



EW11E/L/C/P Cooker

Installation & User Instructions

Retention of this instruction leaflet:

This instruction leaflet 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 leaflet is also provided so that the new owner can become familiar with the appliance and safety warnings.

Before you operate your new Hotpoint Cooker

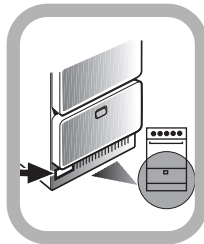
Please read these instructions fully.

Ensure the cooker is installed by a qualified electrician following the instructions below.

When the cooker is first used an odour may be emitted, this will cease after a period of use.

When first using the cooker ensure that the room is well ventilated (e.g. open a window or use an extractor fan) and that persons who may be sensitive to the odour avoid any fumes. It is suggested that any pets be removed from the room until the smell has ceased. This odour is due to temporary finish on oven liners and elements and also any moisture absorbed by the insulation.

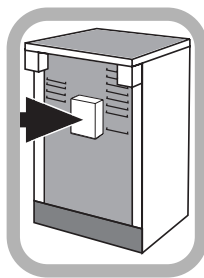
Installation



WARNING – THIS APPLIANCE MUST BE EARTHED.

Your cooker should have been checked to ensure that the voltage corresponds with your supply voltage, this is stated on the rating plate, which is situated on the rear panel. The cooker must be connected by a competent person eg, NICEIC registered contractor to suitable double-pole control unit with a minimum rating of 32A and a minimum contact clearance of 3mm, which should be fitted adjacent to the cooker, in accordance with IEE regulations.

The power supply cable should conform to B.S.6004 with a conductor size of 6mm² minimum.



The control unit should be easily accessible in the event of an emergency, but must be within 2 metres of and not directly above an appliance. This appliance conforms to EN 55014 regarding suppression of radio and television interference. Access to the mains terminals is gained by removing the rear access cover.

The mains cable must pass through the cable clamp adjacent to the terminal block. Sufficient cable should be used to allow the cooker to be pulled out for servicing.

Ensure that the mains cable is routed away from any brackets affixed to the rear panel and is not trapped to the rear wall when pushing the cooker into position between cabinets.

Siting the Cooker

The cooker is designed to fit between kitchen cabinets spaced 500mm apart. The space either side need only be sufficient to allow withdrawal of the cooker for servicing. It can be used with cabinets one side or both as well as in an angled corner setting. It can also be used free-standing.

This cooker is a type X appliance, as such adjacent side walls which project above hob level, must not be nearer to the cooker than 150mm and should be protected by heat resistant material. Any overhanging surface or cooker hood should not be nearer than 650mm.

The height of the cooker can be adjusted by means of adjustable feet in the plinth (900mm - 915mm). Adjust the feet by tilting the cooker from the side.

Then install the product into position.

Safety Information

**When used properly your appliance is completely safe but as with any electrical product there are certain precautions that must be observed.
PLEASE READ THE PRECAUTIONS BELOW BEFORE USING YOUR APPLIANCE.**

Always

- Remove all packing from the appliance before switching on for the first time.
- Understand the controls prior to using the appliance.
- Keep children away from the appliance when cooking as the surfaces will get extremely hot during and after use.
- Turn controls **off** when not in use.
- Stand back when opening an oven door to allow any build up of steam or heat to disperse.
- Always use dry good quality oven gloves when removing items from the oven/grill.
- Always place pans centrally over the hotplate making sure handles are kept away from the edge of the hob and cannot become heated by other hotplates or pans.
- Always take care to avoid heat or steam burns when operating the controls.
- Always turn off the electricity supply at the wall switch and allow the appliance to cool before cleaning (or changing an oven lamp if fitted).
- Always make sure the shelves are in the correct position before switching on the oven or grill.
- Always keep the oven/grill door closed when the appliance is not in use.
- Always keep the appliance clean as a build up of grease or fat from cooking can cause a fire.
- Always follow the basic principles of food handling and hygiene to prevent the possibility of bacterial growth.
- Always keep ventilation slots clear of obstructions.
- Always refer servicing to a qualified appliance service engineer.
- Always take care when removing items from the grill compartment when the lower oven is in use as the contents will be hot
- Always turn off the electricity supply to the appliance at the wall switch should any glass panel (if fitted) crack or shatter and then **DO NOT USE THE APPLIANCE** until repaired.
- During use, the oven becomes hot. Care should be taken to avoid touching heating elements inside the oven.

