
User Manual

Dishwasher

MDW 542



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Safety information

In the interest of your safety and to ensure the correct use, before installing and first using the appliance, read this user manual carefully, including its hints and warnings. To avoid unnecessary mistakes and accidents, it is important to ensure that all people using the appliance are thoroughly familiar with its operation and safety features. Save these instructions and make sure that they remain with the appliance if it is moved or sold, so that everyone using it through its life will be properly informed on appliance use and safety.

Correct use

- This dishwasher is only intended for washing household utensils suitable for machine washing.
 - Do not put any solvents in the dishwasher. This could cause an explosion.
 - Knives and other items with sharp points must be loaded in the cutlery basket with their points down or placed in a horizontal position in the upper basket.
 - Only use products (detergent, salt and rinse aid) suitable for dishwashers.
 - Avoid opening the door whilst the appliance is in operation, hot steam may escape.
 - Do not take any dishes out of the dishwasher before the end of the dishwashing cycle.
 - After use, isolate the appliance from the power supply and turn off the water supply.
 - This product should be serviced only by an authorised service engineer, and only genuine spare parts should be used.
- Ensure that the door of the dishwasher is always closed when it is not being loaded or unloaded. In this way you will avoid anybody tripping over the open door and hurting themselves.
 - Do not sit or stand on the open door.

Child safety

- This appliance is designed to be operated by adults. Don't allow children to use the dishwasher unsupervised.
- Keep all packaging well away from children. There is risk of suffocation.
- Keep all detergents in a safe place out of children's reach.
- Keep children well away from the dishwasher when the door is open.

Installation

- Check your dishwasher for any transport damage. Never connect a damaged machine. If your dishwasher is damaged contact your supplier.
- All packaging must be removed before use.
- Any electrical and plumbing work required to install this appliance must be carried out by a qualified and competent person.
- For safety reasons it is dangerous to alter the specifications or attempt to modify this product in any way.

General safety

- Dishwasher detergents can cause chemical burns to eyes, mouth and throat. Could endanger life! Comply with the safety instructions of the dishwasher detergent manufacturer.
- The water in your dishwasher is not for drinking. Detergent residues may still be present in your machine.

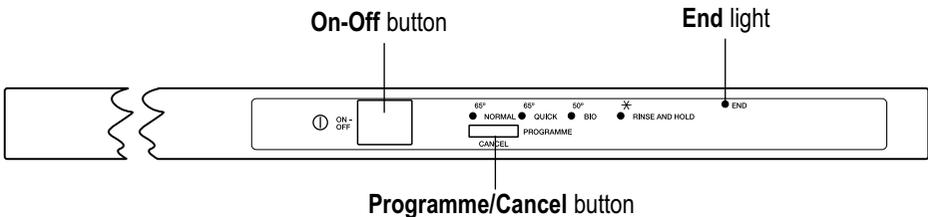
- Never use the dishwasher if the electrical supply cable and water hoses are damaged; or if the control panel, work top or plinth area are damaged such that the inside of the appliance is freely accessible. Contact your local Service Force centre, in order to avoid hazard.
- All sides of the dishwasher must never be drilled to prevent damage to hydraulic and electric components.

⚠ WARNING!

For electrical and water connection carefully follow the instructions given in specific paragraphs.

Control panel and functions

In this fully integrated appliance the controls are located on the top of the door. When selecting a washing programme, the door needs to be slightly open.



IMPORTANT!

Always remember that when performing operations as:

- selecting a washing programme,
- deactivation/activation of the audible signals,
- setting the water softener,

the appliance **MUST** be in setting mode:

- Press On-Off button, no programme lights are illuminated and **End** light flashes = **appliance in setting mode.**

- Press On-Off button, a programme light is illuminated and **End** light is illuminated with fixed light = **last performed programme still set.**

In this case the programme has to be cancelled (see instructions "Cancel a washing programme in progress").

Programme/Cancel button

- **Starting the washing programme:**

1. Press the On-Off button.
2. Press the **Programme/Cancel** once, the light of the last performed washing programme illuminates and the **End** light flashes.
3. Press the **Programme/Cancel** as many times as necessary to illuminate the light corresponding to the desired programme.
4. Close the dishwasher's door, the programme will start automatically.

IMPORTANT!

Once the programme has started, if you want to change the selection made you must cancel the washing programme in progress.

- **Cancel the washing programme in progress:**

1. Open the door.
2. Press and hold the **Programme/Cancel** button until the light of the running programme turns off and the **End** light is flashing.
3. Release the **Programme/Cancel** button.
4. Switch off the machine by pressing the On-Off button or select a new washing programme (check that there is detergent in the detergent dispenser).

