

Hotpoint

INSTRUCTIONS on INSTALLATION & USE for the FIRST EDITION RANGE FEW14, FEW12, FEW10

Hotpoint recommends, for your own safety and to ensure you get the best possible results from your Washing Machine, you read through this booklet and follow these steps thoroughly.

STEP 1 Electrical Guide

Choose a location for your washing machine where possible on a solid floor, with the electrical sockets and water supply tap easily accessible. Allow sufficient space: 600mm width, 600mm depth and 900mm height. DO NOT install in a bath or shower room.

WARNING: This appliance must be earthed.

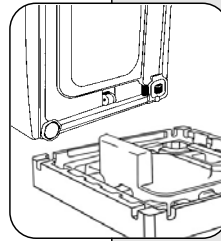


STEP 2 Installation Guide

Dispose of packaging material in a safe place and remove any labels.

Please read instructions thoroughly to ensure you understand each stage before you begin.

Remember you may be charged for a service call if a problem with your washing machine is caused by incorrect installation or misuse.



STEP 3 Dispenser Drawer

Read through this section to familiarise yourself with the different compartments within the dispenser drawer.

NOTE: Always follow manufacturer's dosage recommendations.



STEP 4 Programme Selector Dial

A wash chart is provided to help you to select your required programme.

Examples given for the maximum washing load weight for different fabric types.



STEP 5 Using your Machine

How to start your selected programme and how to stop or change the programme if so required.

NOTE: Progress indicator lights show what stage in the programme cycle has been reached.



STEP 6 Options Guide

All available optional wash features are explained within this section - These allow you to adjust your selected wash programme to suit your needs.

NOTE: In addition to the temperature of the incoming water, the selection of optional wash features will affect the programme times.



STEP 7 A Typical Wash Programme

A picture guide provides a clear explanation how to set a wash programme.

DO NOT overload the washing machine.

NOTE: Hotpoint recommend, on completion of your programme, that you switch off both the electricity and water supply to the appliance.



STEP 8 Troubleshooting

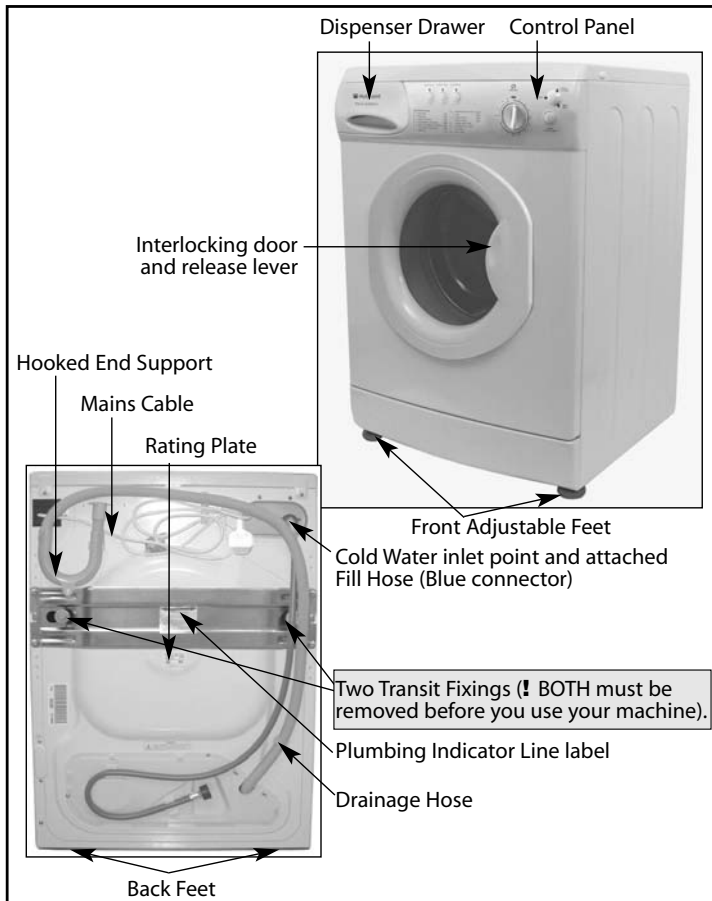
Please refer to the Troubleshooting section if you have any problems when using your washing machine. There may be nothing wrong!

READ BEFORE CONTACTING SERVICE!

Read the rest of these instructions to get the best from your appliance, remember to fill in your guarantee registration.

Keep this Book in a safe place for quick reference.

Getting to Know your Appliance



Cleaning the Exterior:

Use a damp cloth or silicon polish to clean the exterior surfaces of the appliance.