Never

- Never stare at Halogen heating units
- Never leave children unsupervised where a cooking appliance is installed as all surfaces will be hot during and after its use.
- Never allow anyone to sit or stand on any part of the appliance.
- Never store items above the appliance that children may attempt to reach.
- Never leave anything on the hob surface when unattended and not in use.
- Never remove the oven shelves whilst the oven is hot.
- Never heat up unopened food containers as pressure can build up causing the container to burst.
- Never store chemicals/food stuffs or pressurised containers in or on the appliance, or in cabinets immediately above or next to the appliance.
- Never place flammable or plastic items on or near the hob.
- Never fill a deep fat frying pan more than 1/3 full of oil, or use a lid.
DO NOT LEAVE DEEP FAT FRYING PANS UNATTENDED WHILE COOKING.
- Never use the appliance as a room heater.
- Never use the grill to warm plates.
- Never dry any items on either the hob or oven doors.
- Never install the appliance next to curtains or other soft furnishings.
- Never operate the grill with the grill door closed as this will cause the appliance to over heat.
- Never mount the cooker on a platform.
- Never use steam cleaners.

SAFETY ADVICE IN CASE OF A CHIP-PAN FIRE

In the event of a chip pan fire or any other pan fire.

1. TURN OFF THE COOKER APPLIANCE AT THE WALL SWITCH.
2. COVER THE PAN WITH A FIRE BLANKET OR DAMP CLOTH, this will smother the flames and extinguish the fire.
3. LEAVE THE PAN TO COOL FOR AT LEAST 60 MINUTES BEFORE MOVING IT. Injuries are often caused by picking up a hot pan and rushing outside with it.

**NEVER USE A FIRE EXTINGUISHER TO PUT OUT A PAN FIRE as the force of the extinguisher is likely to tip the pan over.
Never use water to extinguish oil or fat fires.**

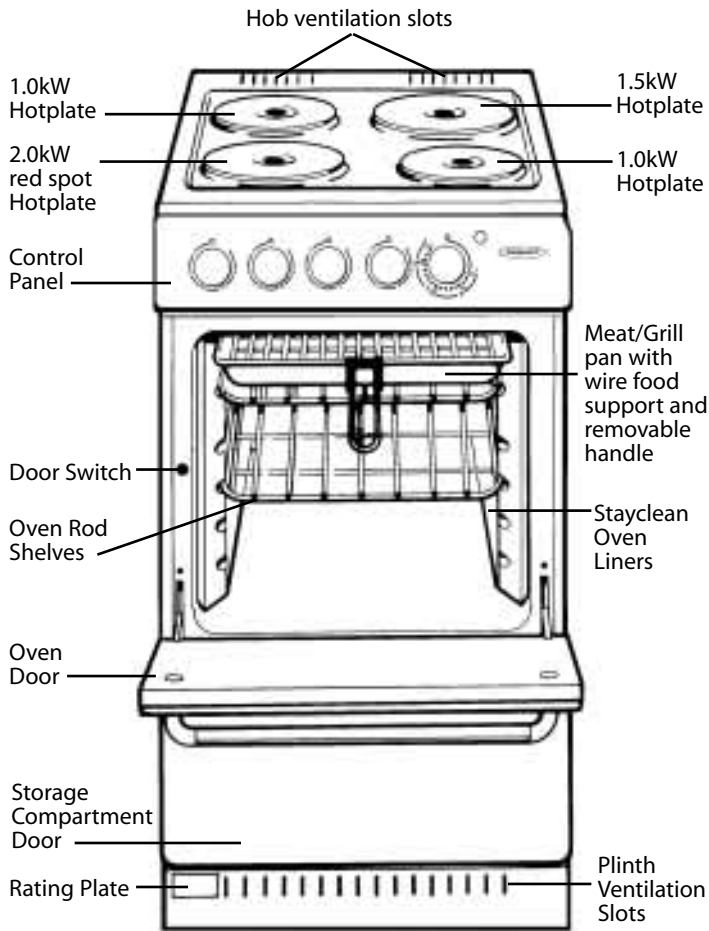
Moving the Cooker

Before moving your cooker, switch off at the cooker control unit, ensure that it is cool.

