

# Hotpoint Service and Spares

**FOR SERVICE:** If you have a problem with your appliance ring your local Service Office.  
**FOR SPARES and ACCESSORIES:** to purchase spares and accessories send your Accessories Order Form to your Spares Centre. If the accessory or spare part you want is not on the form, contact your Spares Centre for prices and availability.  
 Please address all correspondence to Hotpoint Spares Centre or Hotpoint Service Office as applicable.

Service Offices are open between 8.00am-8.00pm Monday to Friday.

8.30am-6.00pm on Saturdays and 10.00am-4.00pm Sundays.

Spares Centres are open between 8.00am-5.00pm Monday to Friday and 8.00am-12.30pm on Saturdays.

- Service Office and Spares Centre
- Service Office only

**EAST**  
**● ESSEX:** Industrial Buildings, Beehive Lane, Cheshamford, CM2 9TE.  
 Post Codes: FM & G Tel: (01245) 492433

**■ PETERBOROUGH:** Rembrandt of Essex Tel: (01246) 269831

**■ LONDON:** Celia Road, PE2 9UB Tel: (01733) 64741

**■ HARRLOW:** Spares Administration Dept. Tel: (01733) 556520  
 Unit 10, Crystal Way, Harrow, Middlesex, HA1 2HP.  
 Tel: 0181-963 3636  
 Tel: 0181-963 4113

**MIDLANDS**  
**■ BIRMINGHAM:** Westgate, Airdrge, W Midlands, WS9 8UX.  
 Post Codes B Tel: (01922) 743374

**For Service** All other Post Codes Tel: (01922) 743376

**■ NOTTINGHAM:** Tel: (01922) 743377

**For Service** Astring Street NG2 3AB  
 Tel: 0115-996 2431/4322 For Spares Tel: 0115-996 0397

**NORTH EAST**  
**■ WETHERBY:** Sandbeck Lane, LS22 4TW.  
 Tel: (01937) 581261/581444 For Spares Tel: (01937) 581221

**NORTH WEST**  
**■ MANCHESTER:** 44/46 Station Road, Heaton Mersey, Stockport, SK4 3QT.  
 All LA Post Codes  
 Manchester North Tel: 0161-492 0513  
 Manchester South Tel: 0161-442 8677  
 Tel: 0161-432 0255

**For Service** West Lodge Road, Blythwood Estate, PVA 9EN.

**SCOTTLAND** All CA Post Codes  
 Tel: 0141-986 8241 For Spares Tel: 0141-986 5811

**■ RENFREW:** West Lodge Road, Blythwood Estate, PVA 9EN.

**For Service** All CA Post Codes  
 Tel: 0141-986 8241 For Spares Tel: 0141-986 5811

**SOUTH** Larkfield Trading Est, New Hyde Lane, Larkfield, ME20 6SN.

**■ KENT, SUSSEX AND SURREY:** Tel: (01822) 790707

**For Service** Tel: (01822) 716631

**■ SOUTHAMPTON:** Unit R, S Hampshire Ind Park, Salisbury Rd, Tonon, SO40 3SA.  
 Tel: (01703) 961981/667374 For Spares Tel: (01703) 967933

**WALES**  
**● NORTH:** Westgate, Airdrge, W Midlands, WS9 8UX.

**■ SOUTH:** Tel: (01922) 743374

**For Service** 18 Western Ave, Bridgend Ind Estate, Bridgend, CF31 3SL.  
 Post Codes CF SA & SY23-25 Tel: (01656) 664121  
 Post Codes BS, G, Ind 55, HR, SY15-18, LD1-4, NP Tel: (01656) 655554  
 Tel: (01656) 796111