End light

Illuminates when the washing programme has ended (visible with opened door). Switch off the dishwasher by pressing the On-Off button.

It also has added functions of visual signalling as:

- the setting of the water softener,
- deactivation/activation of the audible signals.
- intervention of an alarm due to the malfunction of the machine.

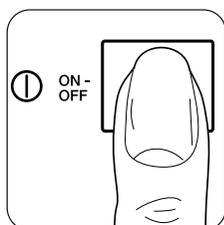
Audible signals

Audible signals have been introduced to help indicate which operations the dishwasher is performing.

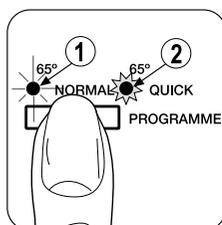
- end of the washing programme,
- malfunction of the appliance.

Factory setting: audible signals activated.

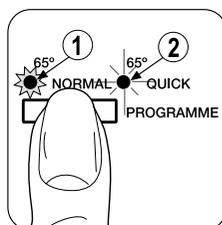
Deactivation/activation of the audible signals



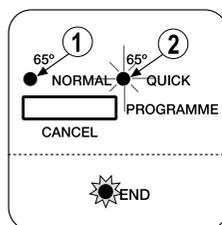
1. The dishwasher must be switched off. Switch on the dishwasher by pressing the On-Off button.



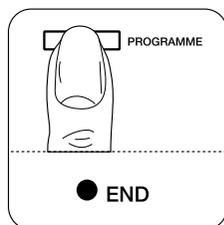
2. Press and hold **Programme/Cancel** button until programme light 1 flashes and programme light 2 illuminates with fixed light.



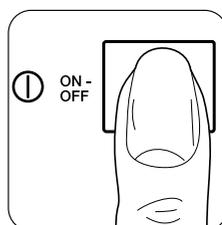
3. Press **Programme/Cancel** button again: programme light 1 becomes fixed and programme light 2 starts flashing.



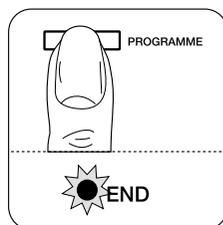
4. After a few seconds programme light 1 turns off, programme light 2 goes on flashing and **End** light illuminates with fixed light. The illumination of the **End** light means that the audible signals are active.



5. To deactivate the audible signals, press the **Programme/Cancel** button, the **End** light turns off indicating that the audible signals have been deactivated.



6. To memorise the operation, switch off the dishwasher by pressing the On-Off button.



7. To reactivate again the audible signals, follow the instructions till point 4. Wait a few seconds and then press the **Programme/Cancel** button, the **End** light illuminates indicating that the audible signals have been reactivated.

Programme table

Programme	Use	Cycle description
65° Normal	Normal soil. Crocery, cutlery, pots and pans	Prewash - Main wash 2 intermediate rinses - Final rinse Dry
65° Quick	Light soil. Crockery and cutlery	Main wash - Final rinse
50° Bio	Normal soil. Crocery and cutlery	Prewash - Main wash 1 intermediate rinse - Final rinse Dry
✕ Rinse and Hold	Any. Partial load (to be completed later in the day). This programme does not require the use of detergent.	Prewash

Before the first use

When using separately special (dishwasher) salt, rinse aid and detergent:

- set the water softener
- add special (dishwasher) salt
- fill up with rinse aid

When using tablets that integrate rinse aid and detergent:

there is no need to fill up with rinse aid

- set the water softener
- add special (dishwasher) salt

When using tablets that integrate rinse aid, detergent, salt function and other additives:

there is no need to fill up with special salt or rinse aid.

Check whether these detergents are suitable for your water hardness. Follow the manufacturers instructions.

- Set the water hardness to level 1.

IMPORTANT!

If the drying results are not satisfactory we recommend that you:

1. Fill up the rinse aid dispenser with rinse aid.
2. Set the rinse aid dosage to position 2.

If you decide in future to use separated detergents, we advise that you:

- Fill up the salt and rinse aid container.
- Adjust the water hardness setting to the highest level and perform 1 normal washing programme without loading any dishes.
- Adjust the water hardness setting according to the hardness of the water in your area.
- Adjust the rinse aid dosage

Setting the water softener

The dishwasher is equipped with a water softener designed to remove minerals and salts from the water supply, which would have a detrimental or adverse effect on the operation of the appliance.

