



OPERATING AND INSTALLATION INSTRUCTIONS

MODEL NO.
SB 200

TECHNICAL DETAILS

MODEL NO. SB 200

Voltage: 230/240 Volts AC 50Hz

Wattage: 9.8/10.7kW

Height: 1240mm

Width: 460mm

Depth: 585mm

Weight: 51.4kg

This appliance complies with: European Council Directive 73/23/EEC.
EMC Directive 89/336/EEC.
CE Marking Directive 93/68/EEC.

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PREFACE

Dear Customer,

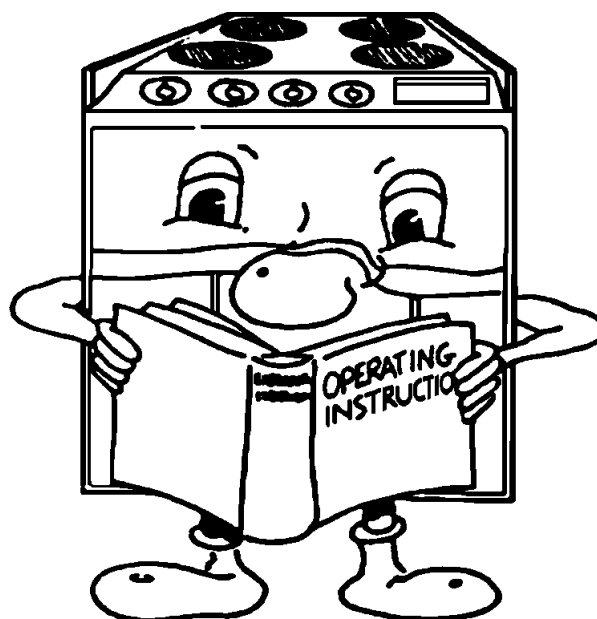
Thank you for buying a Tricity Bendix cooker. With our 80 years experience in developing and manufacturing the very best in U.K. cookers, you can be assured that you have purchased a hard working, reliable, quality product.

Tricity Bendix cookers comply with British Standard safety and performance requirements. They have been approved by BEAB (British Electrotechnical Approvals Board) and are covered by a 12 month parts and labour guarantee.

To get the best from your new Tricity Bendix cooker, we ask that you PLEASE READ THESE INSTRUCTIONS CAREFULLY. Particular attention should be made to cooking times and temperatures which may differ from your previous cooker.

It is most important that this instruction book is retained with the appliance for future reference. Should the appliance be sold, or if you move house and leave the appliance, always ensure that the book remains with the appliance. This will enable the new owner to be acquainted with the functioning of the appliance and the relevant warnings.

Please read the whole instruction book before attempting to use the appliance ensuring you follow the recommendations given.



SAFETY

THESE WARNINGS ARE PROVIDED IN THE INTERESTS OF YOUR SAFETY. ENSURE THAT YOU UNDERSTAND THEM ALL BEFORE INSTALLING OR USING THE COOKER.

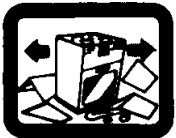
PLEASE
READ
CAREFULLY



BEFORE INSTALLATION



This cooker is heavy and care **must** be taken when moving it.



Ensure that all packaging, both inside and outside the cooker has been removed before the cooker is used.

If the cooker is to be placed on a base, measures must be taken to prevent the cooker slipping from the base.



Do not try to move the cooker by pulling the door handles.



The electrical installation work **must** be undertaken by a qualified electrician/ competent person.

It is dangerous to alter or modify the specifications of the cooker in any way.



After installation, please dispose of the packaging with due regard to safety and the environment.

DURING OPERATION



Do not use this cooker if it is in contact with water and **never** operate it with wet hands.



This cooker is designed to be operated by adults. Young children **must not** be allowed to tamper with the cooker or play with the controls.

During use the cooker becomes **Hot**. Care should be taken to avoid touching heating elements inside the oven.

Accessible parts especially around the grill area, may become hot when the cooker is in use. Children should be **kept away** until it has cooled.



Take **great care** when heating fats and oils as they will ignite if they become too hot.

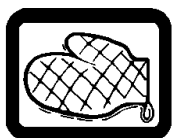
This cooker has been designed for cooking edible foodstuffs only, and **must not** be used for any other purposes.



Never place plastic or any other material which may melt in the oven or on the hob.



Ensure cooking utensils are large enough to contain foods to prevent spillages and boil overs.

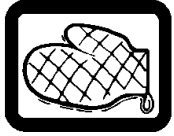


The handles of saucepans which are smaller than the heated area on the hob will become hot. **Ensure** your hand is protected before handling the pan.



Take care to follow the recommendations given for tending the food when grilling.

Do not leave the grill pan handle in position when grilling as it will become hot.



Always use oven gloves to withdraw the grill pan, when grilling. Follow the recommendations on page 12.

Ensure that all vents are left unobstructed to ensure ventilation of the oven cavity.

Ensure that the anti-tilt shelves are put in place correctly. Refer to instructions on pages 14.

Never line any part of the cooker with aluminium foil.



Always stand back from the cooker when opening the oven door to allow any build up of steam or heat to release.



Do not place sealed cans or aerosols inside the oven. They may explode if they are heated.

AFTER USE



Ensure that all control knobs are in the OFF position when not in use.



For hygiene and safety reasons this cooker should be kept clean at all times. A build-up of fats or other foodstuffs could result in a fire, especially in the grill pan.



Do not leave utensils containing foodstuffs, e.g. fat or oil in or on the cooker in case it is inadvertently switched ON.

Cookers and hobs become very hot, and retain their heat for a long period of time after use. Children should be kept well away from the cooker until it has cooled.

GENERAL



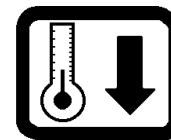
Under no circumstances should any repairs be carried out by an inexperienced person as this may cause injury or serious malfunction. This cooker should be serviced by an authorised Service Engineer and only genuine-approved spare parts should be used. Details of repair and servicing arrangements are supplied on page 20 of this book.



Do not stand on the cooker or on the open oven door.



Do not hang towels, dishcloths or clothes from the cooker or its handle. They are a safety hazard.



Always switch OFF the cooker at its power point and allow the cooker to cool before any maintenance or cleaning work is carried out.



Only clean this cooker in accordance with the instructions given in this book.

Your safety is of paramount importance.

Therefore, if you are unsure about any of the meanings of these WARNINGS contact the:

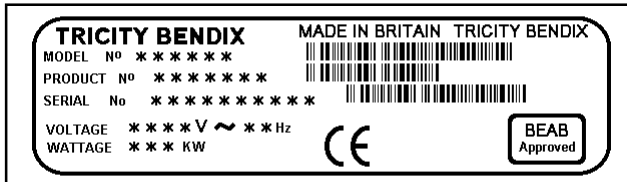
Customer Care Department
Telephone 0870 5 950950

INTRODUCTION

WARNING: THIS COOKER MUST BE EARTHED

RATING PLATE

Record the model, product and serial numbers on the back cover of this instruction book from the rating plate. This is situated on the lower front frame of the cooker and can be seen upon opening the oven door.