**IRELAND**  
**● NORTHERN:** 256 Ormeau Road, Belfast, BT7 2EZ.  
 Tel: (01232) 647111

**■ EIRE:** 49 Airways Ind. Estate, Dublin 17.

**For Service** Tel: Dublin 428088

**For Spares** Tel: Dublin 428836

**CHANNEL ISLANDS** - Service provided by Agents. Normal Guarantees apply and all Service Schemes are available.

**JERSEY:** 19, Don Street, St. Helier  
 Tel: (01534) 21625

or  
 C/Os D'Orrmes, Pontac, St. Clements, Tel: (01594) 54893

**GUERNSEY & SARK:** Valpays Stores, Gerarda Rue, St. Martins, Guernsey, Tel: (01481) 38422

or  
 Barras Lane, Vale, Tel: (01481) 51610

**ALDERNEY:** 32 High Street, Tel: (01481) 822686

**ISLE OF MAN** - Service provided by Agents. Normal Guarantees apply and all Service Schemes are available

from 5 Dunningold St., Douglas.  
 Tel: (01624) 673233

or  
 Tromode Works, Conkourne Village, Douglas, Tel: (01624) 676066

or  
 17 Ridgeway Street, Douglas, Tel: (01624) 25811/25848

**SHETLAND, ORKNEY & WESTERN ISLES** - Service provided by Agents. Normal Guarantees apply, but Service Schemes are NOT available.

**SHETLAND:** For Road, Lerwick.  
 Tel: (01595) 2257

**ORKNEYS:** Halstone Ind. Estate, Kirkwall, Tel: (01856) 5457

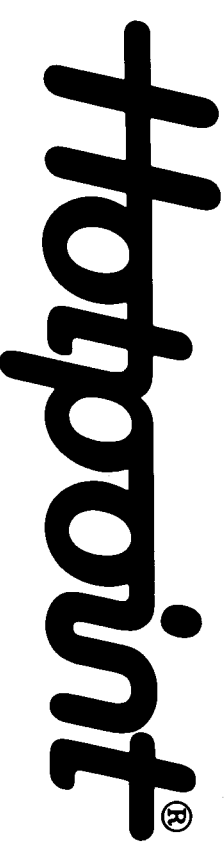
**WESTERN ISLES:** 27 Bayhead Street, Stormway, Isle of Lewis  
 Tel: (01851) 3387

**OTHER ISLANDS:** Local Hydro Electric Stages. EXCEPT ARRAN, BUTE & SKYE - which are covered by Hotpoint.

# CERAMIC HOB USER HANDBOOK FOR INSTALLATION AND OPERATION MODEL 6373

In accordance with its policy of progressive product design, the Company reserves the right to alter specifications. Hotpoint Ltd, Peterborough, PE2 9UB, England

May 1995 Part No. 4229 00012 M95



## ***Your new appliance***

This handbook gives full instructions for installing and operating your new Hotpoint Hob.  
Please read right through this handbook **before** installing and using the hob for the first time.

**DO MAKE SURE THAT ANY ELECTRICAL WIRING IS CARRIED OUT BY A QUALIFIED ELECTRICIAN.**

**WARNING: CHILDREN SHOULD NOT BE ALLOWED TO PLAY WITH THE APPLIANCE OR TAMPER WITH THE CONTROLS.**

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## **Retention of this Instruction Book**

This Instruction Book must be kept handy for reference as it contains important details on the safe and proper use of the appliance.

If you sell or pass the appliance to someone else, or move house and leave it behind, make sure this Book is also provided so the new owner can become familiar with the appliance and safety warnings.

If the Book is lost or damaged a copy may be obtained from Hotpoint Ltd, Celta Road, Peterborough, PE2 9JB.



# Hotpoint Service Cover

## Satisfaction Guaranteed or Your Money Back

Hotpoint gives you a unique 'Satisfaction Guaranteed' promise - valid for ninety days after you have purchased your Hotpoint product. If there is a problem with your Hotpoint appliance just call your Hotpoint Service Office. If necessary we will arrange for an engineer to call. If the problem is not resolved by us under this Guarantee, Hotpoint will replace your appliance or, if you prefer, give you your money back. This Guarantee is additional and subject to the terms of Hotpoint's Five Year Parts Guarantee.