The softener should be adjusted according to the hardness of the water in your area. Your local Water Authority can advise you on the hardness of the water in your area.

IMPORTANT!

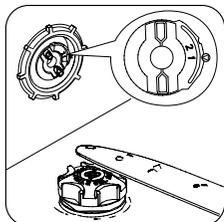
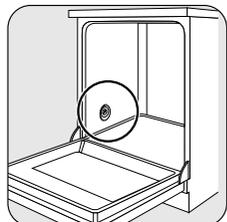
The water softener must be set in both ways: manually and electronically.

Water hardness		Range	Adjustment of the water hardness setting	
in °dH ¹⁾	in mmol/l ²⁾		manually	electronically
51 - 70	9,0 - 12,5	IV	2	level 10
43 - 50	7,6 - 8,9	IV	2	level 9
37 - 42	6,5 - 7,5	IV	2	level 8
29 - 36	5,1 - 6,4	IV	2	level 7
23 - 28	4,0 - 5,0	IV	2	level 6
19 - 22	3,3 - 3,9	III	2	level 5
15 - 18	2,6 - 3,2	III	1	level 4
11 - 14	1,9 - 2,5	II	1	level 3
4 - 10	0,7 - 1,8	I/II	1	level 2
< 4	< 0,7	I	1	level 1 no salt necessary

1) (°dH) German degree, measure of the water hardness.

2) (mmol/l) millimol per litre, international unit for water hardness

Setting the water softener manually (see table)

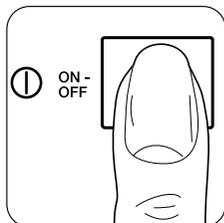


The water softener is factory set at position 2.

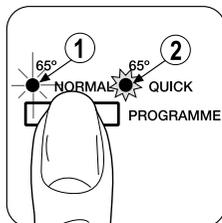
Set switch to position 1 or 2

Setting the water softener electronically (see table)

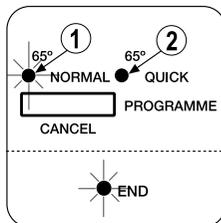
The water softener is factory set at position 5.



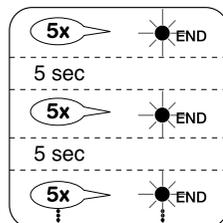
The dishwasher must be switched off. Switch on the dishwasher by pressing the On-Off button.



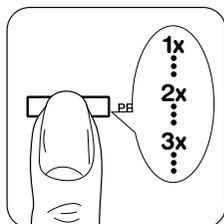
Press and hold **Programme/Cancel** button until programme light 1 flashes and programme light 2 illuminates with fixed light.



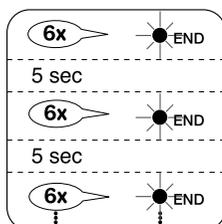
Wait until programme light 2 turns off, programme light 1 goes on flashing and simultaneously **End** light starts flashing. The number of flashes of the **End** light corresponds to current level set



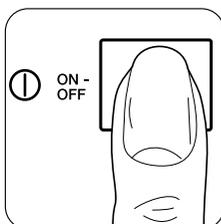
The **End** light might flash 5 times, for example. The flashing is repeated every 5 seconds.



To change the level, press the **Programme/Cancel** button. Each time the button is pressed the level increases. (Level 1 follows level 10).



The **End** light indicates the new setting.

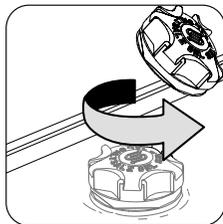
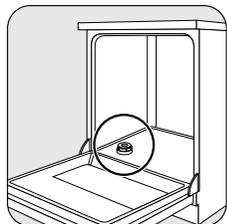


To memorise the operation, switch off the dishwasher by pressing the On-Off button.

Filling with dishwasher salt

! CAUTION!

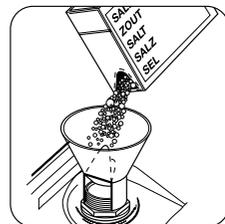
Use only special salt suitable for dishwashers



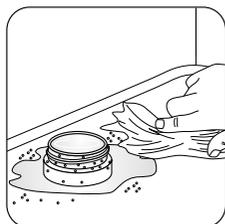
Unscrew the cap.



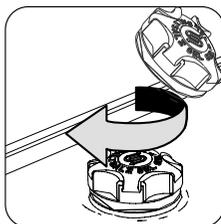
Only before filling with salt for the first time, fill the salt container with water



Using the funnel provided, pour in the salt until the container is full.



Remove any trace of salt.