The cooker must be protected by a suitably rated fuse or circuit breaker. The rating of the cooker is given on the rating plate.

Do not remove the rating plate from the cooker as this may invalidate the guarantee.

INSTALLATION

If your cooker has been damaged in transit, contact your supplier immediately. **DO NOT** attempt to install it.

Your cooker left the factory fully packaged to protect it from damage. If it is delivered without packaging and damage has occurred, the manufacturer cannot accept responsibility. Contact your supplier for advice.

Once the packaging has been removed the cooker should only be moved by hand. **DO NOT** use a sack barrow or any other aid to lift the cooker as damage may occur.

Connection to the electricity supply must be carried out by a qualified electrician/competent person.

The electrical connection should be made using a double pole isolating switch (cooker socket) with at least 3mm contact separation in all poles. The cable must have conductors of sufficiently high cross-sectional area to prevent overheating and deterioration.

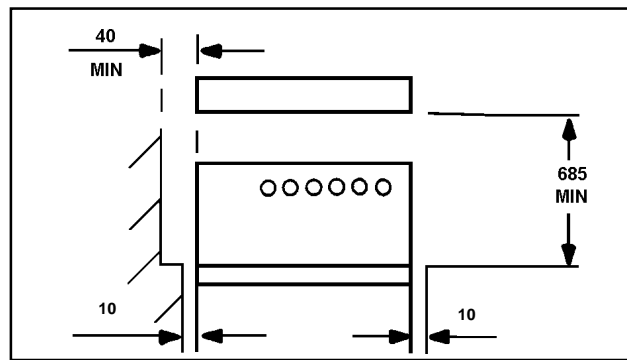
Six square millimetres (6.00mm²) is the recommend cross-section area.

This is a type Y appliance which means it is free-standing and can be fitted with cabinets on one or both sides. It may also be fitted in a corner setting.

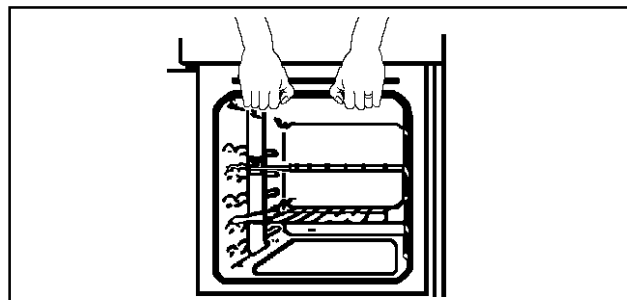
Side walls which are above hob level should be protected by heat resistant non-combustible material and **MUST NOT** be nearer than 40mm to the hob side.

A nominal air gap of 10mm at the sides of the cooker is required to enable the cooker to be moved into position.

Overhanging surfaces or a cooker hood should be a minimum of 685mm above the hob.



To move the cooker, open the oven door, and lift the cooker by holding inside the top of the oven compartment.



REVERSIBLE OVEN DOOR

If you require the oven door to be hinged on the opposite side, you will need to contact a qualified Service Engineer. See page 21 for your nearest Service Centre. PLEASE NOTE that a charge will be made.

GENERAL NOTES ON USING YOUR COOKER

We suggest that you run the oven elements for 10 - 15 minutes at 220°C to burn off any residue from their surfaces. The procedure should be repeated with the grill for approximately 5-10 minutes. During this period an odour may be emitted, it is therefore advisable to open a window for ventilation.

ABOUT CONDENSATION AND STEAM

When food is heated it produces steam similar to a boiling kettle. The oven is vented to allow some of this steam to escape. However, always stand back from the cooker when opening the oven door to allow any build up of steam or heat to release.

If the steam comes into contact with a cool surface on the outside of the cooker, e.g. a trim, it will condense and produce water droplets. This is quite normal and is not caused by a fault on the cooker.

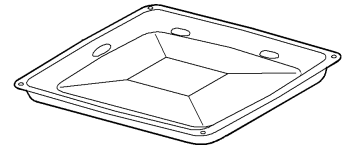
To prevent discolouration, regularly wipe away condensation and also soilage from surfaces.

For your safety wall coverings at the rear of the appliance should be securely fixed to the wall.

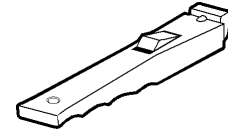
GRILL AND OVEN FURNITURE

The following items of grill/oven furniture have been supplied with the cooker.

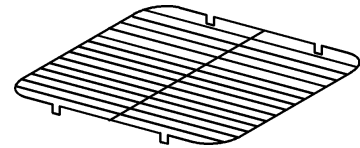
1 grill pan



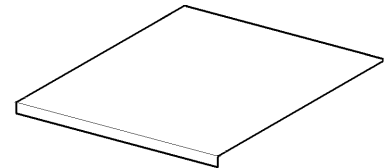
1 grill pan handle



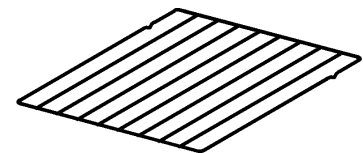
1 grill pan grid



1 spillage tray



2 straight shelves for oven cooking

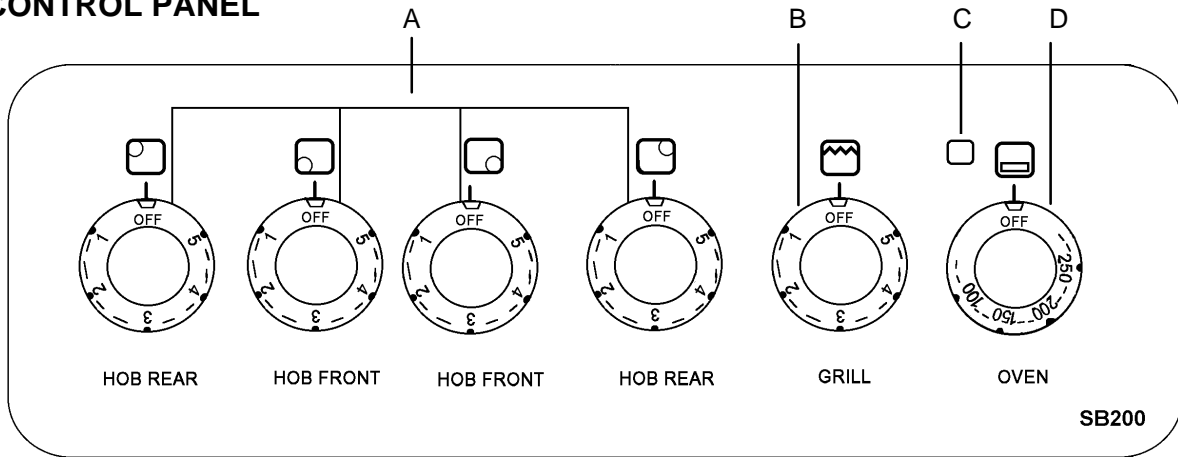


The spillage tray sits above the grill element and prevents fat splashing onto the grill roof. The spillage tray may be easily removed for cleaning.