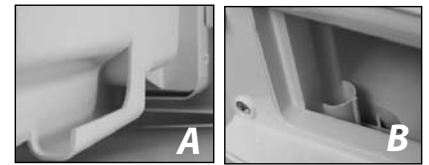
Cleaning the Door Bowl:

Clean the internal surface of the door bowl regularly with a soft cloth. A build up of soap powder and water hardness residue may result in water leaking from the door.

Cleaning the Dispenser Drawer & Compartments:

It is advisable to clean the dispenser drawer regularly:

- 1 Pull the drawer out until it reaches its stop.
- 2 Press the drawer release latch down to remove the dispenser drawer.
- 3 Clean and dry the dispenser drawer, syphons, grate and fabric conditioner exit channel (A). Also, regularly clean the outlet pipe area (B).
- 4 Relocate the dispenser drawer and push it firmly back into place.



WARNINGS:

- Do not clean any part of the machine with abrasive cleaners, scouring agents, acids, any bleaches or metal polish, as they may cause damage.
- Do not try to clean any part of the dispenser drawer while the machine is working.

Key Contacts

After Sales Service

Over 1100 trained specialists, directly employed by us, ensure that you can have complete confidence in both the appliances and services we offer.

Repair Service and Information Desk

UK: 08709 066 066
 Monday to Friday, 8am to 7.30pm
 Saturday, 8.30am to 5.30pm
 Sunday, 9.30am to 3.30pm
www.hotpointservice.co.uk
 Republic of Ireland: 1850 302 200

Note: Our operators will require the following information:

The Model number (which can be found on the control panel)

The Serial number (which can be found on the inner door trim)

Extended Warranties

UK: 08709 088 088
 Monday to Sunday, 8am to 8pm
www.hotpointservice.co.uk
 Republic of Ireland: 1850 502 200

Genuine Parts and Accessories

UK: 08709 077 077
 Monday to Friday, 8.30am to 5pm
 Saturday, 8.30am to 12 noon
www.hotpointservice.co.uk
 Republic of Ireland: (01) 842 6836

STEP 1 Electricity Supply

WARNING: The appliance must be earthed.

Fuses

Your appliance comes fitted with a plug and a 13 amp (13A) fuse. If you need to replace the fuse, use only those rated at 13 amp (13A) and ASTA approved to BS1362. To change the fuse lift the holder to vertical position and lift the fuse out. To replace the fuse, insert the fuse and push fuse holder down into the locked position. Correct replacement is identified by colour coding or the marking on base of plug.

WARNING: Do not use the plug unless the fuse holder is in the locked position and the top cover firmly replaced.

Changing the Mains Lead

If you have damaged the existing lead and need a new one, contact Hotpoint Service UK on: 08709 066 066 or www.theservicecentre.co.uk (or in the Republic of Ireland on: 1850 302 200). A charge will be made. We strongly advise that fitting a new lead is carried out by a qualified electrician.

Seek professional advice if you need to use an extension lead.

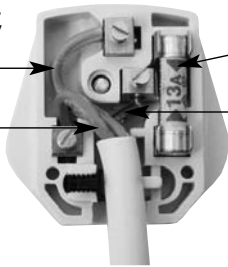
Changing the Plug

If you need to change your plug, if it does not fit your socket: isolate the machine from the mains supply. Cut off the supplied plug and safely dispose of the discarded plug. DO NOT plug into any other socket.

NOTE: If you change the plug, the colour of wires in the mains lead may not match the colour of the markings which show the different terminals in the plug. You must wire it as shown below:

Green and yellow (Earth) wire to terminal marked 'E', symbol \perp , or coloured green and yellow.

Blue (Neutral) wire to terminal marked 'N' or coloured black.



13A ASTA approved fuse to BS1362.

Brown (Live) wire to terminal marked 'L' or coloured red.



CE marking certifies that this appliance conforms to the following EEC directives:
 Low Voltage Equipment - 72/23/EEC & 93/68/EEC
 Electromagnetic Compatibility - 89/336/EEC, 92/31/EEC & 93/68/EEC



STEP 2

TECHNICAL DETAILS

Models	FEW14 FEW12 FEW10
Dimensions	59.5cm wide 85cm high 60cm deep
Capacity	from 1 to 5.5kg
Electric Connections	voltage 220/240 Volts 50Hz maximum absorbed power: 1700W-2100W
Spin Speed	up to 1400rpm - FEW14 up to 1200rpm - FEW12 up to 1000rpm - FEW10
Control programmes according to IEC456 directive	programme D temperature 60°C run with a 5.5kg load

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NOTE: ALWAYS MOVE THE MACHINE ALONG THE TRACK WHICH YOU USE TO HOOK UP LEVEL TO

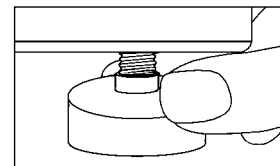
(*see Ge

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LEVEL?...

