User Handbook

Ultima Condenser Tumble Dryer



You must read these instructions prior to using the appliance and retain them for future reference.

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Retention of this Instruction Book

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

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

If the Book is lost or damaged a copy may be obtained from: GDA Ltd., Morley Way, Peterborough, PE2 9JB

For your safety

IMPORTANT

Using your Tumble Dryer is easy.

Nevertheless, for your own safety and to get the best results it is important to know your Dryer by reading right through this handbook **before** using your dryer for the first time.

NEVER

Allow children to play with or otherwise interfere with the dryer.

NEVER

 Allow the air inlet at the front of the dryer or the air outlet at the back to be obstructed.

NEVER

Switch the machine off leaving a hot load in the drum.

NEVER

 Tumble dry without the Filter, Water Container or Condenser in position.

NEVER

 Exceed the maximum load capacity recommended or place dripping wet items in the drum.

NEVER

Allow lint to collect around the dryer.

NEVER

 Add liquid fabric conditioner to the dryer, use liquid conditioner in the final rinse of your wash.

NEVER

 Use the dryer for commercial drying, the dryer is only suitable for domestic use.

NEVER

Dry Acrylics or synthetics on the high heat setting.

NEVER

 Tumble dry articles that have NOT been well washed in water and detergent then well rinsed and spun.

NEVER

Tumble dry articles that have had chemicals used for cleaning.

NEVER

 Dry articles that are contaminated with flammable substances such as: petrol, oil, paint, hair lacquer, creams, cooking fat or oil.

NEVER

● Tumble dry: rubber, foam rubber, plastic, plastic foam, nappy pants or liners, polythene or paper.

Large, very bulky items including duvets and sleeping bags.

NEVER

 Attempt to stand on top of your dryer, it is not designed for such use and you could injure yourself or damage the dryer by such abuse.

NEVER

Switch electricity On or Off with wet hands.

IMPORTANT

A CHILD COULD CLIMB INTO OR TAMPER WITH AN UNATTENDED TUMBLE DRYER.

WHEN THE MACHINE IS NOT IN USE SWITCH OFF, REMOVE THE PLUG AND CLOSE THE DOOR.

For your safety

- **ALWAYS** Empty the Water Container after **EACH** drying cycle.
- **ALWAYS** Finish every programme with the cool tumble cycle provided on the control.
- **ALWAYS** Clean the filter, it is essential that the filter is kept clear of fluff after EACH drying cycle.
- **ALWAYS** Ensure Condenser is free of fluff, regular cleaning is recommended.
- **ALWAYS** When the dryer is not in use, switch off, remove plug and close the door.
- **ALWAYS** Comply with the specified electrical requirements.
- **ALWAYS** Ensure that your dryer is installed correctly and has adequate ventilation. (see, "Where to put your dryer.")
- **ALWAYS** Observe the rules for drying garments:

In particular woollen articles should not be dried in a tumble dryer unless they are labelled 'Superwash',

'Machine washable' or have the 'May be tumble dried'

symbol:

If in any doubt do not dry wool in the machine.

Unlike other materials, the mechanism of wool shrinkage is irreversible, i.e. it will not stretch back to the original size and shape.

ALWAYS ● Buy genuine accessories and spares.



CAUTION:

When the dryer is in use avoid touching the rear of the dryer as it may be hot!

Electrical Requirements

WARNING: This appliance must be earthed!

Supply

REFER TO THE RATING PLATE FOR VOLTAGE AND CURRENT REQUIREMENTS. (see diagram for location.)

The flexible mains lead is supplied fitted with a BS1363 plug and with a 13 amp BS1362 fuse.

The plug should be connected to the mains supply via a suitable switched socket which is accessible after installing your dryer.

Changing the fuse

If it is necessary to fit a replacement fuse, it must be a 13 amp ASTA approved to BS1362 type.

Moulded plug



WARNING: The plug must not be used without a fuse cover.

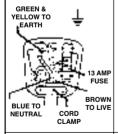
If a replacement fuse holder/cover is required, it must be of the same colour coding or wording as shown on the base of the plug. Replacements are available from your Spares stockist.

Changing the plug

The wires in the mains lead are coloured in accordance with the following:

GREEN/YELLOW - EARTH
BLUE - NEUTRAL
BROWN - LIVE

Rewirable plug



If a replacement plug is to be fitted, the appropriate wire must be connected to the correct terminal,as follows:

Connect:

Green/Yellow to terminal marked Earth or Green or Blue to terminal marked Neutral or N or Black Brown to terminal marked Live or L or Red.