Scuffing of the Stayclean oven side linings by the oven furniture pack may occur during transit. These marks will disappear after the oven elements have been burnt off for the first time.

GETTING TO KNOW YOUR COOKER

THE CONTROL PANEL

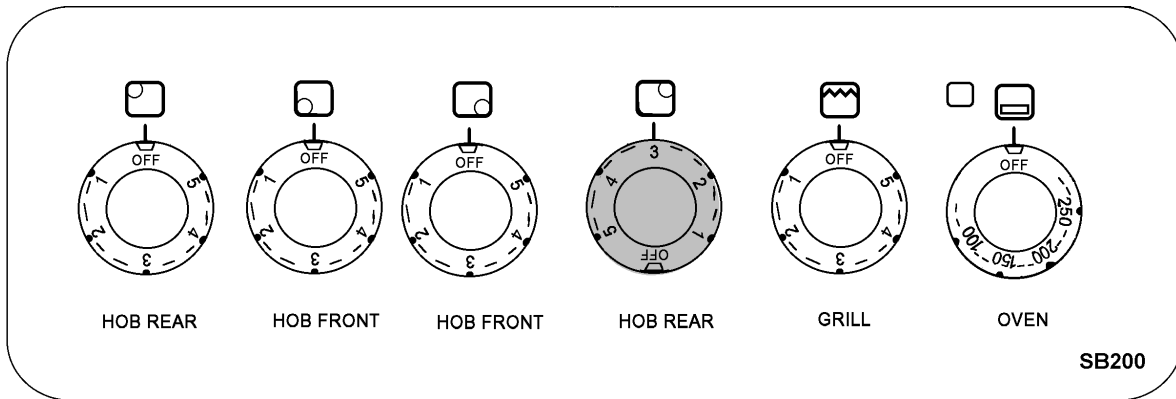


FEATURES

- A - Hotplate Controls
- B - Grill Control
- C - Oven Indicator Neon
- D - Oven Temperature Control

THE RADIANT HOB

USING THE HOB



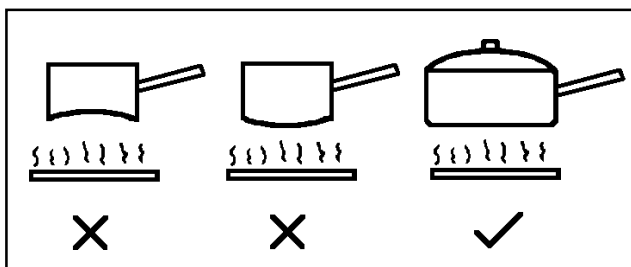
- To operate the hotplates, turn the control knobs clockwise from the OFF position to the required setting.
- The highest number represents the hottest setting and the lowest number the coolest setting. Choose a setting appropriate to the quantity and type of food to be cooked.

RECOMMENDED SAUCEPANS

For speed and economy only good quality saucepans with flat bases and close fitting lids are recommended.

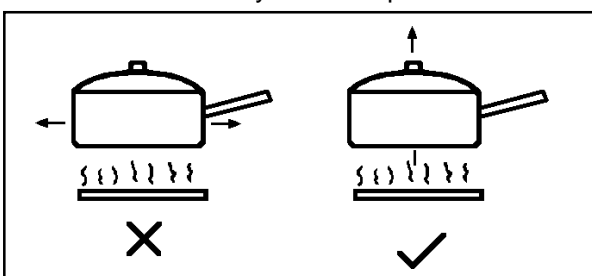
The saucepan base should cover the hotplate as much as possible. A base diameter of up to 225mm (9") may be used on a 180mm (7") hotplate.

Pressure cookers, preserving pans, etc., should comply with the recommendations given above. Traditional round bottomed Woks must not be used even with a stand. Woks with flat-bottomed bases are available and do comply with the above recommendations.

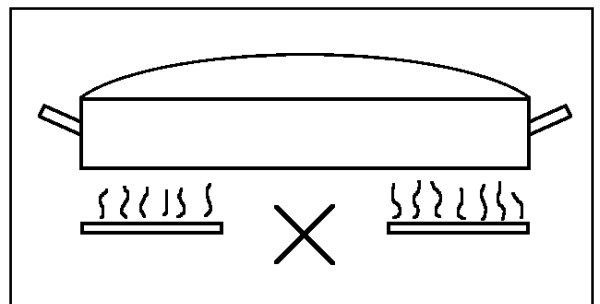


HINTS AND TIPS

- Lift, rather than slide saucepans on and off the hotplates. This will help to reduce scratches and maintain the efficiency of the hotplate.



- Avoid placing fish kettles or large preserving pans across two hotplates as this may cause damage.



- Follow any guidelines provided by the saucepan manufacturer, particularly those relating to recommended heat settings.
- To prolong the life of the hotplates:-
 - Never use utensils with a skirt, e.g. a bucket.
 - Never use an asbestos mat.
 - Never line the spillage tray with aluminium foil
 - Never leave the hotplates ON when not covered with a saucepan.

DEEP FAT FRYING

SPECIAL FRYING NOTE:

For safety purposes when deep fat frying, fill the pan one-third full of oil, DO NOT cover the pan with a lid and DO NOT leave the pan unattended. In the unfortunate event of a fire, switch the cooker OFF at the electricity supply and cover the pan with a lid or damp cloth to assist in smothering the flames.

DO NOT use water on the fire. Leave the pan to cool for at least 30 minutes before moving it.

DO NOT leave the fat or oil in the frying pan on the hob to store it in case the hob is inadvertently switched ON.

1. Preparing the food.

Seal the food by coating with flour, egg and breadcrumbs or batter. **Do not** use a basket with batter coated foods as they will stick.

2. Amount of oil.

For safety purposes fill the pan only one-third full of oil.

3. Testing the temperature of the oil.

It is advisable to use a thermometer to test the temperature of the oil. Alternatively, drop a small cube of bread into the oil which should brown in just under a minute if the oil is at the correct temperature of 190°C/375°F.

4. Cooking the food.

Lower the food gently into the oil. **Do not** add too much food at once or the temperature of the oil will be reduced and may result in soggy, greasy food.

Turn the food if necessary; doughnuts float to the surface so will not brown on the upperside if not turned. Once cooked, drain the food on absorbent paper.

5. Double frying chips.

Double frying will ensure good chips. First fry the chips for a few minutes at 170°C/340°F to seal the outside. Remove the chips from the oil. Increase the temperature of the oil to 190°C/375°F to finish cooking and brown the chips.

Chips may be kept for several hours after the first frying before finishing off with the second frying.