Movement of your cooker is most easily achieved by lifting the front as follows:
 Open the oven/grill door sufficiently to allow a comfortable grip on the underside front edge of the oven roof, avoiding any grill elements or oven interior furniture.

Note: Take care in moving the cooker as it is heavy.
 Take care to ensure that any floor covering is not damaged.

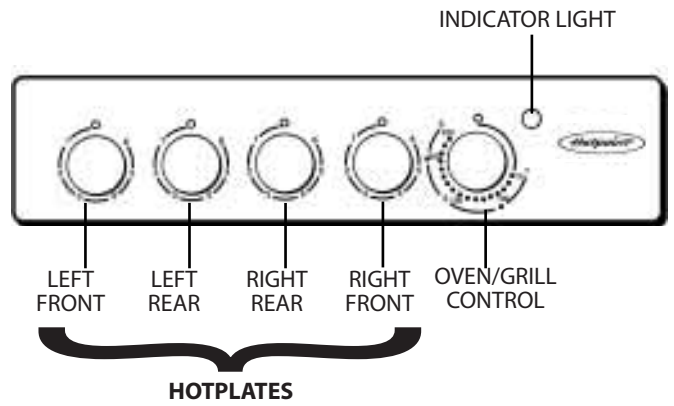
Features



Storage Compartment

To open the storage compartment door gently pull down from both sides together, on closing the door ensure that the catch engages correctly.
 Take care as accessible surfaces inside the storage compartment will become hot when the oven is in use.
 The storage compartment is ideal for storing saucepans, meat pans, etc. Do not use it for storing combustible materials, flammable liquids or aerosols.

Control Panel



Control Knobs The controls for the hotplates can be turned in either direction to provide variable heat control, the oven/grill knob can only be rotated clockwise from the Off position.
Operating the control when the grill is in use. In common with all cookers having controls sited above the grill compartment, care must be taken when setting the controls, due to hot air being emitted from the grill compartment.
 Always ensure that all controls are in the OFF position, when appliance is not in use.

Hotplates General Information Notes

- Note:** Under no circumstances should the hob be used with aluminium foil in contact with the hob surface.
- Use of Hotplate** The controls set the hotplates at six pre-set power levels. Each control can be used to select one of six temperature settings from a minimum at position 1 to a maximum at position 6. The Red Spot hotplate heats up more rapidly to give faster boiling.
- Control Settings Guide** This table is provided only as a guide – settings also depend on the type of pan used and the quality of food.

Knob Position	Type of food
1	To melt butter, chocolate, etc.
1 or 2	To heat food gently. To keep small amounts of water simmering. To heat sauces, containing egg yolks and butter, To simmer: stews, meat, fish, vegetables, fruit.
3	To heat solid and liquid foods. Keep water boiling. Thaw frozen vegetables. Make 2-3 egg omelettes.
4 or 5	To cook foods, just above simmering. To maintain 'rolling' boil for preserve making.
5 or 6	To seal meat and fry fish.
6	Frying potatoes. Bringing water to the boil. Deep fat frying. Dissolve sugar for preserve making.

- Safety requirements for deep fat frying :**
1. Use a deep pan, large enough to completely cover the appropriate heating area.
 2. Never fill the pan more than one-third full of oil.
 3. Never leave oil or fat unattended during the heating or cooking period.
 4. Never try to fry too much food at a time, especially frozen food. This only lowers the temperature of the oil or fat too much, resulting in greasy food.
 5. Always dry food thoroughly before frying, and lower it slowly into the hot oil or fat. Frozen foods, in particular, will cause frothing and spitting, if added too quickly.
 6. Never heat fat, or fry, with a lid on the pan.
 7. Keep the outside of the pan clean and free from streaks of oil or fat.

Choice Of Utensils

Every Electric Hob deserves the right choice of utensils. We recommend for optimum performance the use of good quality utensils.