YOUR MACHINE WILL BE NOISY IF THE TWO FRONT FEET ARE NOT ADJUSTED SO THE MACHINE STANDS FIRM AND LEVEL.

When adjusting the feet, use a spirit level to check the machine level side to side and from front to back.



- Move your machine into its feet (take care not to trap or kink the cable).
- Turn one or both front feet a quarter turn, until the feet cannot be turned further.
- The spring on each foot will be loose.

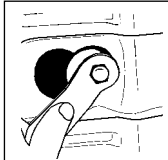
If it is placed on a fitted carpet, adjust the feet to ensure the machine is level and ventilation beneath the washing machine.

Installation

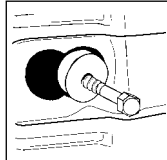
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REMOVE TWO TRANSIT FIXINGS... Follow these instructions to remove the TWO transit fixings.

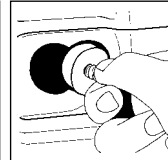
IMPORTANT:
Situating, one either side of the rear panel, **BOTH** transit bolts (complete with spacers) **MUST** be removed before use... **Failure to do so may cause damage to your machine!**



Unscrew the bolt using a 13mm spanner.



STOP when 3 threads can be seen.



Hold, slide sideways and pull to remove.



For safety, insert one of the plastic covers (supplied with your machine) over the hole.

It is important the transit bolt and spacer come out intact (see pic).



! Repeat steps to remove the second transit bolt.

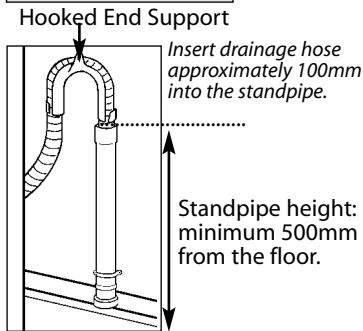
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DRAINAGE SYSTEM... we recommend one of the following:

NOTE: ALTHOUGH YOU MAY NEED TO MOVE THE HOOKED END SUPPORT ALONG THE GREY DRAINAGE HOSE, DO NOT REMOVE IT.

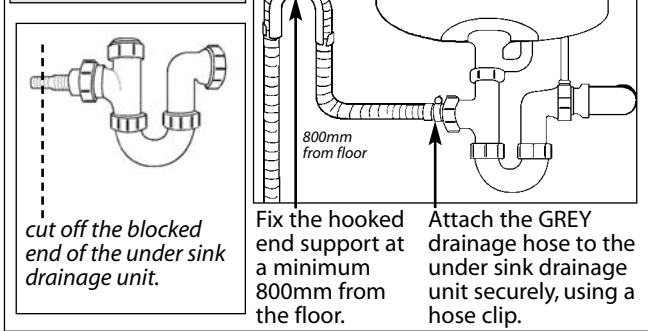
WHICHEVER DRAINAGE METHOD YOU USE, MAKE SURE THAT THE HOOKED END SUPPORT IS FIXED LEVEL TO, OR ABOVE THE 'PLUMBING INDICATOR LINE'*
(*see Getting to Know your Appliance)

STANDPIPE METHOD



OR

UNDER SINK METHOD



TO FRONT FEET ARE NOT
M AND LEVEL.

Make the machine stands level... from

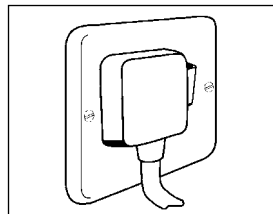
line into its final location
trap or kink the hoses.
front feet anti-clockwise by
set cannot be turned any more.
each foot will stop them coming

to ensure that there is adequate

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CONNECT TO THE POWER SUPPLY...

PLUG YOUR MACHINE INTO AN ELECTRICAL SOCKET WHICH IS EASILY ACCESSIBLE. **SWITCH ON.**



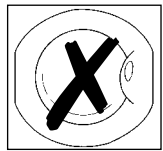
NOTE: Hotpoint recommend extension leads are not used.

Move your machine into position, take care not to trap or kink the hoses.

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READY...