6. Frying temperatures

	Celsius Scale (°C)	Fahrenheit Scale (°F)
	150	300
First frying of potatoes	170	340
	175	350
	180	360
Second frying of potatoes	190	375
Frying chicken and fish	195	380
	200	390

PRESERVING

1. DO NOT use a pan that overlaps the perimeter of the hob trim.

2. To allow for a full rolling boil, the pan should be no more than one third full when all the ingredients have been added. It is better to use two pans rather than overfill one, or use half quantities.

3. Use firm fruit or vegetables and wash well before using.

4. Preserving sugar gives clear jam, however granulated sugar is cheaper and gives equally good flavour.

5. Crystallization may be caused if sugar is not completely dissolved before bringing jam to the boil. Over boiling will affect the flavour, setting properties and colour of the jam.

6. To test jam for setting:

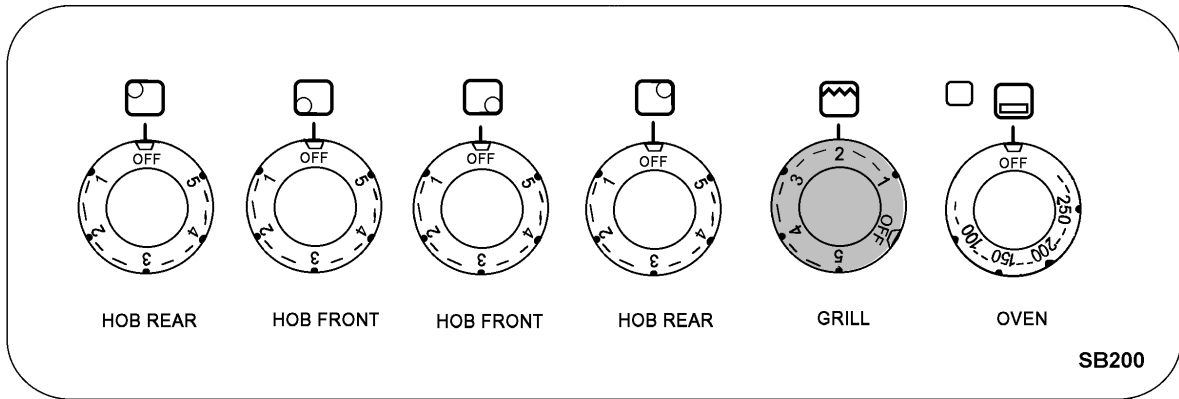
If a jam thermometer is available, boil jam to 104°C. Marmalade should be boiled to 106°C.

If a jam thermometer is not available, remove pan from heat, place sample of jam on a cold dish and cool quickly (i.e. in a freezer or frozen food storage compartment of a refrigerator). When cold, it will crinkle and hold the mark of a finger run through it, if it is ready.

7. The scum should be removed as soon as possible after setting point has been reached. Marmalade should be allowed to cool before potting to prevent the peel rising.

THE GRILL

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



- To operate the grill, turn the grill control clockwise from the 'OFF' position to the required setting.
- The highest number represents the hottest setting and the lowest the coolest setting.

NOTE

THE GRILL DOOR MUST BE LEFT OPEN DURING GRILLING.

THE GRILL PAN AND HANDLE

The grill pan is supplied with a removable handle.

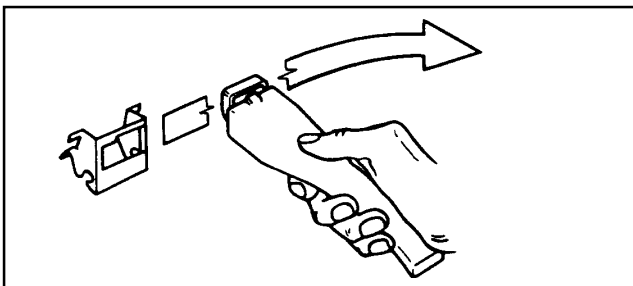
To insert the handle, press the button on the handle with the thumb and pivot the handle slightly upwards inserting the lip into widest part of the bracket. Move the handle towards the left, lower into position and release the button.

Ensure the handle is positively located.

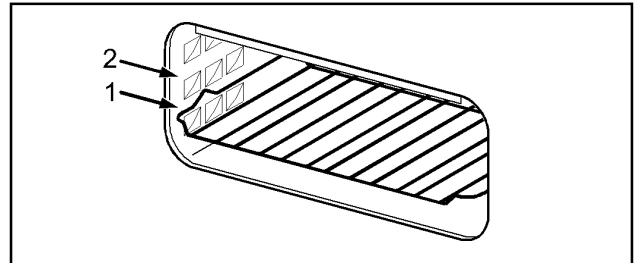
When removing the handle, press the button on the handle with the thumb and pivot the handle slightly upwards and towards the right to remove from the bracket.

Ensure your hand is protected when removing the grill pan handle as the grill element can become very hot.

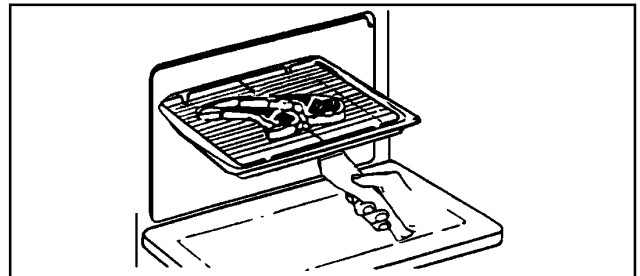
ALWAYS REMOVE THE GRILL PAN HANDLE DURING GRILLING.



To correctly locate the grill pan ensure the pan locates into the runners in the grill compartment side panels. There are two alternative positions.



To check the progress of the food being grilled, the grill pan should be withdrawn on the runners to attend to food during cooking or the grill pan can be lifted away from the cooker and rested on a heat resistant work surface.

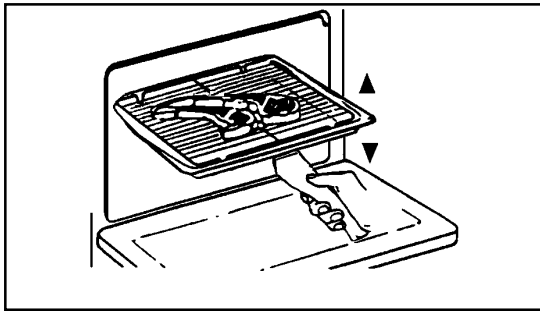


HINTS AND TIPS

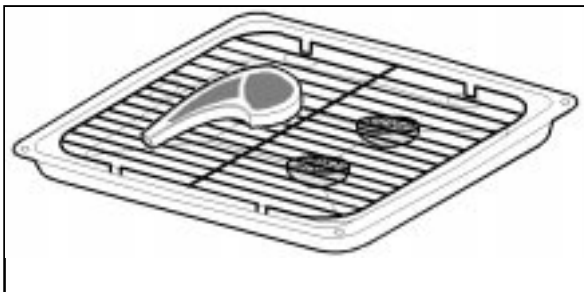
- Food should be thoroughly dried before grilling to minimise splashing. Brush lean meats and fish lightly with a little oil or melted butter to keep them moist during cooking.



