		83-87	72
LL		32, 34-40, 42-47,	25	PE	Peterborough	1-15, 34, 38	64
LL	Llandudno	22, 24-26, 28-30,	26	PE		16-19	22
LL		33-34, 41, 48-49	26	PE	Peterborough	20-25	40
LL	Llandudno	51-78	26	PE		30-33, 35-37	57
LN	Lincoln	1-6, 8-10	40	PH	Perth	1-2, 8-9, 10-18,	31
LN		7, 11-13	39	PH		3-7	32
				PH	Perth	19-26, 30-44	58
				PL	Plymouth	1-21	73
				PL		22-35	74
				PO	Portsmouth	1-22	13
LN	Lincoln	3-4, 3-5	40	PO	I.O.W.	30-41	75
LN		3-6	39	PR	Preston	1-9	7
				RG	Reading	1-17, 26	53
LS	Leeds	1-29	8	RG		21-25, 27	50
LU	Luton	1-6	2	RG	Reading	28	4
LU		7	22	RH	Redhill	1-3, 6-7, 9-20	12
L	Liverpool	1	24	RH		4-5	50
ME	Medway	-49, 60-70	29	RH	Redhill	8	29
ME		3		RM	Romford	1-5, 7, 10-18	27
MK	Milton Keynes	1-2, 4-20, 99	83	RM		6, 8-9	28
MK		1-17, 19, 40-46	22	SA	Swansea	1-20, 31-32	3
MK	Milton Keynes	18	65				

SUB POSTCODE DIVISION

Post-code Letter	Town	Post-code Number	Service Force Key Number	Post-code Letter	Town	Post-code Number	Service Force Key Number
SA	Swansea	33-39, 41-44, 61-73	76	TQ	Torquay	14	45
SA		40, 45-48	77	TR	Truro	1-27	74
SE	London	All SE Codes	14	TS	Stockton-on-		
SG	Stevenage	1-9, 11, 15	2		Tees	1-29	37
SG		10, 12-14	28	TW	Twickenham	1-20	51
SG	Stevenage	16-19	22	UB	Uxbridge	1-10	2
SK	Stockport	1-3, 6-12	30	WA	Warrington	1-5, 8-9, 10-15	11
SK		4-5, 13-16	11	WA		6-7	24
SK	Stockport	17	33	WA	Warrington	16	30
SL	Slough	1-10	53	WC	London	All WC Codes	52
SM	Sutton	1-3, 7	51	WD	Walford	1-2, 4-7	2
SM		4-6	29	WD		3	53
SN	Swindon	1-8, 11-16	65	WF	Wakefield	1-17	8
SN		9-10	4	WN	Wigan	1-5, 7	11
SO	Southampton	1, 4, 41-43, 51	9	WN		6, 8	24
SO		2-3, 5, 21-24, 52	13	WR	Worcester	1-14	19
SO	Southampton	20	4	WR		15	41
SP	Salisbury	1-5, 9-11	4	WS	Walsall	1-15	18
SP		6	9	WV	Wolverhampton	1-4, 10-14	18
SP	Salisbury	7-8	9	WV		5-9, 15-16	41
SR	Sunderland	1-7, 9	66	W	London	All West Codes	52
SR		8	37			Except 1-14	
SS	Southend-on-			W	London	3, 4, 5, 7, 13	2
	Sea	0-9, 11-17, 99	27	W	London	1-2, 6, 8-12, 14	44
ST	Stoke-on-Trent	1-18, 20-21	30	YO	York	1-3, 5, 7-8	8
ST	London	19	18	YO		4, 6, 11-18, 25	38
SW		All SW Codes	52	YO	York	21-22	37
		Except 2, 4, 8, 9,		ZE	Lerwick	1, 3	79
	London	11-20		ZE		2	80
SW	London	2, 9, 16	14				
SW	London	1, 3, 5-7, 10	44				
SW	Shrewsbury	4, 8, 11-15, 17-20	51				
SY		1-6, 9-17, 18-22	25				
SY		7, 17-19	54				
SY	Shrewsbury	8	41				
SY	Sheffield	23-25	77				
S		1-19, 30-31, 40-45	33				
S	Sheffield	60-66, 74, 80-81	33				
S	Taunton	70-73, 75	8				
TA		1-11, 21-24	6				
TA	Selkirk	12-20	5				
TD	Telford	1-15	35				
TF		1-8, 10-13	41				
TF	Tonbridge	9	30				
TN		1-2, 4, 8-11, 13-16	29				
TN	Tonbridge	12, 17-19, 23-40	83				
TN	Torquay	3, 5-7	12				