TO CHECK ALL PARTS OF
CLEAN THE INSIDE OF YOUR
RUN PROGRAMME 'C'

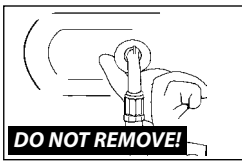


WITHOUT

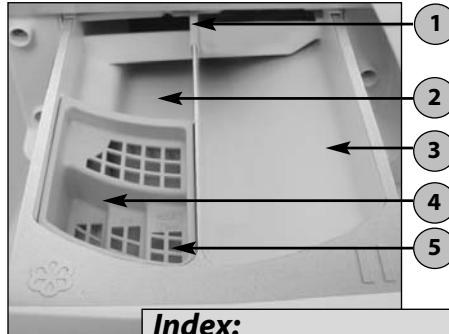
THIS WILL TAKE APPROX

2**CONNECT TO THE COLD WATER SUPPLY...**

PLEASE USE THE NEW HOSE SUPPLIED, FITTED TO THE MACHINE.

*Old hoses may cause leaks due to worn out washers.***i** Check the cold water supply is running freely...**ii** Connect fill hose (Blue connector) to the cold water supply tap.

TURN COLD WATER SUPPLY TAP ON...

STEP 3 The Dispenser Drawer**WARNING:**

- Do not put any items into the drawer, other than detergents designed to be released from the drawer, as they may cause damage or blockage.

Index:

- Drawer release latch
- Pre-wash detergent compartment
Maximum 200ml powder or 100ml liquid
- Main detergent compartment
Maximum 400ml powder or 200ml liquid
- Grate
- Fabric conditioner compartment
120ml maximum

Dispensing Powder Detergent

To achieve the best wash results the manufacturer's recommended amount of detergent should be measured and added to the main detergent compartment (II symbol) (max. 400ml).

**Dispensing Liquid Detergent**

We recommend the use of a detergent dosing ball, as provided by your detergent manufacturer.

Adding Fabric Conditioner

Pour the recommended amount of fabric conditioner into the compartment (flower symbol). Do not exceed the maximum fill line.

**Pre-wash Programmes A and B**

When selecting programmes A or B add detergent to both the pre-wash compartment (I symbol) and the main wash compartment (II symbol). DO NOT use in drum dosing devices with Pre-wash programmes A and B.

... PARTS OF THE INSTALLATION AND TO THOROUGHLY CLEAN THE INSIDE OF YOUR MACHINE:

PROGRAMME 'C' (refer to 'Programme Selector Dial', STEP 4).

WITHOUT ANY LAUNDRY

and

WITHOUT ANY DETERGENT



TAKE APPROXIMATELY 2hours 30minutes TO COMPLETE

STEP 4

Programme Selector Dial

IMPORTANT INFORMATION: The temperature of the incoming water supply and selection of any Optional Wash Feature, ie. Energy Save, will affect the programme times*. Turn the programme selector dial from 'OFF' to the programme you need...

	Wash label	Fabric	Temp. °C	Max. dry load	Approximate programme time*	Spin speed
Automatic Pre-wash and Wash Programmes						
A		White Cotton, Heavy soil	95	5.5kg	2 hours 30minutes - 2 hours 40minutes	Fast
B		Cotton, Heavy soil	40	5.5kg	1 hour 40minutes - 1 hour 50minutes	Fast
Wash Programmes						
C		White Cotton & Linen without special finishes.	95	5.5kg	2 hours 20minutes - 2 hours 30minutes	Fast
D		Colourfast cotton, linen or viscose without special finishes	60	5.5kg	2 hours 5minutes - 2 hours 15minutes	Fast
E		Non-colourfast cotton, linen or viscose	40	5.5kg	1 hour 40minutes - 1 hour 55minutes	Fast
F		Synthetics coloured nylon, polyester, acrylic and cotton mixtures, cotton or viscose with special finishes, coloured polyester and cotton mixtures	50	3kg	1 hour 5minutes - 1 hour 15 minutes	Slow
G		Acrylics acrylics and tri-acetate blends of these fabrics with wool, polyester and wool blends	40	3kg	40 - 50minutes	Slow
H		Wool Shrink resistant machine washable wool, woollen blankets.	40	1.5kg	1 hour 15minutes - 1 hour 25minutes	Fast
		Wool mixtures with cotton or rayon.	40	2.5kg	1 hour 15minutes - 1 hour 25minutes	Fast
J		Silk Printed acetate	30	3kg	55minutes - 1 hour 5minutes	Slow
K		Quick Wash for freshening up lightly soiled items. Warning: not for woollen, silk or delicate items.	35	1kg	35 - 45minutes	Slow
L		Cold wash cold fill only, no heating action.	25	3kg	55minutes - 1 hour 5minutes	Slow
Rinse and Spin Programmes						
M		Rinse and Fast Spin - Cotton		5.5kg	30minutes	Fast
N		Rinse and Slow Spin - Delicates		3kg	30minutes	Slow
Spin only Programmes						
P		Fast Spin - Cotton		5.5kg	15minutes	Fast
Q		Slow Spin - Delicates		3kg	15minutes	Slow