PANS SHOULD NOT:



Be concave (bowed in)



Be convex (bowed out)



Be rimmed



Be deeply ridged



But essentially Flat

Always ✓

- Use good quality flat based cookware on all electric heat sources.
- Ensure pans have clean, dry bases before use.
- Ensure pans match size of heating area.
- Remember good quality pans retain heat well, so generally only a low or medium heat is necessary.
- Ensure pan handles are positioned safely and away from heat sources.
- Lift pans, do not drag.
- Use pan lids except when frying.
- Deal with spillage immediately but with care.

Never ✗

- Use gauze, metal pan diffusers, asbestos mats and stands e.g. Wok stands – they can cause overheating.
- Use utensils with skirts or rims e.g. buckets and some kettles.
- Use badly dented or distorted pans.
- Leave an element switched on when not cooking.
- Cook food directly on the hotplate.
- Drag or slide utensils across the hob surface.
- Place large preserving pans or fish kettles across two hotplates.
- Place plastic vessels or utensils on a hot hob.
- Use the hob as an area for storage



Always place pans centrally on the hotplate



Setting the grill

Preheat the grill at setting 5 for approximately five minutes. The pilot light will illuminate to show the grill is switched on. The grill pan is placed on the shelf and should be correctly positioned under the grill element. Leave the control at 5 for toast, sealing and fast cooking of foods.

For thicker foods requiring longer cooking, turn the switch to a lower setting after the initial sealing on both sides at setting 5. The thicker the food the lower the control should be set.

Note:

ALWAYS have the door open when grilling. If the door is closed when the oven/grill control is switched on then the oven will operate.

Note:

Remember to switch off the control at the end of cooking.

Guide to grilling successfully:

1. Position rod shelf as recommended in chart for food being cooked.
2. Preheat the grill for approximately 5 minutes.
3. Place the grill pan on the rod shelf, ensuring it is positioned centrally under the grill element.

Food	Shelf Position from Base of Oven	Grill Setting	Approx. Cooking Time
Toasting of Bread Products	5	5	3-10mins depending on type of food
Small cuts of meat, sausages, bacon	4 or 5	4	15-20mins.
Chops, etc. Gammon steaks	4	3 - 5	20-30mins depending on thickness
Fish: whole fillets fingers	4 or 5	3	10-20mins. (in base of pan)
Pre-cooked potato products	4	3 - 5	15-20mins.
Pizzas	4 or 5	3	10-12mins. depending on size
Browning of food. e.g. cauliflower cheese	4	5	5-7mins.

Always preheat the grill for 5 minutes, on setting required for cooking.

Grill

CAUTION – ACCESSIBLE PARTS WILL BECOME HOT WHEN THE GRILL IS IN USE. CHILDREN SHOULD BE KEPT AWAY.

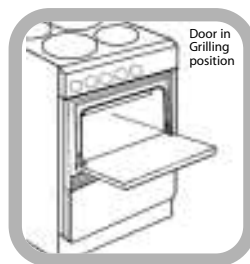
GRILLING CANNOT BE UNDERTAKEN WITH THE OVEN/GRILL DOOR CLOSED.

Open the Oven door fully.

The oven/grill control is designed to operate either the oven or grill depending on the position of the oven door. With the door fully open, as shown, the door switch enables the grill to operate.

With the oven door in the grilling position, heating of the grill is achieved by turning the control clockwise to the desired 'grill setting' on the control panel, as described under 'setting the Grill'.

Never: line the grill/meat pan with aluminium foil.



Grill Pan Handle

The grill pan handle is detachable so that the pan may also be used in the oven as a meat pan. To fit the handle to the pan:-



Tilt the handle over the recess adjacent to the bracket.



Slide it towards the centre of the pan, up to the 'stop' position.

Temperature Conversion Chart

Gas Mark	°F	Main Convection Oven	Top Convection Oven	Main Fan Oven
1/2	250	120	110	100
1	275	140	130	120
2	300	150	140	130
3	325	160	150	140
4	350	180	170	160
5	375	190	180	170
6	400	200	190	180
7	425	220	210	200
8	450	-	220	210
9	475	-	-	220

Oven

Oven Control

The oven/grill control is designed to operate either the oven or the grill, depending on the position of the oven door. With the door in the closed position, the door switch enables the oven to operate.