TQ		1-6, 9, 12-13	78				
TQ		7-8	73				

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Service Force Key Number	Service Force Address	Telephone Number	Service Force Key Number	Service Force Address	Telephone Number
1	60 Commerce St., Aberdeen, AB2 1BP or Tel:	0224 583949 0224 582704	43	Block 2, Unit 5, Auchernraith Ind. Est. Rosendale Way, Blantyre	0698 828145
2*	Unit 4, Riverside Est, Coldharbour Ln, Harpenden	0582 461909	44	4 Royal Lane, Yiewsley, W. Drayton, UB7	0895 441917
3	3 Pentwyn Rd, Blackwood, Gwent, Sth Wales	0495 223151	45	91 Exeter Rd, Exmouth, Devon, EX8 1QD	0395 263531
4	31 St. Andrews Rd., Bemerton, Salisbury, SP2	0722 336072	46	3 Bear St., Bamstaple, North Devon, EX32	0271 717774
5	3 Bamcombe Circle, Trad Est., Martock, Yeovil, TA12	0935 822836	47	Unit E6C Anniesland Ind. Est. Netherthorn Rd, Glasgow, Scotland	041 954 5304
6	80 Killigrew St., Falmouth, Cornwall, TR11	0984 31858		or Tel:	041 954 5349
7	333 Ranglet Rd., Walton Summit, Preston, PR5	0772 321200	48	Biencathra, Saurmarez Lane, Castel, Guernsey	0481 56854
8	57 Ingram Rd., Holbeck, Leeds, Yorks	0532 460992	49	134 Eastgate St, Gloucester, GL1 1QT	0452 422488
9	63 Curzon Rd., Bournemouth, BH1 4 PW	0202 303363	50	Unit 1 Redfields Ind. Pk, Church Crookham, Fleet	0252 851414
11	Unit 41/42 Clarendon Ct., Winwick Quay, W'ton	0925 50822	51	127 Walton Rd, Molesy, Surrey, KT8 oDT	081 979 6366
12	Unit 3, 21/25 Bridge Rd., Haywards Heath, RHI	0444 417656		or Tel:	081 979 7962
13	266 Main Rd., Southbourne, Emsworth, PO10	0243 374814	52*	Unit 4, Riverside Est, Coldharbour LN, Harpenden	0582 461909
	or Tel:	0243 371170	53	Reform Rd, Maidenhead, Berkshire	0628 783711
14	4 Bourne Rd., Bromley, Kent, BR2 9PB	081 3139533	54	Merion House, High St, Llandrindod Wells	0597 828482
15	Unit 1, Albert Crescent, Bristol, BS2 OYH	0272 713217	55	South Quay Industrial Estate, Douglas, I.O.M.	0624 622114
16	Owenmore Hse, Kilwee Ind. Est Upper Dunmurry Lane, Belfast	0232 301121	56	Unit 2b, Elton Park Business Centre, Hadleigh Road, Ipswich, IP2 0DQ	0473 211713
17	66 Birch Rd East, Wyreley Rd. Ind. Est, B'ham	021 327 1671	57	75 Grove Rd, Norwich, NR1 3RL	0603 629653
18	Unit 3 Sterling Park, Claymore, Tamworth	0827 289800	58	Unit 3B3, Smithton Ind. Est. Smithton, Inverness	0463 791822
	or Tel:	0827 289822	59	Drummuie Rd, Golspie, Sutherland, KW016SY	0408 633517
19	22 Newton Rd., Malvern, Worcs, WR14 1NZ	0684 572915	60	P.O. Box 45, Queens Rd, St. Helier, Jersey	0534 67001
20	Unit 23/24, Alliance Business Pk, Townsend Drv, Nuneaton, CV11	0203 350666	61	Bruach, Blackwaterfoot, Isle of Arran	077 086 246