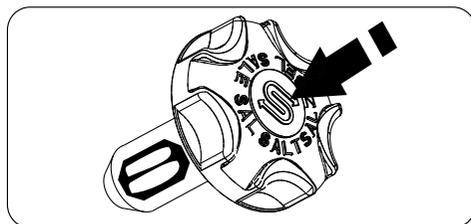
Replace the cap tightly turning it clockwise until it stops with a click.

IMPORTANT!

Immediately start a complete programme.

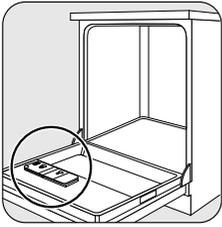
IMPORTANT!

The salt container will require topping up periodically.

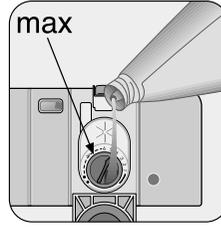


The salt cap has a refill indicator window in the centre in which a **green** float is clearly visible when there is salt inside the container and almost disappears when the salt has finished.

Filling with rinse aid



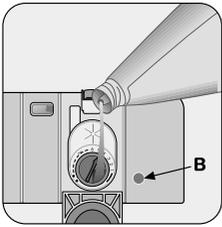
Open the lid.



Fill up with rinse aid. The maximum level for filling is indicated by "max".



Clean up any rinse aid which overflows. Close the lid and press until it locks.



Top up the rinse aid when the indicator (B) becomes clear.

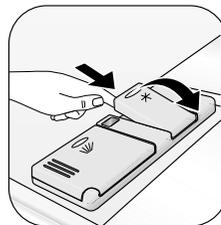
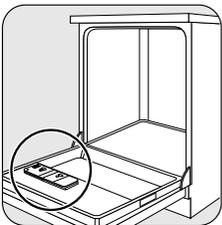
⚠ CAUTION!

Never fill the rinse aid dispenser with any other substances (e.g. dishwasher cleaning agent, liquid detergent). This would damage the appliance.

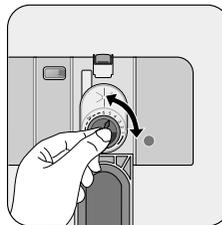
Adjusting the dosage of rinse aid

Increase the dose if there are drops of water or lime spots on the dishes after washing.

Reduce the dose if there are whitish streaks on the dishes or a bluish film on glassware or knife blades.



Open the lid.



Set the dosage level. (The dose is factory set in position 4).



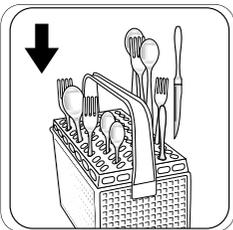
Close the lid and press until it locks.

Loading cutlery and dishes

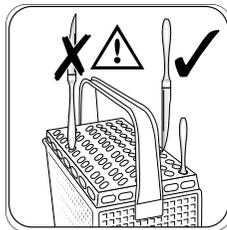
- The following items are not suitable for use in the dishwasher:
 - Cutlery with wooden, horn, china or mother-of-pearl handles
 - Plastic items that are not heat resistant
 - Older cutlery with glued parts that are not temperature resistant
 - Bonded cutlery items or dishes
 - Pewter or copper items
 - Lead crystal glass
 - Steel items prone to rusting
 - Wooden platters
 - Items made from synthetic fibres
- When loading the dishwasher, make sure that you:
 - Remove all left over food and debris.
 - Soften remnants of burnt food in pans
 - Load hollow items such as cups, glasses, pans, etc. with the opening downwards so that water cannot collect in the container or a deep base.
 - Dishes and items of cutlery must not lie inside one another, or cover each other.
 - To avoid damage to glasses, they must not touch.
 - Lay small objects in the cutlery basket.
- **Plastic items and pans with teflon have a tendency to retain water drops; these items will not dry as well as porcelain and steel items.**

IMPORTANT!

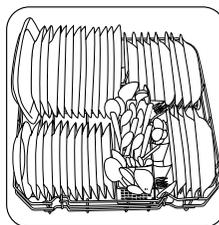
Before closing the door, ensure that the spray arms can rotate freely.



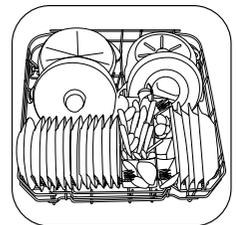
Load cutlery. For best results we recommend you to use the cutlery grid provided (if the size and dimensions of the cutlery allow it).