With the oven door closed, heating of the oven is achieved by turning the control clockwise to the required 'oven temperature' scale on the control panel, as recommended in the temperature charts. The pilot light will immediately come on and go off during cooking as the thermostat maintains the correct temperature.

Note: At the end of the cooking period there may be a momentary puff of steam when the oven door is opened. This will disperse in a few seconds and is perfectly normal characteristics of an oven with a good door seal.

Note: Remember to switch off the oven control after cooking is finished. If the door of the oven is left open for long periods of time with the control switched On, then the grill element will become hot. The correct positioning of food is indicated on the temperature charts.

Oven Cookery Notes

The oven temperature charts are a guide only, giving approximate cooking temperatures and times. To suit personal taste and requirements, it may be necessary to increase or decrease temperatures by 10°C.

To prepare meat for roasting in your electric oven.

Wipe the joint, dry well with a clean cloth, kitchen tissue, etc., and weigh it. Meat which has been stored in a refrigerator, should be allowed to come to room temperature for approximately 30 minutes before cooking. Always completely thaw frozen meat before cooking. Beef, lamb and mutton may be lightly floured, but pork should have the rind scored, brushed over lightly with olive oil, and sprinkled with salt – for crisp crackling.

Place joint in meat pan (small joints weighing less than 1.5kg (3lbs) should be roasted in a smaller pan/meat tin, or they may be 'pot roasted' – a small joint in a large meat pan causes unnecessary oven splashing). Additional fat should not be used, except for veal, very lean meat, poultry, which can either be 'larded' with fat bacon, or brushed over very sparingly with melted fat/cooking oil. When potatoes are roasted round the joint, they only require to be coated in melted fat/cooking oil. It is not necessary to baste, when roasting in an electric oven, and liquid/stock should not be added to the meat pan.

Temperature and Time

The secret of succulent, tender meat, is not to roast quickly at too high a temperature. Best results are obtained when roasting is carried out at low temperatures. When a lower temperature is used, joint loses less weight, is more tender (too high a temperature causes meat to be tough and dry), and the splashing of fat onto oven interior is reduced. When a complete meal is being cooked in the oven, cooking time may need to be increased, and temperature may need to be raised for approximately the last 30 minutes of the cooking period (for instance when cooking Yorkshire pudding to serve with roast beef). Never use meat pans larger than 390 x 300mm (15"x12") and baking trays no larger than 330x255mm (13"x10"), these should be positioned centrally on the oven shelf. Food should not be placed directly on the floor of the oven. To avoid unnecessary cleaning, rod shelves which are not in use, should be removed from the oven. The times and temperature suggested should be used as a guide but may vary according to:-

- Whether you prefer meat rare, medium or well done.
- The size and shape of your joint.
 - A short thick joint requires a longer cooking period than a long thin joint.
 - A small joint under 1.5kg (3lbs) takes longer per 450g (1lb) than a large one, whereas a large joint over 3kg (6lbs) will cook in the time given for 'minutes' per 450g (1lb) without the 'minutes' over added.
 - Boned/rolled and stuffed joints take longer to cook through than those with a bone. (The weight of stuffing should be added to the oven ready weight meat/poultry to calculate roasting times.)