WEIGHT OF WASH LOAD

Two examples of maximum wash loads for different types of fabric:

COTTON

- 2 Bath Towels
- 5 Shirts
- 6 Blouses
- 1 Pair of Pyjamas
- 4 Items of Underwear

= 5.5kg

SYNTHETIC

- 2 Children's Dresses
- 4 Shirts
- 4 Blouses
- 1 Pair of Pyjamas
- 4 Items of Underwear

= 3kg

NOTE:
When the programme has finished, return the programme selector dial to the 'OFF' position.

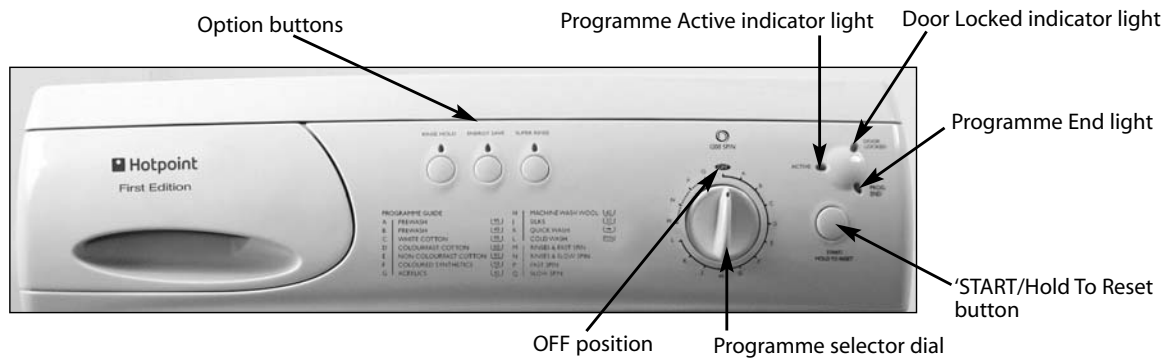


STEP 5

Using your Machine

WARNINGS:

- In the unlikely event of something not working, see 'Troubleshooting' STEP 8.



On-Off / Selecting a programme...

The machine is switched on, by turning the programme selector dial away from the 'OFF' position to your selected programme. To start the programme press and release the 'START/HOLD TO RESET' button.

NOTE: When the programme has finished, return the programme selector dial to the 'OFF' position.

To pause a programme...

To pause a programme hold the 'START/HOLD TO RESET' button for two seconds until the 'PROG.END' indicator light flashes. To continue, press the 'START/HOLD TO RESET' button once more.

To change a programme...

If you want to change a programme hold the 'START/HOLD TO RESET' button for two seconds until the 'PROG.END' indicator light flashes.

You can then change the programme. Then press the 'START/HOLD TO RESET' button once more.

NOTE:

If you turn the programme selector dial during a programme, the 'ACTIVE' indicator light will flash to show that the programme running is not that shown on the dial. Turn the dial to the original programme to stop the flashing. The flashing will automatically stop when the programme enters the rinse phase.

Progress indicator lights...

- The 'ACTIVE' indicator light will come on as soon as the selected programme has started. This light will remain lit throughout the programme and will go out when the programme has finished.
- The 'PROG.END' indicator light will come on after the selected programme has finished. This light will remain lit until you return the programme selector dial to its 'OFF' position, or start another programme.

Door Locked indicator light...

- The 'DOOR LOCKED' indicator light will come on two seconds after you press the 'START/HOLD TO RESET' button and will stay lit throughout the programme. A short time after the programme has finished the indicator light will go out and you can then open the door.
- Selected programmes will not start if the door is not closed properly, the 'DOOR LOCKED' indicator light will flash to show this. Push the door shut until you hear the catch click.

STEP 6

Options

Button Selection: To select an option, press the button and you will see a light come on above the button. Press again to cancel, and the light will go out. You cannot alter the options once the machine is running. **NOTE:** Remember to cancel buttons after use!

Super Rinse... use this option for...

Large wash loads and items for young children or people with sensitive skin.

This option increases the water level of the first two rinses.

- This is not available with Cold Wash, Rinse and Spin or Spin only programmes.

Energy Save... use this option to...

Save money and time on lightly soiled loads.

- This is not available with Quick Wash, Rinse and Spin or Spin only programmes.

Rinse Hold... use this option to...