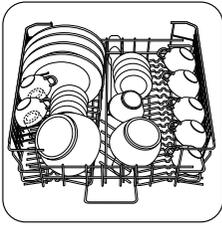


Place knives and other items of cutlery with sharp points or edges with their handles facing upwards. Risk of injury!

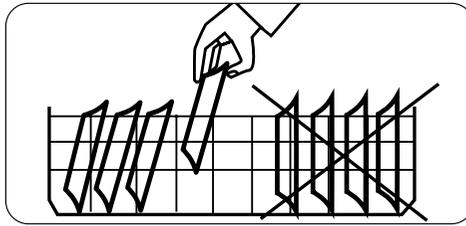


Load the lower basket. Arrange serving dishes and large lids around the edge of the basket.





Load upper basket. Light items (plastic bowls etc.) must be loaded in the upper basket and arranged so they do not move.

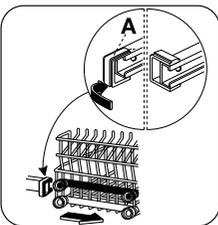


If plates are to be loaded in the upper basket: load them starting from the rear positions; tilting them slightly forwards and avoiding the front positions near the door.

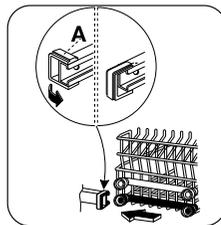
Adjusting the height of the upper basket

If washing very large plates you can load them in the lower basket after moving the upper basket to the higher position.

	Maximum height of the dishes in:	
	upper basket	lower basket
With upper basket raised	20 cm	31 cm
With upper basket lowered	24 cm	27 cm



Move the front runner stops (A) of the upper basket outwards and slide the basket out.



Refit the basket in the higher position and replace the stops (A) in their original position.

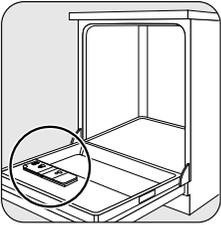
IMPORTANT!

When the basket is in the higher position you will not be able to use the cup rack.

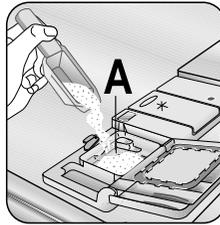
Filling with detergent

IMPORTANT!

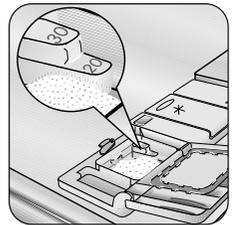
Only use detergents suitable for dishwashers.
Observe the manufacturer's dosing and storage recommendations.



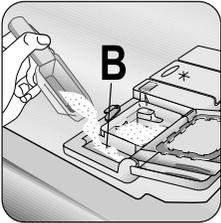
Open the lid.



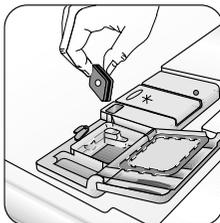
Fill in the detergent in compartment A.



Observe the dosing levels.



For programmes with prewash add an additional detergent dose in compartment B.



When using detergent tablets: place detergent tablets in compartment A.



Close the lid.

Unloading the dishwasher

IMPORTANT!

Open the dishwasher's door, leave it ajar and wait a few minutes before removing the dishes; hot dishes are sensitive to knocks. In this way they will be cooler and the drying will be improved.

- Empty the lower basket first and then the upper one; this will avoid water dripping from the upper basket onto the dishes in the lower one.
- Water may appear on the sides and the door of the dishwasher as the stainless steel will eventually become cooler than the dishes.

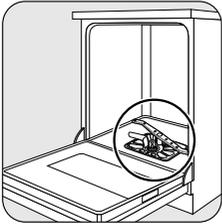
Cleaning and Care

Cleaning the filters

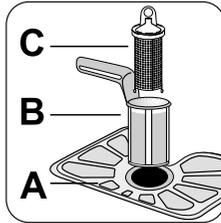
IMPORTANT!

NEVER use the dishwasher without filters.

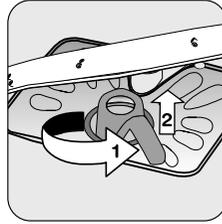
Incorrect repositioning and fitting of the filters will produce poor washing results.



The dishwasher must be switched off



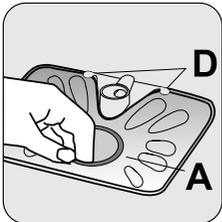
Clean filters **A**, **B** and **C** thoroughly under running water.