21	High Ehenside, Egremont, Cumbria, CA22	0946 820509	62	Hatson Ind. Estate, Kirkwall, Orkney	0856 5457
22	1 Wharf Rd, Higham Ferrers, Northants	0933 317727	63	30a Scotland Rd, Market Harborough, LE16	0858 433229
23	Unit 18, Fourth Ave, Bluebridge Ind. Est, Halstead, Essex	0787 473982	64	Pinfold Rd, Manning Rd Ind. Est Bourne, Lincs	0778 422147
24	Unit 14, Dock Rd, Birkenhead, L41 1JJ	051 6391287	65	Unit E19, Telford Rd, Launton Ind. Est. Bicester	0869 248598
25	Plas Fynnon W/house, Middleton Rd, Oswestry	0691 652917	66	Unit C1, Bergen C1, Tyne Tunnel Trad. Estate, North Shields, Tyne & Wear	091 2960166
26	Easy Launderette, Pantion Hall, Denbigh, Clwyd	0745 813272	67	53 Sandringham Rd, Northampton, NN1	0604 37061
27	19 Sirdar Rd., Off Brook Rd, Rayleigh, Essex	0268 741171	68	96 Argyll St, Dunoon, Argyll, PA23 7NE	0369 2147
28	284 Alma Rd, Enfield, EN3	081 8056825	69	43 Crosshill Ave, Camelstown, Argyll	0586 52008
29	Unit B4, Imperial Bus. Estate, Gravesend, Kent	0474 353771	70	Moss Field Workshop, Moss Field Drive, Oban	0631 664530
30	Unit 8, Croft Rd, Newcastle under Lyme, Staffs, ST5 OTW	0782 713003	71	2 Killweivagh, Gregory, Benbecula, Outer Hebrides	0870 2331
31	3-7 Blackness St, Dundee Scotland, DD1	0382 642828	72	Churchouse, 16 James St, Stomaway, Isle of Lewis	0851 705555
	or Tel:	0382 455862	73	5-7 Brunswick Rd, Cattedown, Plymouth, PL4	0752 222540
	or Tel:	0382 826809	74	80 Killigrew St, Falmouth Cornwall, TR11	0326 31 4600
32	33a Burnside, Auchtermuchty, Fife, Scotland	0337 28807	75	109-111 Hunnyhill, Newport, Isle of Wright	0983 523062
33	Unit 63, Storforth Lane Trad. Est. Chesterfield	0246 231790	76	Roch, Haverfordwest, Dyfed	0437 710366
34	93 Irish St, Dumfries, Scotland	0387 69694	77	4 Market St, Aberacron, W. Wales, SA46	0545 570254
35	2-8 Wood Market, Kelso, Borders, TD5 7AX	0573 24411	78	278 Torquay Rd, Preston, Paignton	0803 529969
36	27 Antrim Ave, Stranraer, Dumfries & Galloway	0776 3277	79	3-4 Carlton Place, Lerwick, Shetland, ZE1	0595 2915
37	8 Cubie Way, Aycliffe Ind. Est. Newton & Acliffe	0325 300606	80	Harlsdale, Symbister, Whalassay, Shetland	08066 546
38	Unit 1, Boulevard Unit Fact. Est. Hull, HU3 4AY	0482 22335	81	London House, Victoria St, Alderney	048182 3563
39	Unit 2, Cromwell Rd, Grimsby, DN31 2BN	0472 358760	82	Unit 2, Furnace Rd, Ilkeson, Derbyshire	0602 442770
40	Unit 14 Stonefield Park, Clifton St, Lincoln	0522 532330	83	Unit 2, Bridge Rd Bus. Centre Bridge Rd. Ashford, Kent, TN23 1BB	0233 613461
41	1 Underhill St, Brignorth, Salop, WV16	0746 763322			0233 613463
42	38 Buccleuch St, Dalkeith, Midlothian, EH22	031 663 7758			

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