Help reduce the creasing of delicate or synthetic fabrics by holding clothes in the final rinse water.

The 'Rinse Hold' option light will flash to indicate that the programme is holding the clothes in the final rinse water.

Complete the final spin by pressing the '**RINSE HOLD**' button when the light is flashing..

- This is not available with Wool or Spin only programmes.

Automatic Features...

Auto half load

Auto half load saves you time and money when washing smaller loads.

Water levels are automatically adjusted to cater for the different loads.

Unbalanced load warning

Your machine has an inbuilt feature to prevent it spinning with an unbalanced load. This will minimise excessive vibration and prolong the life of the machine. Before each spin the machine 'senses' the load within the drum and if the machine considers the load to be unbalanced, it will not automatically spin. Instead the machine will try to redistribute the load to achieve balance by tumbling backwards and forwards. If it is unable to balance the load after the fifth attempt the machine will abort the spin process and the load will still be wet at the end of the programme.

If this safety feature is encountered you can spin the load after first opening the door, redistributing the load and selecting a fast or slow, spin only programme. In the case of small loads or single items you may try adding some extra items of a comparable size to help balance the load.

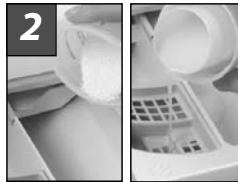


STEP 7

A Typical Wash Programme



Sort laundry into groups by washcare labels. Load the machine, making sure that the laundry is not trapped in the door. Close the door by pushing it until it clicks.



Add detergent (and fabric conditioner if required) to the dispenser drawer (see STEP 3). Refer to the detergent manufacturer's dosage instructions.



Turn the programme selector dial from the 'OFF' position to the programme required (see STEP 4). The 'PROG.END' light will illuminate to indicate that the machine has power.



Select any optional wash feature(s) that you may require by pressing the appropriate button(s) (see STEP 6) indicator lights will show what you have chosen.



When all selections have been made press the 'START/HOLD TO RESET' button. The 'PROG.END' light will go out and the 'ACTIVE' light will illuminate to indicate

the start of a programme. After a short time the 'DOOR LOCKED' indicator light will illuminate.

To cancel a programme once the machine has started, press and hold the 'START/HOLD TO RESET' button for two seconds, until the 'PROG.END' light flashes.

You can then make a new selection. Press the 'START/HOLD TO RESET' button again to carry on.



During the wash, the 'ACTIVE' and 'DOOR LOCKED' indicator light will remain lit.



When the programme has finished the 'PROG.END' and 'DOOR LOCKED' indicator lights will remain lit.

After a short time the 'DOOR LOCKED' indicator light will go out. You can then open the door.

To switch the machine off, return the programme selector dial to the 'OFF' position. The 'PROG.END' light will go out. We also recommend that you switch off the electricity and water supply.

WARNINGS:

- DO NOT allow children to play with the appliance or tamper with the controls.
- DO NOT overload the appliance! It may damage the laundry and reduce the quality of the wash.
- During the wash cycle, remember that the door glass may become hot to the touch.
- DO NOT open the dispenser drawer during any programme.
- DO NOT try to open the door when the 'DOOR LOCKED' indicator light is on.
- If you stop a programme part way through a wash or there is a power cut, take care when opening the door, the machine may contain hot water.

STEP 8

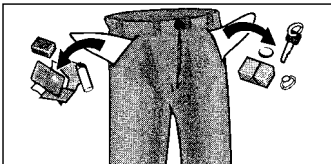
Troubleshooting - More 'Troubleshooting information and general pro

Washcare Tips:

- Do not overload the machine (maximum load 5.5kg). In addition to reducing the quality of the wash, this may also damage your laundry and the machine.
- We strongly recommend that you **do not** wash *underwired bras* in this machine. Should the wires become detached it could cause damage to your clothes and the machine. If the washcare label states that the bra is machine washable, then we advise placing it in a sealed pillow case or a similar washbag.
Remember, you will be charged for a service call resulting from a detached bra wire.
- Do not use the machine if the item to be washed does not have a wash label.

Before washing laundry we recommend that you do the following:

- Pre-treat awkward stains with washable treatments. Do not wash any items that have previously been treated with solvents.
- Close zips, fasten belts, tie strings and close press studs to prevent tangling.
- Empty ALL objects from pockets as they may damage the clothes and the machine.



Remember, you will be charged for a service call to rectify a malfunction resulting from objects, such as coins, pens, hair grips etc. falling from pockets.

- Limit the size of absorbent loads ie. towels, to 3kg (7lb) to give good washing and rinsing results.
- Place small items in a wash bag.
- Always follow the care label on items when choosing the wash programme.
- Wash non-colourfast items or really dirty laundry separately as they may affect other items.