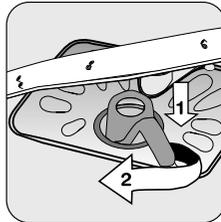
Turn the handle about $\frac{1}{4}$ turn anticlockwise and remove filters **B** and **C**.



Remove filter **A** from the base of the washing compartment.



Put the flat filter **A** back in the base of the washing compartment and ensure that it fits perfectly under the two guides **D**.



Replace the filters and lock by turning the handle clockwise to the stop.

IMPORTANT!

NEVER try to remove the spray arms.

If residues of soil have clogged the holes in the upper spray arm, remove them with a toothpick.

External cleaning

Clean the external surfaces of the machine and control panel with a damp soft cloth. If necessary use only neutral detergents. Never use abrasive products, scouring pads or solvent (acetone, trichloroethylene etc....). Ensure that the seals around the door, the detergent and rinse aid dispensers are cleaned regularly with a damp cloth. We recommend every 3 months to run a 65°C wash programme without dishes using detergent.

Prolonged periods of non-operation

If you are not using the machine for any period of time you are advised to:

1. Unplug the appliance and then turn off the water.
2. Leave the door ajar to prevent the formation of any unpleasant smells.
3. Leave the inside of the machine clean.

Environmental concerns

Packaging material

The packaging materials are environmentally friendly and can be recycled. The plastic components are identified by markings, e.g. >PE<, >PS<, etc. Please dispose of the packaging materials in the appropriate container at the community waste disposal facilities.

WARNING!

When a unit is no longer being used:

- Pull the plug out of the socket.
- Cut off the cable and plug and dispose of them.
- Dispose of the door catch.
This prevents children from trapping themselves inside and endangering their lives.

Frost precautions

Avoid placing the machine in a location where the temperature is below 0°C. If this is unavoidable, empty the machine, close the appliance door, disconnect the water inlet pipe and empty it.

Moving the machine

If you have to move the machine (moving house etc...):

1. Unplug it.
2. Turn the water tap off.
3. Remove the water inlet and discharge hoses.
4. Pull the machine out together with the hoses.
5. Only transport the dishwasher in an upright position, otherwise salt water may run out.

Old appliance

The symbol  on the product or on its packaging indicates that this product may not be treated as household waste. Instead it shall be handed over to the applicable collection point for the recycling of electrical and electronic equipment. By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product.

For more detailed information about recycling of this product, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

Something not working

IMPORTANT!

The dishwasher will not start or stops during operation.

Certain problems are due to the lack of simple maintenance or oversights, which can be solved with the help of the indications described in the chart, without calling out an engineer.

Open the door and carry out the following suggested corrective actions.

Fault code / malfunction	Possible cause	Solution
The dishwasher does not fill with water. - continuous flashing of the start/cancel indicator light - 1 intermittent audible signal - 1 flash of the "end of programme" indicator light	The water tap is blocked or furred with limescale. The water tap is turned off. The filter (where present) in the threaded hose fitting at the water inlet valve is blocked. The water inlet hose has not been correctly laid or it is bent or squashed.	Clean the water tap. Turn the water tap on. Clean the filter in the threaded hose fitting. Check the water inlet hose connection.
The dishwasher will not drain. - continuous flashing of the start/cancel indicator light - 2 intermittent audible signals - 2 flashes of the "end of programme" indicator light	The sink spigot is blocked. The water drain hose has not been correctly laid or it is bent or squashed.	Clean out the sink spigot. Check the water drain hose connection.
The programme does not start.	The dishwasher door has not been properly closed.	Close the door
	The main plug is not plugged in.	Insert the mains plug
	The fuse has blown in the household fuse box.	Replace the fuse.

Once these checks have been carried out; press the **Programme/Cancel** button and close the door. The programme will continue from the point at which it was interrupted. If the malfunction or fault code reappears contact the Service Force Centre.

For other combinations of fault codes not described in the above chart, please contact your Service Force Centre.

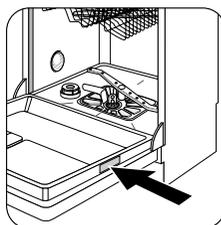
IMPORTANT!

When carrying out the suggested corrective actions the appliance must be switched off.