- Adjust the height of the grilling grid and grill pan runner position to allow for different foods.



- When toasting bread use the top runner position. Adjust the grill pan grid to suit.
- Accompaniments such as tomatoes and mushrooms may be placed underneath the grid when grilling meats.



- Preheat the grill on a full setting for a few minutes before cooking. Adjust the heat setting and runner position as necessary during cooking.
- The food should be turned over during cooking as required.

GRILLING CHART

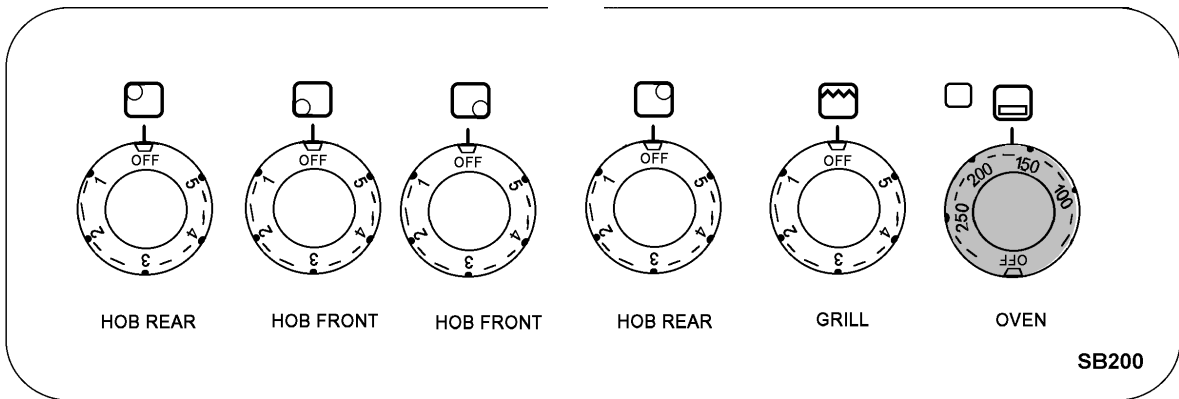
FOOD	RUNNER POSITION	GRILL TIME (mins in total)
Bacon Rashers	2	5-6
Beefburgers	2	10-15
Chicken Joints	2	30-40
Chops - Lamb	2	15-20
Pork	2	20-30
Fish - Whole	2	
Trout/Mackerel	2	15-25
Filletts - Plaice/Cod	2	10-15
Kebabs	2	20-30
Kidneys - Lamb/Pig	2	8-12
Liver - Lamb/Pig	2	10-20
Sausages	2	20-30
Steaks - Rare	2	6-12
Medium	2	12-16
Well Done	2	14-20
Toasted Sandwiches	2	3-4

Runner positions are counted from the bottom upwards.

The times quoted above are given as a guide and should be adjusted to suit personal taste.

Adjust the grill pan grid to suit the type and thickness of food to be cooked.

THE OVEN



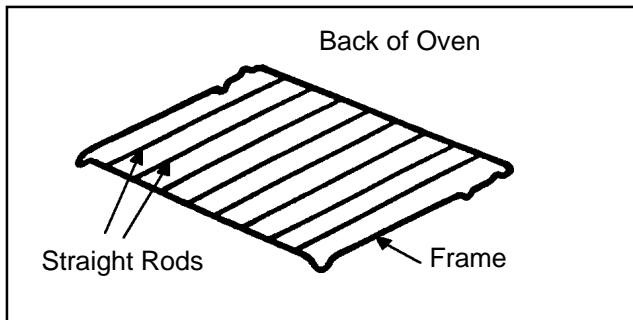
- To operate the oven turn the oven temperature control to the required temperature.

THINGS TO NOTE

The oven indicator neon will glow until the oven has reached the required temperature and then go out. It will cycle ON and OFF periodically during cooking showing that the temperature is being maintained.

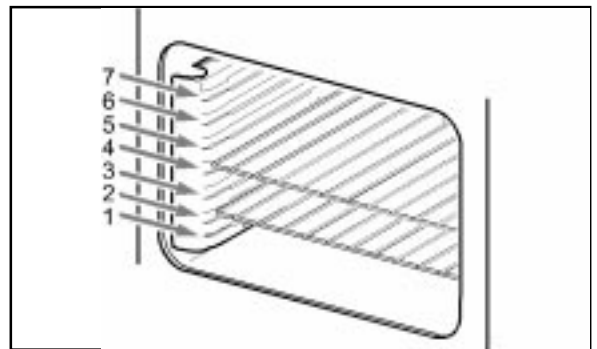
TO FIT THE OVEN SHELVES

The shelves should be fitted with the straight rods uppermost on the frame and the forms towards the back of the oven. If not fitted correctly the anti-tilt and safety stop mechanism will be affected.

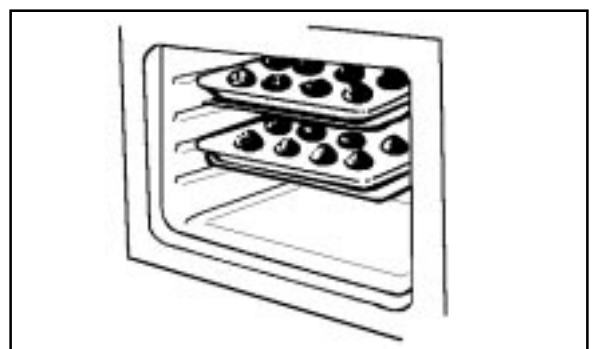


HINTS AND TIPS

- Arrange the shelves in the required positions before switching the oven ON. Shelves are numbered from the bottom upwards.



- The oven is fitted with side elements. The top of the oven is the hottest part of the oven and the bottom the coolest.
- Avoid placing food too close to the side element oven linings to prevent scorching.



- Do not line any part of the oven with aluminium foil as it may cause damage or interfere with the air circulation.

For best results always:-

- Preheat the oven until the indicator neon goes out.
- For economy leave the oven door open for the shortest possible time particularly when placing food into a pre-heated oven.

OVEN COOKING CHART

The oven temperatures are intended as a guide only. It may be necessary to increase or decrease the temperature by 10°C to suit individual preferences and requirements.

Shelf positions are counted from the bottom of the oven.