MY MACHINE MAKES A NOISE OR VIBRATES IN A SPIN PROGRAMME.

Check all loose items, such as coins, have been removed from the laundry.

Have **both** transit bolts been removed from the machine?

Have you adjusted the feet to stabilise the machine?

See STEP 2: **Installation**

MY LAUNDRY HAS NOT SPUN DRY.

Was a short spin programme used on a non-synthetic load.

There has been an unbalanced load and the machine could not spin. See 'Automatic Features' STEP 6.

Did the water pump out? If not see **'MY MACHINE DOES NOT PUMP OUT WATER.'**

MY MACHINE WILL NOT START

Close the door. Choose a programme and then press 'START/HOLD TO RESET'

Does the 'door indicator' light come on after 2 seconds?

Is the machine plugged in and switched on?

Is the socket OK? Test with another appliance to check.

Is the fuse in the plug OK?

Plug the machine in and turn the socket switch on.

If possible use another socket for the machine.

If not replace it, see STEP 1: **Electricity Supply**

MY MACHINE STOPS BEFORE A SPIN PROGRAMME.

The 'RINSE HOLD' button has been pressed, this will hold laundry in the final rinse water, until the button is pressed again.

MY MACHINE DOES NOT PUMP OUT WATER

Has the drain hose been connected correctly? Ensure it is not kinked or blocked.

Are the drainage pipes clear of blockages or under sink connections from blocked pipes?

Has 'Rinse Hold' been pressed? The light will flash until the button is pressed again.

Press the 'Rinse Hold' button again.

See STEP 2: **Installation**

Clear any blockages from the drain hose if it has been fouled.

Is the machine correctly installed in a sink waste space?

Check the blocked drain pipe under sink drainage if it has been cut off.

WATER COLLECTOR FULL OR FABRIC DISPENSER COMPARTMENT FULL

Clean fabric dispenser. See STEP 3: **The Drawer**

Remember, you will be charged for a service call for problems caused by incorrect installation, non-recommended washing items that DO NOT have a wash label or washing items that are not intended as machine washable and NOT

MY MACHINE DOES NOT PUMP OUT WATER

Has the drain hose been installed correctly? Ensure it is not blocked or kinked.

Are the drainage unit, standpipe or under sink connections free from blockages?

Has 'Rinse Hold' been selected? The light will flash until the button is pressed again.

Press the 'Rinse Hold' button again.

See STEP 2: *Installation*

Clear any blockages that have been found

Is the machine connected to a sink waste system?

Check the blocked end of the under sink drainage unit has been cut off.

WATER COLLECTS IN THE FABRIC DISPENSER COMPARTMENT

Clean fabric dispenser drawer. See STEP 3: *The Dispenser Drawer*.

MY MACHINE IS LEAKING

Is the fill hose on correctly? If not tighten it. Does the washer need replacing?

Is your water pressure too high?

Turn the main supply tap down.

Is the standpipe or household drain blocked.

You may need to call in a plumber.

Is steam coming from the dispenser drawer?

The machine is designed to release steam from the dispenser drawer during hot washes.

Check the feet have been levelled.

THE PROGRAMME TAKES A LONG TIME

Check for low temperature and low pressure of the cold water supply.

THE DISPENSER WILL NOT CLOSE PROPERLY

Is the drawer clogged with detergent?

Clean the dispenser drawer, see STEP 3: *The Dispenser Drawer*

Check the drawer is properly aligned.

SUDS ARE COMING FROM THE DISPENSER DRAWER

Check the correct amount of suitable detergent has been used, refer to manufacturer's recommendations. If you have used the wrong type of detergent, select a Rinse programme to flush out your machine.

NOT ALL OF THE DETERGENT HAS BEEN FLUSHED AWAY

Check that your cold water supply tap is turned on fully.

Check the inlet hose is not kinked.

Indicator Lights:

The 'DOOR LOCKED' indicator light:

- If the 'DOOR LOCKED' indicator light is flashing: Shut the door firmly, until it clicks. The 'DOOR LOCKED' indicator light should now stay on.
- If the door will not open... Check the programme has finished, is the 'PROG.END' indicator light lit? It takes about two minutes for the 'DOOR LOCKED' indicator light to go out after a programme has finished. The door will not open until the 'DOOR LOCKED' indicator light has gone out.

The 'ACTIVE' and 'PROG.END' indicator lights are both flashing...

- This means that the machine cannot fill. Check that the water supply is turned on and that the inlet hose is not kinked.