Temperature Chart Baking

Food	Pre-Heat	Temperature & Time	Position in oven
Scones	Yes	220/230°C approx 10-15mins	Runners 1 & 4
Small Cakes	Yes	190/200°C approx 20-25mins	Runners 1 & 4
Victoria Sandwich	Yes	180/190°C 6 1/2" - 7" tins 20mins 8" - 8 1/2" tins 30mins	Runners 1 & 4
Sponge Sandwich (fatless)	Yes	190/200°C 7" tins 15-20mins	Runners 1 & 4
Swiss Roll	Yes	200/210°C approx 10-15mins	Runner 4
Semi-rich Cakes (large)	Yes	160/170°C 6 1/2"-7"tins 1 1/4-1 1/2 hr 8" - 9" tins 2-2 1/2 hr	Runner 3
Christmas Cake	Yes	140/150°C depending on size and richness of mixture	Runner 3
Shortcrust Pastry	Yes	200/210°C depending on use	Runners 2 & 5
Puff Pastry	Yes	220°C approx - depending on use	Runners 2 & 5
Yorkshire Pudding	Yes	210/220°C 45-50mins	Runner 5
Individual Yorkshire Puddings	Yes	210/220°C approx 20-25mins	Runner 5
Milk Pudding	Yes	150/160°C approx 2 - 2 1/2 hrs	Runner 2
Baked Egg Custard	Yes	150/160°C approx 45-55mins	Runner 2
Bread -full oven - single loaf	Yes	230°C 50-60mins reducing to 210/230°C after 10mins 230°C 45-50mins	Runners 1 & 4
Meringues	Yes	100/110°C Large 3 1/2 - 4 1/2 hrs Small 2 1/2 - 3hrs	Runner 1

Note: Always refer to cookery notes before using oven. If soft tub margarine is used for cake making we would recommend using the all in one method and to reduce the temperature by 10°C. Temperatures recommended in this chart refer to cakes made with block margarine or butter only.

Temperature Chart Meat

Food	Pre-Heat	Temperature & Time	Position in Oven
Beef	Yes	190/200°C approx 25-30mins per 450g (1lb) + 25mins extra	In Meat pan on runner 2
Lamb	Yes	190/200°C approx 25-30mins per 450g (1lb) + 25mins extra	
Pork	Yes	190/200°C approx 30-35mins per 450g (1lb) + 30mins extra	
Veal	Yes	190/200°C approx 25-35mins per 450g (1lb) + 30mins extra	
Poultry /Game	Yes	190/200°C approx 18-20mins per 450g (1lb) + 20mins extra	
Turkey	Yes	up to 5.5kg (12lb) allow 22mins per 450g (1lb) at 190°C e.g. 5kg (11lb) = 242 mins over 5.5kg (12lb) allow 16mins per 450g (1lb) at 180°C e.g. 10kg (22lb) = 352mins	In a suitable tin on runner 1
Casseroles /Stews	Yes	140/160°C according to quantity	runner 3

- If using aluminium foil:-
- Remember it is important to increase the cooking time by one third.
 - Never allow foil to touch sides of ovens.
 - Never cover oven interior with foil.
 - Never cover oven shelves with foil.

Care and Cleaning

TURN OFF THE MAIN COOKER WALL SWITCH BEFORE CLEANING. BEFORE SWITCHING ON AGAIN, ENSURE THAT ALL CONTROLS ARE IN THE OFF POSITION.

NEVER USE BIOLOGICAL WASHING POWDER, HARSH ABRASIVES, SCOURING PADS, AEROSOL CLEANERS OR OVEN CHEMICAL CLEANERS OF ANY KIND, UNLESS SPECIFIED BELOW.

Sealed Hotplates

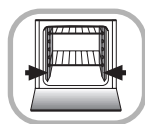
The cleaning of sealed hotplates should be done when they are cold, using a soap filled wire pad, following the grain of the hotplate. This will ensure that any stubborn, burnt on spillage's are removed. Wipe over with a damp clean cloth, making sure that all the cleaner has been removed. Finally, turn on hotplate to warm for a few minutes, then smear with a little cooking oil to provide a protective coating, or restorative agent Homecare Four Hob. The bezels will mellow with use to a burnished gold colour, a soap filled wire pad will help to keep them bright, care should be taken not to damage the vitreous enamel hob surface.

Cleaning Materials to avoid

1. Plastic or nylon pads / scourers, these may scratch the surface.
2. Household abrasive powders.
3. Oven chemical cleaners, aerosols and oven pads.
4. Caustic cleaners, these will etch the surface and attack the metal frame.
5. Bath and sink cleaners may mark the surface.

How Stayclean Works

The surface of the 'Stayclean' oven liners are treated on the mottled face with a special vitreous enamel which absorbs cooking soils. At temperatures of 220°C (425°F) or above, the special surface enables these soils to be slowly destroyed. The higher the temperature the more effective it is. In most cases normal cooking operation at this temperature will permit this cleaning operation to proceed during cooking. However if higher cooking temperatures are not used regularly it may be necessary, to prevent heavy soiling, to turn the oven control at maximum setting for a couple of hours. This may be necessary once a month or once every two or three months depending on the type and amount of oven cooking.