The wash results are not satisfactory

The dishes are not clean	<ul style="list-style-type: none"> ● The wrong washing programme has been selected. ● The dishes were arranged in such a way as to stop water reaching all parts of the surface. The baskets must not be overloaded. ● The spray arm do not rotate freely due to wrong arrangement of the load. ● The filters in the base of the washing compartment are dirty or incorrectly positioned. ● Too little or no detergent has been used. ● Where there are limescale deposits on the dishes; the salt container is empty or the wrong level of the water softener has been set. ● The drain hose connection is not correct. ● The salt container cap is not properly closed.
The dishes are wet and dull	<ul style="list-style-type: none"> ● Rinse aid was not used. ● The rinse aid dispenser is empty.
There are streaks, milky spots or a bluish coating on glasses and dishes	<ul style="list-style-type: none"> ● Decrease rinse aid dosing.
Water drops have dried onto glasses and dishes	<ul style="list-style-type: none"> ● Increase rinse aid dosing. ● The detergent may be the cause, Contact the detergent manufacturer's consumer care line.

If after all these checks, the problem persists, contact your local Service Force Centre, quoting the model (Mod.), product number (PNC) and serial number (S.N.). This information can be found on the rating plate located on the side of the dishwasher door (see picture).



So that you always have these numbers at hand, we recommend you to make a note of them here:

Mod. :
 PNC :
 S.N. :

Technical data

Dimensions	Width Height Depth.	59.6 cm 81.8 - 87.8 cm 55 cm
Electrical connection Voltage - Overall power - Fuse	Information on the electrical connection is given on the rating plate on the inner edge of the dishwasher's door.	
Water supply pressure	Minimum Maximum	50 kPa (0.5 bar) 800 kPa (8 bar)
Capacity		12 place settings
Max. weight		41 kg
Noise level		55 dB (A)

Consumption values

The consumption values are intended as a guide and depends on the pressure and the temperature of the water and also by the variations of the power supply and the amount of dishes.

Programme	Programme duration (minutes)	Energy (kWh)	Water (litres)
Normal 65°	108 - 118	1,7 - 1,8	24 - 26
Quick 65°	25 - 30	0,7 - 0,8	8
Bio 50° (Test programme for Test Institutes)	160	1,05	18
Rinse and Hold	12	< 0,1	4

Hints for Test Institutes

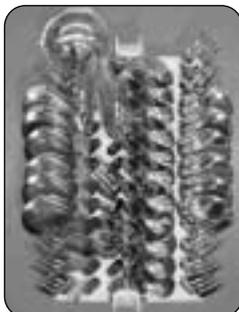
Testing in accordance with **EN 60704** must be carried out with appliance fully loaded and using the test programme (see "Consumption values").

Test in accordance with **EN 50242** must be carried out when the salt container and rinse aid dispenser have been filled with salt and rinse aid respectively and using the test programme (see "Consumption values").

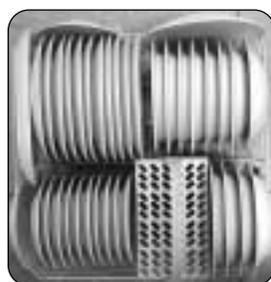
	Full load: 12 standard place settings
Amount of detergent required:	5 g + 25 g (Type B)
Rinse aid setting:	position 4 (Type III)



Upper basket



Cutlery basket



Lower basket

Installation

⚠ WARNING!

Any electrical and/or plumbing work required to install this appliance should be carried out by a qualified electrician and/or plumber or competent person.

⚠ WARNING!

Only use, for connection to the water mains, new hose-set; old hose-set must not be reused.

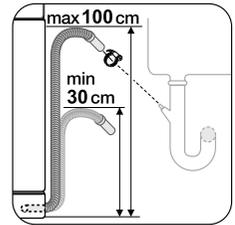
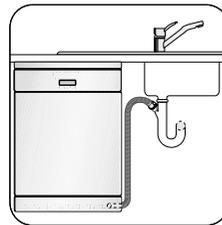
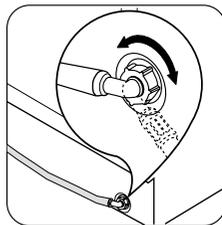
Water connection

⚠ WARNING!

The dishwasher must not be connected to open water appliances or instantaneous water heaters. This dishwasher must be fed with cold water.

⚠ CAUTION!

If the machine is connected to new pipes or pipes which have not been used for a long time, you should run the water for a few minutes before connecting the inlet hose.



Inlet hose

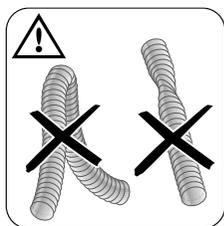
Connect the inlet hose to a water tap with an external thread of 3/4".

The inlet hose can be turned either to the left or the right to suit the installation by means of the locknut.

The locknut must be correctly fitted to avoid water leaks.