FOOD	MAIN OVEN SHELF POSITIONS	COOKING TEMP (°C)	APPROXIMATE COOK TIME (MINS)
Biscuits	4 and 5	190-200	10-20
Flapjacks	5	180-190	25-30
Shortbread	3	150-160	45-65
Bread			
Bread rolls/buns	1 and 5	210-220	20-30
Casseroles - beef	3	140-150	2-3 hours
Chicken casserole	3	180-190	1½ hours
Cakes: Small & Queen	2 and 5	180-190	20-25
Victoria sandwich	2 and 5	180-190	20-25
Gingerbread	3	150-160	1¼-1½ hours
Madeira	3	170-180	1-1¼ hours
Rich fruit	3	150-160	2¼-2¾ hours
Christmas	2	140-150	Depending on size 3-4½h
Meringues	2	90-100	2½-3 hours
Convenience Foods		Follow instructions on the pack	
Fish	3	180-190	20-30
Fish pie (potato topped)			
Shepherds pie	3	200-210	20-25
Fruit pies and crumbles	4	210-220	40-45
Milk puddings	2	150-160	1½-2 hours
Pastry: Choux- Chocolate eclairs	2 and 5	190-200	30-35
Profiteroles	2 and 5	180-190	20-30
Shortcrust- Mince pies	2 and 5	200-210	15-20
Flaky/Puff pies	3	220-230	30-40
Quiche Lorraine/tarts/flan			
Meat pie	5	200-210	30-45
Plate tarts/pies	2 and 5	200-210	30-45
Scones	2 and 5	230-240	8-12
Soufflés	3	200	30-40
Roasting Meat and Poultry	1	180-200	See Roasting Chart
Pasta e.g. Lasagne	3	200	30-40
Vegetable dishes			
Baked jacket potatoes	2 and 4	200	1-1½ hours
Baked stuffed marrow	5	200	30-35
Baked stuffed tomatoes	3	190	20-25
Roast potatoes	5	200-220	1-1½ hours
Yorkshire puddings: (large)	5	230	35-40
(individual)	2 and 5	230	35-40

ROASTING CHART

The oven temperatures are intended as a guide only. It may be necessary to increase or decrease the temperatures by 10° C to suit individual preferences and requirements.

MEAT	TEMPERATURES (°C)	
	OVEN	COOKING TIME
Beef	180-200	20-35 minutes per ½kg (1lb) and 20-35 minutes over
Beef, boned	180-200	25-35 minutes per ½kg (1lb) and 25-35 minutes over
Mutton and Lamb	180-200	25-35 minutes per ½kg (1lb) and 25-35 minutes over
Pork and veal	180-200	30-40 minutes per ½kg (1lb) and 30-40 minutes over
Ham	180-200	30-40 minutes per ½kg (1lb) and 30-40 minutes over
Chicken	180-200	15-20 minutes per ½kg (1lb) and 20 minutes over
Turkey and goose	180-200	15-20 minutes per ½kg (1lb) up to 3½kg (7lb) then 15 minutes per ½kg (1lb) over 3½kg (7lb)
Duck	180-200	25-35 minutes per ½kg (1lb) and 25-35 minutes over
Pheasant	180-200	35-40 minutes per ½kg (1lb) and 35-40 minutes over
Rabbit	180-200	20 minutes per ½kg (1lb) and 20 minutes over
Potatoes with meat	180-200	according to size
Potatoes without meat	190-200	according to size

CARE AND CLEANING

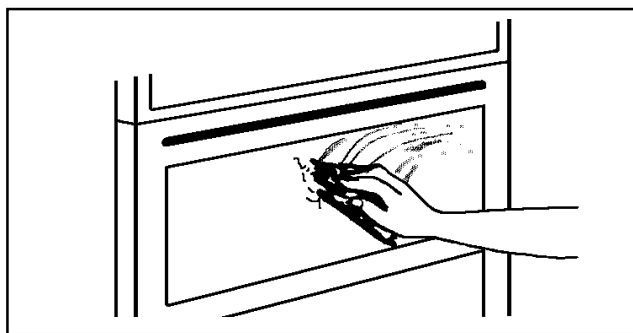
ALWAYS SWITCH OFF THE ELECTRICITY SUPPLY BEFORE CLEANING

CLEANING MATERIALS

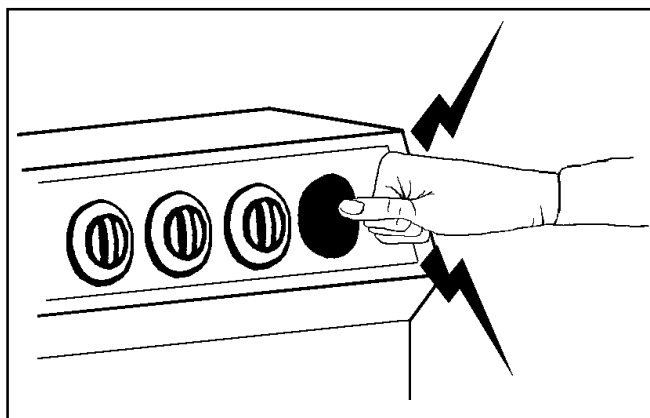
Before using any cleaning materials on your cooker, check that they are suitable and that their use is recommended by the manufacturer.

CLEANING THE OUTSIDE OF THE COOKER

DO NOT use abrasive cleaning materials, or scourers on the outside of the cooker as some of the finishes are painted and damage may occur. Cleaners that contain bleach should NOT be used as they may dull the surface finishes. Regularly wipe over the control panel, splashback, oven doors and cooker sides using a soft cloth and liquid detergent.



DO NOT ATTEMPT TO REMOVE ANY OF THE CONTROL KNOBS FROM THE PANEL AS THIS MAY CAUSE DAMAGE AND IS A SAFETY HAZARD.



CLEANING THE HOB AND HOTPLATE TRIMS

Clean the hob surface with liquid detergent or a mild abrasive cream cleaner, e.g. Jif.

The chrome hotplate trims are removable for cleaning, and can be washed in the dishwasher. The hotplate supports should NOT be removed.

CLEANING THE SPILLAGE TRAY, GRILL AND OVEN FURNITURE

All removable parts, except the Stayclean oven side linings and grill pan handle can be washed in the dishwasher.

The grill pan, spillage tray and oven shelves can be cleaned using a soap impregnated steel wool pad. The grill pan grid should be cleaned using hot soapy water. Soaking first in soapy water will make cleaning easier.

CLEANING INSIDE THE OVEN AND GRILL COMPARTMENTS

The vitreous enamel in the grill compartment and on the oven base can be cleaned using normal oven cleaners or aerosol oven cleaners with care.

Ensure that the manufacturers instructions are followed and that all parts are well rinsed afterwards.

Aerosol cleaners must not be used on the Stayclean side linings and must not come into contact with elements as this may cause damage.

CARE OF STAYCLEAN SURFACES

Your cooker has oven linings coated with a special finish to help make cleaning the oven easier.

The Stayclean surfaces destroy splashes of food and fats when the oven temperature is raised to around 220°C.

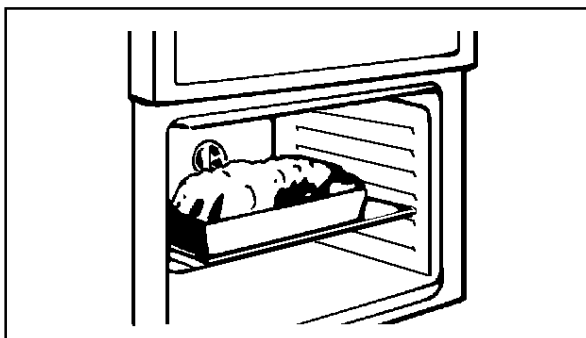
It is a good idea to run the oven for an hour or two per week to ensure continued good performance from the Stayclean finish.