Oven Liners – sides.

It should not normally be necessary to clean the 'Stayclean' panels in water. If desirable remove the rod shelves and the side panels and wash them in warm soapy water, followed by rinsing in clean water.

Meat/Grill Pan

Remove the grill/meat pan and the wire grid food support, it is best to wash these items immediately after use to prevent stains from being burnt on when used again.

Control panel

Wipe with a damp cloth and polish with a dry cloth. **Do not** use cream cleaners.

Oven Door

Wipe over the door outer panel with a cloth wrung out in warm soapy water, then after wiping with a cloth wrung out in clear water, dry with a soft clean cloth.

Do not use scouring pads or abrasive powder which may scratch the surface.

Take care during cleaning not to damage or distort door seal. Do not lift the door seal from the oven front frame, if necessary remove the seal by carefully unhooking the corner clips. Be sure to replace the oven door seal before using the appliance.

Oven/Grill compartment

Remove the rod shelves and grill/meat pan. Use a fine steel wool soap pad to remove stubborn stains from the rod shelves, grill/meat pan and the floor of the oven.

Vitreous Enamel Hob Surround

Clean with a cloth wrung out in soapy water. Stubborn stains can be removed with a cream, paste or liquid cleaner, or by gently rubbing with liberally soaped, very fine steel wool pads. Check that the cleaning agent used is approved by the Vitreous Enamel Development Council.

Note:

We do not recommend the use of decorative covers over the hot hotplates as these can hold condensation and cause corrosion. Accidental operation with a cover in place can cause intense heat. Never place saucepan lids on the hotplates, as this may cause corrosion.

Cooking Results Not Satisfactory?

Problem	Check
Grilling uneven cooking front to back.	Ensure that the grill pan is positioned centrally below the grill element.
Fat splattering.	Ensure the grill is not set to too high a temperature.
Oven Baking Uneven rising of cakes.	Ensure that the oven shelves are level by using a spirit level on the rod shelf and adjusting, using suitable packing, e.g. wood, under the feet of the appliance. This should be checked on both left to right and front to back.
Sinking of cakes.	The following may cause cakes to sink: 1. Cooking at too high a temperature. 2. Using normal creaming method with soft margarine.
Over/under cooking Fast/Slow cooking	Refer to the cooking times and temperatures given in the oven temperature charts, however, it may be necessary to increase or decrease by 10°C to suit your taste. Do not use utensils greater than 75mm 3" in height for roasting.

Something Wrong?

Before contacting your Hotpoint Service Centre / Installer, check the problem guide below:

Slight odour or small amount of smoke when using the cooker for the first time.	This is normal and should cease after a short period.
Cooker does not work at all	Check that the switch on the control unit is in the on position.
Oven temperature seems too high or too low	Check that the temperature has been set in accordance with the temperature charts. It may be necessary to increase or decrease the recommended temperature by up to 10°C to suit your taste.
Oven does not cook evenly.	Check that the temperatures and shelf position are as recommended in the temperature charts. Check that the containers being used in the oven allow sufficient air flow around them. Check that the cooker is level.
Hotplates are slow to boil and will not simmer.	Check that your pans conform to the recommendations in these instructions.
Grilling is uneven.	Check that the grill pan has been correctly positioned.
Marks appearing on hotplates. Can not clean hob / hotplates.	The hob surround can be cleaned with warm soapy water and a cream cleaner. The sealed hotplates should be cleaned regularly (Please refer to the Care and Cleaning section for further information). Please note that replacement hob cleaning kits are available from our Parts department, under part number: 6400001
Grill not working.	Grill will not work unless the Grill door is in the grill position (see Grilling section of this book).
Condensation on the wall at the rear of the cooker.	Steam and/or condensation may appear from the vent at the rear of the appliance when using an oven particularly for foods with a high water content e.g. frozen chips, roast chicken etc. This is normal and any excess should be wiped off.
Steam / Condensation in the oven after use.	Steam is a by-product of cooking any food with a high water content. To help minimise always: a) Try to avoid leaving food in the oven to cool after being cooked. b) Use a covered container, wherever possible

If you have been through the above list and there is still a problem. You should identify your Service Agent using the Key Contacts list and contact your Local Service Office.