## Hotpoint's Free Five Year Guarantee

- From the moment your appliance is delivered, Hotpoint guarantees it for **FIVE YEARS**.
- In the Five Years all replacement parts are **FREE** provided they are fitted by our own Service Engineer. During the first year our Engineer's time and labour is also free.
- After the first year we will charge for our engineer's time and labour. We do, however, operate a range of Service Plans (see opposite) which for an annual payment enables you to cover any repair costs which may be necessary.
- All of our service repairs are guaranteed for twelve months in respect of our labour and any parts fitted.
- The appliance must be used in the United Kingdom and must not be tampered with or taken apart by anyone other than our own Service Engineer.
- You may, however, buy parts which can be safely fitted without specialist knowledge or equipment. The correct fitting of such parts, provided they are genuine Hotpoint spares, will not affect your Guarantee. Parts are available from our main Hotpoint Spares Centres.
- Our Guarantee does not cover the cost of any repair which is needed because of power cuts, accidents or misuse. Nor does it cover the cost of any visit to advise you on the use of the appliance except for our Free Installation Check for Automatic Washing Machines and Dishwashers. Please read the instruction book thoroughly.
- If at any time during the Guarantee period we are unable to repair your appliance, we will refund any repair costs paid to us in the previous twelve months. We will also offer you a new appliance at a reduced charge instead of a repair.
- Our Guarantee is in addition to and does not affect your legal rights.
- Should you need independent advice on your consumer rights, help is available from your Consumer Advice Centre, Law Centre, Trading Standards Department and Citizens Advice Bureau.
- All Hotpoint servicing is done by our own Service Organisation located throughout the United Kingdom and Southern Ireland. It will be happy to deal with any problems.

## Hotpoint's Service Care

Whether you have just one or a number of Hotpoint appliances in your kitchen, Hotpoint has a range of Service Schemes to give you complete peace of mind.

### Service Cover

A single payment covers you for all repairs during the period of cover, which can be from 1 to 4 years. There is also an option of Service Cover with Maintenance at an additional cost. This includes an annual Electrical and Safety Check and replacement of any parts as necessary. For 1 year contracts this takes place towards the end of the contract period.

### Kitchen Cover

An annual payment covers you for all repairs for all your Hotpoint appliances which are less than 10 years old. It also covers the cost of loss of food up to £250 in our refrigeration and freezer products. There is also the option of Kitchen Cover with Maintenance at an additional cost. Any additional Hotpoint appliances purchased after you have joined Hotpoint Kitchen Cover will automatically be included during the annual period of cover without further charge.

### Appliance Registration

To ensure that you have the opportunity to benefit from any of the above Service Schemes you should complete and return immediately the Appliance Registration Form supplied with your appliance. Full details and costs of our Service Schemes together with an application form will be sent to you at the end of the first year of the guarantee.

### Annual Safety/Maintenance Checks

Hotpoint strongly recommends that all its appliances are regularly checked for electrical and mechanical safety whether or not they are covered by a Service Plan.

### Proof of Purchase

For future reference please attach your purchase receipt to this booklet and keep it in a safe place.

### Spares and Accessories

Spares and accessories can be ordered from your local Hotpoint Spares Centre (listed on the back page), using the order form enclosed.

**NOTE:** Our Engineer will use every effort to avoid damage to floor coverings and adjacent units when carrying out repairs/service work but in locations where the Engineer advises you that it will be impossible to move the appliance without risk of damage, he will only proceed with your approval that no liability is accepted.

# Electrical Requirements

- All electrical wiring must be carried out in compliance with the appropriate IEE and local Electricity Board regulations by a qualified electrician, eg. your local Electricity Board or a contractor who is on the roll of the National Inspection Council for Electrical Installation Contracting (NICEIC).

**INCORRECT INSTALLATION COULD AFFECT THE SAFETY OF THE APPLIANCE.**

### Electricity Supply

- The voltage stamped on the rating plate of the hob must correspond with the house electricity supply, which must be alternating current.
- The hob must be connected to a suitable double pole isolating switch having a contact separation of at least 3 mm in all poles placed in a readily accessible position adjacent to the unit. The loading for the hob is 6.0 kW. Fuse requirement – 30 amp.
- The hob should be installed using cable with a minimum cross-sectional area of 6mm<sup>2</sup>. Always ensure that the mains cable, from the hob unit to the mains switch is free from twists or kinks throughout its length.

**WARNING – THIS APPLIANCE MUST BE EARTHED.**

Your hob should **not** be located adjacent to a gas heater as flames from the burners could cause damage to your hob.



This appliance conforms to the following EEC Directives:  
Low Voltage Equipment  
73/23/EEC  
93/68/EEC  
Electromagnetic Compatibility  
89/336/EEC  
92/31/EEC  
93/68/EEC

## Installation

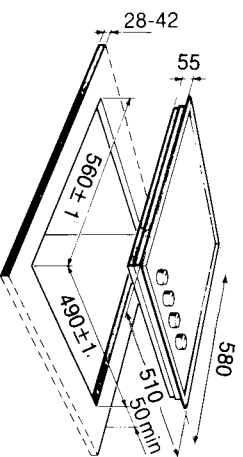
### General

Before connecting or installing the hob the electricity supply must be turned OFF.