The 'ACTIVE' indicator light is flashing...

- If the 'ACTIVE' indicator light is flashing: This means that the programme selector dial has been moved since the programme started. Return the dial to the original selection.

If your machine is still not working contact:

Repair Service and Information Desk
UK 08709 066 066
Republic of Ireland 1850302 200

You will be asked for the following details: Name and Address, Post Code, Telephone Number, Date of Purchase, Colour and Model/Serial Numbers - which can be found on the inside of the door.

Clear and precise details of the query or fault.

Remember, you will be charged for a service call if a problem with your machine is caused by incorrect installation or misuse.



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Hotpoint guarantee

“Satisfaction guaranteed or your money back”

We give you a unique ‘satisfaction guaranteed’ promise - **valid for 90 days** - after you have purchased your Hotpoint appliance.

If there is a technical problem simply call Hotpoint Repair service or visit our web-site at www.hotpointservice.co.uk and where necessary, we will arrange for an engineer to call. If the technical problem is not resolved under this guarantee, **we will replace your machine or, if you prefer, give you your money back.**

All Hotpoint appliances carry a fully inclusive 12 month parts and labour guarantee as well as free replacement parts for the first 5 years (except microwaves, selected integrated appliances and cooker hoods, which have a one year guarantee) provided that they are fitted by a Hotpoint engineer.

Guarantee terms and conditions

Your guarantee is only applicable in the United Kingdom or Republic of Ireland and is subject to the following provisions that your appliance:

- Has been installed and used correctly in accordance with this instruction booklet.
- Has been used solely for domestic purposes and is located on domestic premises (ie. not for commercial or trade use).
- Has been properly connected to a suitable electrical supply voltage as stated on the appliance rating plate.
- Has not been subject to misuse, accident, modified or repaired by anyone other than one of our own service engineers.



Recycling & Disposal Information

As part of Hotpoint's continued commitment to helping the environment, Hotpoint reserves the right to use quality recycled components to keep down customer costs and minimise material wastage.

Please dispose of packaging and old appliances carefully.

To minimise risk of injury to children, remove the door, plug and cut mains cable off flush with the appliance. Dispose of these parts separately to ensure that the appliance can no longer be plugged into a mains socket, and the door cannot be locked shut.

Disposal of old electrical appliances

The European Directive 2002/96/EC on Waste Electrical and Electronic Equipment (WEEE), requires that old household electrical appliances must not be disposed of in the normal unsorted municipal waste stream. Old appliances must be collected separately in order to optimise the recovery and recycling of the materials they contain and reduce the impact on human health and the environment.

The crossed out “wheeled bin” symbol on the product reminds you of your obligation, that when you dispose of the appliance it must be separately collected.

Consumers should contact their local authority or retailer for information concerning the correct disposal of their old appliance.

“No company is better positioned to offer an after sales service on a Hotpoint appliance than us - the manufacturer”

As part of our commitment to you, all Hotpoint appliances have the added benefit of a fully inclusive parts and labour guarantee for the first 12 months. In addition to this you also have the advantage of **free replacement parts for the first 5 years** when fitted by a Hotpoint engineer. When the 12 months parts and labour guarantee expires we offer the following after sales service options:

Repair Service and Information Help Desk

UK: 08709 066066

www.hotpointservice.co.uk

Republic of Ireland: 1850 302 200

Note: Our operators will require the Model number and the Serial number of your appliance.

Available 364 days a year with a fast, effective and value for money service. We have the largest white goods repair service in the UK with over 1100 of our own fully trained engineers. All repairs include a parts and labour guarantee for 12 months from the date of the repair.

If you require any information or have any questions about your appliance, our operators are on hand with help and advice.

All this ensures that you will receive the best available after sales service possible.

Extended Warranties

UK: 08709 088 088

www.hotpointservice.co.uk

Republic of Ireland: 1850 502 200

Whether you have just one or a number of Hotpoint appliances in your kitchen, we offer two service cover plans to give you total peace of mind.

- Repair Protection Plan - FREE service repairs for a single Hotpoint appliance during the period of cover.
- Kitchen Cover - FREE service repairs for all your Hotpoint appliances less than 8 years old.

Genuine Parts and Accessories

UK: 08709 077 077

www.hotpointservice.co.uk

Republic of Ireland: (01) 842 6836

A wide range of genuine parts and accessories are available from our hotline or through our web site.

Genuine parts and accessories, extended warranties and service repairs are all available on our web-site at:

www.hotpointservice.co.uk

For pre purchase information on any other Hotpoint product,



call: 08701 50 60 70 or visit: www.hotpoint.co.uk

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