THINGS TO NOTE

When operating the cooker at higher temperatures than used in normal cooking the surfaces of the cooker may get hotter than usual. Children should be kept away.

HINTS AND TIPS

- Manual cleaning of the Stayclean linings is not recommended. Damage will occur if abrasives or aerosol sprays of any kind are used.
- Slight discolouration and polishing of the Stayclean surfaces may occur in time. This does not affect the Stayclean properties in any way.
- A good time to allow the oven to run on is after the weekly roast. After removing the roast, turn the oven up to 220°C and allow to run for an hour or so. Some soilage will remain. It is important not to allow a build-up of soilage as this can prevent the Stayclean from working.
- Follow the recommendations below to keep oven soilage to a minimum.
- Cook at the recommended temperatures. Higher temperatures during roasting will increase soilage. Try cooking at lower temperatures for an increased length of time, you will save energy and often the joint is more tender.
- Use minimal, if any, extra oil or fat when roasting meat, potatoes only require brushing with fat before cooking. Extra fat in the oven during roasting will increase splashing and soilage.
- It is NOT necessary to add water to the meat tin when roasting. The water and the fat juices from the joint create excessive splattering during cooking - even at normal temperatures, as well as causing condensation.
- Covering joints during cooking will also prevent splashing onto the interior surfaces. Removing the covering for the last 20-30 minutes will allow extra browning if required. Some large joints and turkeys especially benefit by this method of cooking, allowing the joint to cook through before the outside is over-browned.



SOMETHING NOT WORKING?

We strongly recommend that you carry out the following checks on your cooker before calling a Service Engineer. It may be that the problem is a simple one which you can solve yourself without the expense of a Service call.

If our Service Engineer finds that the problem is listed below you will be charged for the call whether or not the cooker is under guarantee.

The cooker does not work at all:

- * Check that the cooker has been wired in and is switched on at the wall.

- * Check that the main cooker fuse is working.

The oven temperature is too high or low:

- * Check that the recommended temperatures are being used (see page 15). Be prepared to adjust up or down by 10°C to achieve the results you want.

The hotplates are slow to boil or simmer inadequately:

- * Check that the saucepans being used are suitable. See page 10.

The oven is not cooking evenly or the side opening door will not stay open:

- * Check that the cooker is level.

SERVICE AND SPARE PARTS



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

0870 5 929929

Your call will be routed to the Service Force Centre covering your post code area. The address of your local Service Force Centre is detailed on pages 21 - 22.

For Service in the **Republic of Ireland** contact
Tricity Bendix
Long Mile Road
Dublin 12

Telephone: 01 4090752

Before calling out an engineer, please ensure you have read the details under the heading 'If Something Doesn't Work'.

When you contact the Service 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, product and serial number of the appliance (found on the rating plate)
5. The purchase date

CUSTOMER CARE DEPARTMENT

For general enquiries concerning your Tricity Bendix appliance, or further information on Tricity Bendix products, you are invited to contact our Customer Care Department by letter or telephone as follows:

Customer Care Department
Tricity Bendix
55 - 77 High Street
Slough
Berkshire
SL1 1DZ

Tel: 0870 5 950950 *

(* calls to this number may be recorded for training purposes.)

To contact your local Tricity Bendix Service Centre telephone **0870 5 929929**

CHANNEL ISLANDS

GUERNSEY	Guernsey Electricity PO Box 4 Vale , Guernsey Channel Islands
JERSEY	Jersey Electricity Company PO Box 45 Queens Road St Helier Jersey Channel Islands JE4 8NY

SCOTLAND

ABERDEEN (M05)	54 Claremont Street Aberdeen AB10 6RA
AUCHTERMUCHY (M03)	33A Burnside Auchtermuchy Fife KY14 7AJ
BLANTYRE (M07)	Unit 5 Block 2 Auchenraith Ind Estate Rosendale Way Blantyre G72 0NJ
DUMFRIES (M01)	93 Irish Street Dumfries Scotland DG1 2PQ
DUNOON (M67)	Briar Hill 7 Hill Street, Dunoon Argyll PA23 7AL
GLASGOW (M04)	20 Cunningham Road Clyde Estate Rutherglen, Glasgow, G73 1PP
INVERNESS (M06)	Unit 3B Smithton Indust. Est. Smithton Inverness IV1 AJ
ISLE OF ARRAN (OWN SALES)	Arran Domestics Unit 4 The Douglas Centre Brodict Isle of Arran KA27 8AJ
ISLE OF BARRA (OWN SALES)	J Zerfah 244 Bruernish Isle of Barra Western Islands HS9 5QY
ISLE OF BUTE (M66)	Walker Engineering Glenmhor Upper Serpentine Road Rothsay Isle of Bute PA20 9EH
ISLE OF LEWIS (M69)	ND Macleod 16 James Street Stornoway Isle of Lewis PA87 2QW
KELSO (M08)	2-8 Wood Market Kelso Borders TD5 7AX

ORKNEY (M65)	Corsie Domestics 7 King Street Kirkwall Orkney KW15
PERTH	Hydro Electric Inveralmond House Ruthvenfield Road Perth PH1 3AQ
PERTH (OWN SALES)	Graham Begg Unit 4 Airport Ind Estate Wick KW1 4QS
SHETLAND (OWN SALES)	Tait Electronic Systems Ltd. Holmsgarth Road Lerwick Shetland ZE1 0PW
SHETLAND (OWN SALES)	Bolts Shetland Ltd 26 North Road Lerwick Shetland ZE1 0PE
WHALSAY (OWN SALES)	Leask Electrical Harlsdale Symbister, Whalsay Shetland ZE2 9AA

NORTHERN IRELAND

BELFAST (M27)	Owenmore House Kilwee Business Park Upper Dunmury Lane Belfast BT17 0HD
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WALES

CARDIFF (M28)	Guardian Industrial Estate Clydesmuir Road Tremorfa Cardiff CF2 2QS
CLYWD (M14)	Unit 6-7 Coed - Parc Abergele Road Rhuddlan Clwyd Wales LL18 5UG
DYFED (M77)	Maes Y Coed High Mead Llanybydder Camarthenshire SA40 9UL
HAVERFORDWEST (M75)	Cromlech Lodge Ambleton Haverfordwest Pembrokeshire SA62 5DS
OSWESTRY (M17)	Plas Ffynnon Warehouse Middleton Road Oswestry SY11 2PP