The wall at the back of the hob must be covered with a heat resistant surface, eg. ceramic tiles.

The edge of the hob must be a minimum of 50 mm away from a tall unit or wall. Weight of the hob unit is 9.5 kg (19.8 lb).

### Dimensional Requirements

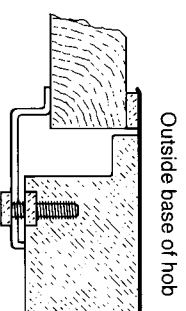


**Fig. 1** All dimensions are shown in millimetres.

### Important:

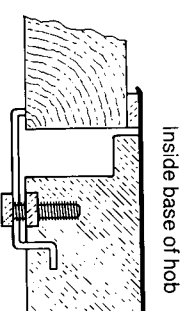
The hob and unit in which it is installed must be both stable and level.

30 mm  
worktop



**Fig. 2**

40 mm  
worktop



**Fig. 3**

### Installing the Hob into the Worktop

The hob can be installed either in the middle of two adjacent cabinets or located in a corner with one adjacent cabinet. The hob should be installed to provide Class Y protection against risk of fire.

All brick, metal, wooden cabinets, etc. can be fitted with the hob, so long as these are heat resistant (to a temperature of 120°C). The

measurements of the opening to be made in the top of the cabinet are shown in Fig. 1. The hob is equipped with a special rubber gasket to prevent particles of food and other foreign objects from getting into the cabinet. The gasket must be accurately fitted on to the edge of the hole in the cabinet top and must be stuck to the top by lightly pressing with the fingers. After having removed the layer of protective paper, position the hob by pressing all round with the hands. Fix the hob to the cabinet using the recessed brackets (Figs. 2 & 3). Carefully trim the excess gasket.

## If Your Hob won't work

### ... don't panic

Just quickly check these points before calling a Hotpoint engineer:

1. Check that the mains supply has been switched on.
2. If the heating areas are not giving the amount of heat you require check that you are using the correct setting (see page 5).
3. If food takes a long time to cook check that the base of the pans you are using are completely flat and suitable for use on a ceramic hob.

If after following these instructions you are still having problems contact your nearest Hotpoint Service Office. The telephone number is shown on the back page.

When you contact us we need to know:

1. Your name, address and post code.
2. Your telephone number.
3. Clear and concise details of the fault.
4. The model number (6373B or 6373P) and serial number (found on the underside of the hob).
5. When it was purchased.  
Put the date here .....

Make sure you have all these details before you call. Meanwhile, switch off the appliance at the mains supply and leave it alone until the Engineer calls.

## Spare Parts

Please remember your new appliance is a complex piece of equipment.

'DIY' repairs or unqualified and untrained service people may put you in danger, could damage the appliance and might mean you lose cover under Hotpoint's Parts Guarantee.

If you do experience a problem with the appliance don't take risks; call in Hotpoint's own Service Engineer. The address and telephone number of your nearest Hotpoint Service Office is in your local telephone directory.

Our spare parts are designed exclusively to fit only Hotpoint appliances. Do not use them for any other purpose as you may create a safety hazard.

## Operation

5. After the fire has been extinguished **do not move or touch** the pan for at least 30 minutes.
6. If you **fail** to put the fire out call the fire brigade immediately.

### Safety Requirements for Deep Fat Frying

The following recommendations should be followed:

- a) **Never** leave the pan unattended on the heat, eg. to answer the telephone.
- b) Use a deep pan large enough to cover the cooking zone.
- c) **Never** fill the pan more than one third full with oil or fat. On no account mix oil and fat.
- d) **Do not** overload the pan by trying to fry too much. The pan containing oil and food should **not** be more than two thirds full.
- e) Dry food thoroughly before frying and lower it slowly into the oil.
- f) **Do not** use a lid on the pan.
- g) Keep the outside of the pan clean and free from fat and oil.
- h) **Do not** allow excessive splashing of oil onto the hob.
- i) **Allow** the fat to heat sufficiently before frying.