Drain hose

- Connect drain hose to the sink. Secure it with the supplied hose clamp.
- Required height: 30 to 100 cm above bottom of the dishwasher.
- If you use a drain hose extension the total length should not be longer than 4 metres. Likewise the internal diameter of the couplings used for connections to the waste outlet must be no smaller than the diameter of the hose provided.



Ensure that the hoses are not kinked, crushed or entangled.

CAUTION!

Always be sure, that there is no water leakage from hoses and their connections after the installation.

Electrical connection

WARNING!

Safety standards require the appliance to be earthed. The manufacturer accepts no liability for failure to observe the above safety precautions.

Prior to using the appliance for the first time, ensure that the rated voltage and type of supply on the rating plate match that of the supply where the appliance is to be installed. The fuse rating is also to be found on the rating plate.

Always plug the mains plug into a correctly installed shockproof socket.

WARNING!

Multi-way plugs, connectors and extension cables must not be used. This could constitute a fire hazard through overheating.

If necessary, have the domestic wiring system socket replaced. In case that the electrical cable has to be replaced, contact your local Service Force centre.

The plug must be accessible after the appliance has been installed.

Never unplug the appliance by pulling on the cable. Always pull the plug.

Fitting under a counter

IMPORTANT!

Carefully follow the instructions on the enclosed template for building in the dishwasher and fitting the furniture panel.

⚠ WARNING!

The dishwasher must be secured against tilting.

Therefore make sure that the counter it is fixed under, is suitably secured to a fixed structure (adjacent kitchen units cabinets, wall).

This dishwasher is designed to be fitted under a kitchen counter or work surface.

No further openings for the venting of the dishwasher are required, but only to let the water fill and drain hose and power supply cable pass through.

The dishwasher incorporates adjustable feet to allow the adjustment of the height.

During all operations that involve accessibility to internal components the dishwasher has to be unplugged.

Be sure that once the appliance has been installed, it is easily accessible for the service engineer in the event that a repair is required.

Levelling

Good levelling is essential for correct closure and sealing of the door.

When the appliance is correctly levelled, the door will not catch on either side of the cabinet. If the door does not close correctly, loosen or tighten the adjustable feet until the machine is perfectly level. (See enclosed template).

Service and Spare Parts

SERVICE FORCE

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

08705 929929

Your telephone call will be automatically routed to the Service Force centre covering your post code area.

For the address of your local Service Force Centre and further information about Service Force, please visit the website at www.serviceforce.co.uk

Before calling out an engineer, please ensure you read the details under the heading "Something not working".

When you contact the Service Force Centre you will need to give the following details:

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

Guarantee conditions

Standard guarantee conditions

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

- The appliance has been correctly installed and used only on the electricity supply stated on the rating plate.

Customer Care Department

For general enquiries concerning your Moffat appliance or for further information on Moffat products, please contact our Customer Care Department by letter or telephone at the address below.

Customer Care Department

Major Appliances

Moffat
Addington Way
Luton
Bedfordshire
LU4 9QQ
Tel: 08705 950950 (*)

* calls to this number may be recorded for training purposes

- The appliance has been used for normal domestic purposes only, and in accordance with the manufacturer's instructions.
- The appliance has not been serviced, maintained repaired, taken apart or tampered with by any person not authorised by us.
- All service work under this guarantee must be undertaken by a Moffat Service Centre.
- Any appliance or defective part replaced shall become the Company's property.

- This guarantee is in addition to your statutory and other legal rights.

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

Exclusions

This guarantee does not cover:

- Damage or calls resulting from transportation, improper use or neglect, the replacement of any light bulbs or removable parts of glass or plastic.
- Costs incurred for calls to put right an appliance which is improperly installed or calls to appliances outside the United Kingdom.
- Appliances found to be in use within a commercial environment, plus those which are subject to rental agreements.
- Products of Moffat manufacture which are not marketed by Moffat.

European Guarantee

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

- The guarantee starts from the date you first purchased your product.
- The guarantee is for the same period and to the same extent for labour and parts as exists in the new country of use for this brand or range of products.
- This guarantee relates to you and cannot be transferred to another user.
- Your new home is within the European Community (EC) or European free Trade Area.

- The product is installed and used in accordance with our instructions and is only used domestically, i.e. a normal household.
- The product is installed taking into account regulations in your new country.

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

France	Senlis	+33 (0) 3 44 62 29 29
Germany	Nurnberg	+49 (0) 800 234 7378
Italy	Pordenone	+39 (0) 434 39 4700
Sweden	Stockholm	+46 (0) 8 672 53 90
UK	Luton	+44 (0) 8705 950 950

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