NORTH EAST

GATESHEAD (M39)	Unit 356a Dukesway Court Dukesway Team Valley Gateshead NE11 0BH
GRIMSBY (M42)	15 Hainton Avenue Grimsby South Humberside DN32 9AS
HULL (M41)	Unit 1 Boulevard Industrial Estate Hull HU3 4AY
LEEDS (M37)	64-66 Cross Gates Road Leeds LS15 7NN
NEWTON AYCLIFFE (M45)	Unit 16 Gurney Way Aycliffe Industrial Estate Newton Aycliffe DL5 6UJ
SHEFFIELD (M38)	Pennine House Roman Ridge Ind. Roman Ridge Road Sheffield S9 1GB

NORTH WEST

BIRKENHEAD (M11)	1 Kelvin Park Dock Road Birkenhead L41 1LT
CARLISLE (M10)	Unit 7 James Street Workshops James Street Carlisle Cumbria CA2 5AH
ISLE OF MAN (M64)	South Quay Ind. Estate Douglas Isle of Man IM1 5AT
LIVERPOOL (M15)	Unit 1 Honeys Green Precinct Honeys Green Lane Liverpool L12 9JH
MANCHESTER (M09)	Unit B Central Industrial Estate St Marks Street Bolton BL3 6NR
PRESTON (M13)	Unit 250 Dawson Place Walton Summit Bamber Bridge Preston Lancashire PR5 8AL
STOCKPORT (M16)	Unit 20 Haigh Park Haigh Avenue Stockport SK4 1QR

To contact your local Tricity Bendix Service Centre telephone **0870 5 929929**

MIDLANDS

BIRMINGHAM (M18)	66 Birch Road East, Wyrley Road Ind. Estate Witton Birmingham B6 7DB
BOURNE (M44)	Manning Road Ind Estate Pinfold Road Bourne PE10 9HT
BRIDGNORTH (M72)	68 St. Mary's Street Bridgnorth Stropshire WV16 4DR
GLOUCESTER (M23)	101 Rycroft Street Gloucester GL1 4NB
HEREFORD (M31)	Unit 3 Bank Buildings Cattle Market Hereford HE4 9HX
HIGHAM FERRERS (M51)	30 High Street Higham Ferrers Northants NN10 8BB
ILKESTON (M43)	Unit 2 Furnace Road Ilkeston DE7 5EP
LEICESTER (M22)	Unit 7 Oaks Industrial Estate Coventry Road Narborough Leicestershire LE0 5GF
LINCOLN (M40)	Unit 8 Stonefield Park Clifton Street Lincoln LN5 8AA
NEWCASTLE UNDER LYME (M12)	18-21 Croft Road Brampton Ind. Estate Newcastle under Lyme Staffordshire ST5 0TW
REDDITCH (M20)	13 Thornhill Road North Moons Moat Redditch Worcestershire B98 9ND
TAMWORTH (M19)	Unit 3 Sterling Park Claymore Tamworth B77 5DO
WORCESTER (M73)	Unit 1&2 Northbrook Close Gregorys Mill Ind. Estate Worcester WR3 8BP

LONDON & EAST ANGLIA

BECKENHAM (M79)	11a Gardener Ind. Estate Kent House Lane Beckenham Kent BR3 1QZ
CHELMSFORD (M47)	Hanbury Road Widford Ind Estate Chelmsford Essex CM12 3AE
COLINDALE (M53)	Unit 14 Capitol Park Capitol Way Colindale London NW9 0EQ
ELTHAM (M78)	194 Court Road Mottingham Eltham London SE9 4EW
ENFIELD (M49)	284 Alma Road Enfield London EN3 7BB
GRAVESEND (M57)	Unit B4, Imperial Business Estate Gravesend Kent DA11 0DL
HARPENDEN (M46)	Unit 4 Riverside Estate Coldharbour Lane Harpenden AL5 4UN
LETCHEWORTH (M50)	16-17 Woodside Ind Est. Works Road Letchworth Herts SG6 1LA
LONDON (M76)	2/4 Royal Lane Yiewsley West Drayton Middlesex UB7 8DL
MAIDENHEAD (M60)	Reform Road Maidenhead Berkshire SL6 8BY
MOLESEY (M61)	10 Island Farm Avenue West Molesey Surrey KT8 2UZ
NEWBURY (M24)	9 Pipers Court Berkshire Drive Thatcham Berkshire RG19 4ER
IPSWICH (M48)	Unit 6C Elton Park Business Centre Hadleigh Road Ipswich IP2 0DD
NORWICH (M52)	2b Trafalgar Street Norwich NR1 3HN
SUNBURY (M63)	Unit 1a The Summit Hanworth Road Hanworth Ind Estate Sunbury on Thames TW16 5D

SOUTH EAST

ASHFORD (M58)	Unit 2 Bridge Road Business Est Bridge Road Ashford Kent TN2 1BB
FLEET (M59)	Unit 1 Redfields Ind. Estate Church Crookham Fleet Hampshire GU13 0RD
HAYWARDS HEATH (M55)	21-25 Bridge Road Haywards Heath Sussex RH16 1UA

SOUTH WEST

BARNSTAPLE (M30)	Main Road Fremington Barnstaple North Devon EX31 2NT
BOURNEMOUTH (M26)	63-65 Curzon Road Bournemouth Dorset BH1 4PW
BRIDGEWATER (M35)	6 Hamp Ind. Estate Bridgewater Somerset TA6 3NT
BRISTOL (M25)	11 Eldon Way Eldonwall Trading Bristol Avon BS4 3QQ
EMSWORTH (M33)	266 Main Road Southbourne Emsworth PO10 8JL
ISLE OF WIGHT (M34)	Unit 8 Enterprise Court Ryde Business Park Ryde Isle of Wight PO33 1DB
NEWTON ABBOT (M29)	Unit 2 Zealley Ind. Estate Kingsteignton Newton Abbot S. Devon TQ12 3TD
REDRUTH (M36)	Unit 7D Pool Ind. Estate Wilson Way, Redruth, Cornwall TR15 3QW

GUARANTEE CONDITIONS

Standard guarantee conditions

We, Tricity Bendix, undertake that if within 12 months of the date of the purchase this Tricity Bendix 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.
- 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 Tricity Bendix 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 Tricity Bendix manufacture which are not marketed by Tricity Bendix.

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 28 28
Germany	Nürnberg	+49 (0)911 323 2600
Italy	Pordenone	+39 (0)1678 47053
Sweden	Stockholm	+46 (0)20 78 77 50
UK	Slough	+44 (0)1753 219898

RATING PLATE REFERENCE

MAKE AND MODEL NO.	PRODUCT NO.	SERIAL NO.	DATE OF PURCHASE

IMPORTANT NOTICE

In line with our continuing policy of research and development, we reserve the right to alter models and specifications without prior notice.

This handbook is accurate at the date of printing, but will be superseded and should be disregarded if specifications or appearance are changed.



TRICITY BENDIX, 55 - 77 HIGH STREET, SLOUGH, BERKSHIRE, SL1 1DZ
TELEPHONE 0870 5 950950

MODEL NO.
SB 200



PART NO.
311286209