### In the event of fire follow these steps:

1. If a saucepan or chip pan catches fire **turn off the heat if safe to do so**, using the hob control switch.
2. **Do not** attempt to move the pan, this may cause the fire to spread to other areas.
3. **Do not** use **water** to put out the fire. If available use only an **approved fire extinguisher** for the purpose i.e. **dry powder, CO<sub>2</sub>**, or **halon**.
4. If a **fire extinguisher** is not available, smother the flames with a **damp cloth; saucepan lid or fire blanket**.  
When smothering the flames **do ensure** that your **face and arms** are **well protected** from the flames to save you from becoming hurt.

**WARNING: Do not use the hob if it is cracked. Switch off at the hob control panel immediately and contact your nearest Hotpoint Service (see back page).**

### Ratings of the Heating Zones

- Front left  
1.2kW 165mm Speedglo™™
- Front right  
1.8kW 200mm Speedglo™™ Plus
- Rear left  
1.8kW 200mm Speedglo™™
- Rear right  
1.2kW 165mm Speedglo™™

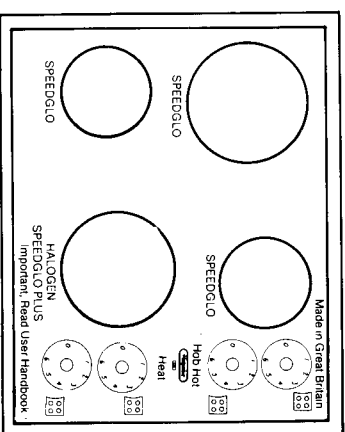


Fig. 4

### Cooking Areas

The equipment has four cooking areas, as shown in Fig. 4. The positions are clearly indicated on the hob by circles. Heating only occurs within the circles marked on the hob. The surface of the hob and the base of any pans used **MUST** be clean and dry.  
There are two warning lights. The On/

Off light switches on when one or more cooking areas are powered and switches off when all cooking areas are turned off. The Hob Hot warning light switches on when one or more heating areas exceeds 60°C (approximately).

**This warning light stays on until the temperatures of all cooking areas have dropped below 60°C. In warm conditions this could take some time. If young children are in the vicinity, it is advisable to place a pan(s) of cold water onto the heating area(s) which has been used.**

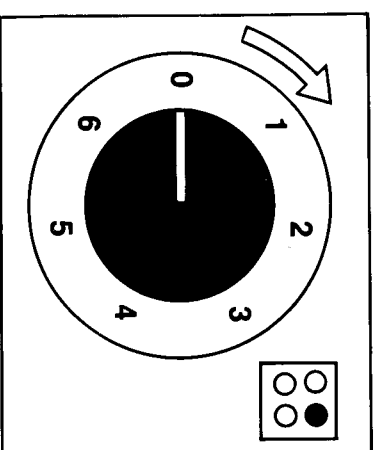


Fig. 5

### The Controls

The relevant control for each heating area is shown in Fig. 5. Each control can be used to select any temperature setting from minimum at position 1 to a maximum at position 6 (see Fig. 5). For normal cooking, after having placed the pan on the required hob position, set the control knob to maximum (6); wait until boiling point is reached, then set the control knob to a lower position as required.  
See chart on page 6 for guide to control settings.

# Operation (cont'd)

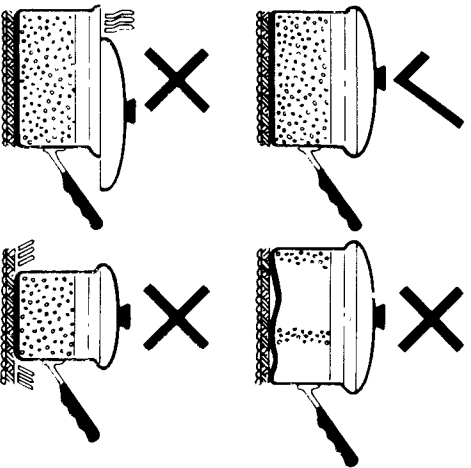
## Control Settings Guide

This table is provided only as a guide – settings also depend on the type of pan used and the quantity of food.

Knob Position	Type of Food
1	To dissolve butter, chocolate, etc.
1-2	To heat food, keep small amounts of water simmering, to beat sauces containing egg yolk and butter.
3	To heat solid and liquid foods – keep water boiling – unfreeze frozen foods – make omelettes containing 2-3 eggs – fruit and vegetables.
4-5	To stew meats, fish and vegetables, and cook foods with water, jams, etc.
5-6	To seal meats and fry fish.
6	Frying potatoes, etc., bringing water to the boil.