Hotpoint Service Cover

Satisfaction Guaranteed or Your Money Back

Hotpoint gives you a unique 'Satisfaction Guaranteed' promise – valid for 90 days after you have purchased your Hotpoint product. If there is a technical problem with your Hotpoint appliance, just call Hotpoint Service (see opposite). If necessary we will arrange for an engineer to call. If the technical problem is not resolved under this Guarantee, Hotpoint will replace your appliance or, if you prefer, give you your money back. Your statutory rights are not affected, and the 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 that they are fitted by our own Service Engineer. During the first year our Engineer's time and Labour is also free.
- Our guarantee covers loss of food in our refrigeration and freezer products up to £250 during the first year, subject to verification by one of our engineers.
- After the first year we will charge for our Engineer's time and labour. We do, however, operate a range of Service Plans (see below) which, for an annual payment, enables you to cover any repair costs which may be necessary.
- All 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 Engineers.
- 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 Hotpoint Spares Centres.
- Our guarantee does not cover the cost of any repair, or loss of food in refrigeration products, due to power failure, accidents or misuse. Nor does it cover the cost of any visits to advise you on the use of your appliance. Please read thoroughly the instruction book supplied with this appliance.
- 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 carried out by our own Service Organisation located throughout the United Kingdom and Ireland. We will be happy to deal with any problems which you may have.

Hotpoint's Extended Warranties

Whether you have just one or a number of Hotpoint appliances in your kitchen, Hotpoint has a range of Service Plans to give you complete peace of mind. They enable you to extend your one year labour guarantee so that you can have repairs completed **FREE** during the membership period.

Service Cover

We offer a number of payment methods; cheque, credit card or you can spread the cost and pay by direct debit (full details can be obtained on Free phone 0800 716356). This covers you for all repairs during the period of cover, which can be from 1 to 4 years. Service Cover also includes loss of food, up to the value of £250, in refrigeration appliances. 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.

Kitchen Cover

An annual payment covers you for all repairs for all your Hotpoint appliances which are less than ten 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 and other offers you should complete and return immediately the Appliance Registration Form/Questionnaire supplied with this 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. Worn door gaskets or hoses may cause a leak on an appliance, which could become dangerous if neglected.

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 (see opposite), using the order form enclosed.

NOTE: Our Engineers 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 appliances without risk of damage, he will only proceed with your approval that no liability is accepted.

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 any risks; call in Hotpoint's own Service Engineer (see Key Contacts). 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.

Disposal of your Product

To minimise the risk of injury to children please dispose of your product carefully and safely. Remove all doors and lids. Remove the mains cable (where fitted) by cutting off flush with the appliance and always ensure that no plug is left in a condition where it could be connected to the electricity supply.

To help the environment, Local Authority instructions should be followed for the disposal of your product.

Key Contacts Service

Hotpoint has the largest appliance manufacturer's service team in Europe, trained specialists directly employed by us to ensure your complete confidence.

Repair Service

UK: 08709 066 066

Republic of Ireland: 1850 302 200

You will be asked for the following information:-

Name, address and postcode.

Telephone number

Model / Serial number of the appliance

Clear and concise details of the query or fault

Place and Date of purchase

(Please keep the receipt as evidence will be required when the engineer calls).

Extended Warranty

To join: UK 08709 088 088

Republic of Ireland: 1850 502 200

Genuine Parts & Accessories Mail Order Hotline

UK: 08709 077 077

Republic of Ireland: (01) 842 6836

For further product information 08701 50 60 70

All Hotpoint Services are offered as an extra benefit and do not affect your statutory rights.



This appliance conforms to the following EEC Directives:

Electromagnetic Compatibility	Low Voltage
Equipment	
89/336/EEC	73/23/EEC
92/31/EEC	93/68/EEC
93/68/EEC	



General Domestic Appliances Limited, Morley Way,
Peterborough, PE2 9JB

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