## Using the correct pan

It is **ESSENTIAL** that the pans you use on the Ceramic hob are suitable.



Saucepans should preferably be heavyweight, completely flat (machined base) and recommended for use on ceramic hobs.

## DO USE:

- Good quality pans with smooth, flat, heavy bases.
- Saucepans manufactured from aluminium (enamelled or machined) or stainless steel.
- Correct size saucepans. The base of the pan must cover the heating zone completely.
- Saucepans with lids which are well fitting to reduce cooking time and energy use.

## DO NOT USE:

- Pans with thin, distorted or uneven bases as these will extend cooking times, waste electricity and cause damaging, local hotspots on the glass surface.
- Pans with ridged or recessed bases.
- Pans with damaged or rough bases which could scratch the glass surface.
- Lightweight enamelled steel utensils.
- Glass or glass ceramic utensils.
- A heat resistant mat or anything else between the pan and the heating area.
- Pans which are **not** recommended for use on ceramic hobs.

**SALT OR WATER ON THE UNDERSIDE OF THE PAN COULD DAMAGE THE ZONES SO ALWAYS KEEP BOTH THE PAN BASES AND THE HEATING AREAS DRY AND CLEAN.**

## Cooking on the Ceramic Hob

When placing a pan on the Ceramic surface make sure that the base is

clean, free from grit and dry. A pan may be moved away from the cooking zone to reduce the heat quickly and be left only partly over the cooking zone provided that the control is turned down from the maximum setting.

**NEVER** leave a cooking zone on for long periods when not covered by a pan. Spillage should be dealt with as soon as it occurs. Any spillage left on the surface after cooking should be cleaned off (see below) before the hob is switched on again to prevent baking on.

**DO NOT** cook directly on the hob itself and under no circumstances should the hob be used with aluminium foil in contact with the hob surface. Whilst the hob may be used as an additional work surface, care must be taken to ensure that it is not scratched (eg. do not use the hob as a chopping board). **DO NOT** put plastic items on a warm cooking zone.

**DO NOT** drag the pan across the hotplate – this could result in scratching the glass surface. Lift the pan from one heating area to another.

## Cleaning the Ceramic Hob

Before cleaning switch the cooker off at the Hob Control panel.

To minimise cleaning **always:**

- Avoid spills whenever possible. If a spillage does occur wipe up immediately with clean kitchen towel or a clean cloth so that it does not become burnt on. This is particularly important in the case of sugar solutions as damage can occur to the hob surface. **Take care not to burn yourself as the heating area of the hob will be hot.** For daily cleaning use a liquid cleaner, eg. *Jif*.

**DO NOT** use any abrasive cleaner which could scratch the surface.

**NEVER** put cooking oil or plastic items

onto the hot cooking surface. Should these substances accidentally be burnt onto the hobs it is essential to remove them immediately to avoid damage.

To build up protection and keep the surface looking like new we recommend the weekly use of a

Ceramic Hob Cleaner-Conditioner. This is available from your retailer or Hotpoint Service Centre (see back page) under Part No. 6004. Regular use of a Cleaner-Conditioner will make future cleaning easier.

If heavy solids are burned onto the surface (eg. boiled over milk) these can be removed, when the surface is cool enough, by careful use of a stainless steel razor, scraper or similar blade in a holder, followed by cleaning with a Conditioner.

Hard water stains, grease spots and discolouration having a metallic sheen, can be removed with *Solvol Autosol* or any non-abrasive stainless steel cleaner.

After cleaning with Conditioner wipe the hob with a clean paper towel. This removes any film or specks of cleaner left on the surface, which would show up as dark specks or 'stains' next time the surface is heated.

Hob cleaner residues must always be completely removed with a clean wet cloth (even if the instructions for use state otherwise) as they can have an etching effect when reheated.

**NEVER** use abrasive or chemical oven cleaners as they can damage the surface of the Ceramic hob.

The visual effect of any scratches which may occur in use can be minimised by the use of cleaner conditioner. Such scratches cannot be removed but do not affect the function of the hob in any way.

**NEVER** clean your hob with a dishcloth.

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