If the plug being replaced is a non-rewirable type then the cut-off plug must be disposed of safely. **DO NOT** leave where it can be inserted into a socket and create a shock hazard.

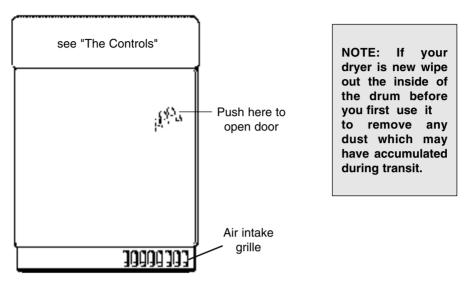
Changing the mains cable

Should the mains lead ever require replacing at any time please contact your nearest Service Centre. A charge will be made for the replacement of the mains lead or if you require a longer lead.

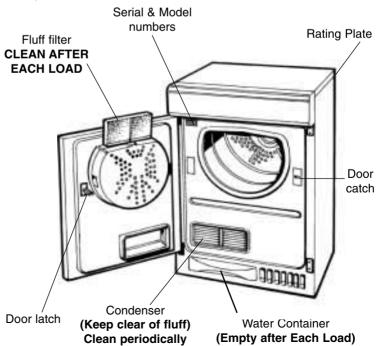
The mains lead must only be replaced by a specially prepared cable obtainable from your Spares Stockist and fitted by a qualified electrician.

NOTE: IF IN DOUBT ABOUT ANY OF THE ABOVE CONSULT A QUALIFIED ELECTRICIAN.

Features - Get to know the main parts of your dryer



Plinth Moulding (Not fitted to all models)



Where to put your dryer

Your Tumble Dryer should **NOT** be located adjacent to a gas hob, cooker, heater or eye level grill as flames from the burners could cause damage to your machine. When the dryer is fitted under a work surface, allow space for air to exit the rear grille, a 15mm gap each side of the dryer is recommended. This airflow is essential to condense the water produced drying the washing, the dryer will not operate efficiently in an enclosed space or cubboard.

If using your dryer in a small or cold room some condensation could be experienced.

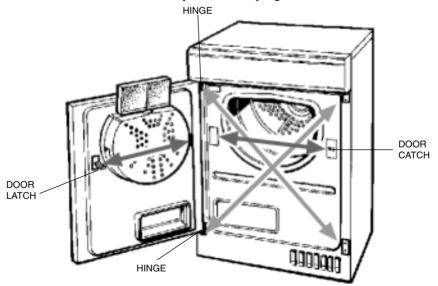
If you are using this dryer adjacent or stacked on top of a washing machine **SEPARATE** mains plugs and sockets must be used for each appliance. **DO NOT** use 2-way adaptors or extension leads.

Stack it on your Washing Machine

Both your tumble dryer and front loading washing machine are similar in design allowing the tumble dryer to be permanently stacked on top saving you valuable floor space. A special stacking kit complete with instructions is available from your retailer or nearest Spares Centre.

IMPORTANT

Only use genuine stacking kits. When ordering you must state the model numbers of both your Washing Machine and your Tumble Dryer. Unsuitable kits may result in a potential hazard and will invalidate your warranty rights.



Door Reversal Instructions

The door of your Dryer is reversible and can easily be changed . Exchange diagonally hinge brackets and blanking plugs. Exchange door latch and catch with their opposite blanking plates. See diagram above.

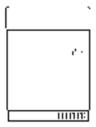
How to use your dryer

1. Plug in, switch on electricity.

WARNING: WHEN SWITCHING ON OR OFF, PLEASE ENSURE THAT YOUR HANDS ARE DRY 2. Sort your laundry (see section "Sorting Your Laundry")



3. Open the door by pressing and releasing the front panel in the position shown.



4. Always check the following:

FLUFF FILTER is clean and in place

WATER CONTAINER is empty and in place

CONDENSER is clean and in place

5. Load the dryer placing the clothes carefully in the drum pushing them well towards the back and away from the door seal. Close the door.



6. Select the alarm, if required. (see section "The Controls")

7. Select the required programme or drying time. (see section "The Controls")

8. Press the START switch to commence the drying programme.

9. When finished open the door and take out the laundry. Clean and replace the fluff filter, and empty the water container.

10. Switch off electricity and remove plug from socket.

WARNING: WHEN SWITCHING ON OR OFF, PLEASE ENSURE THAT YOUR HANDS ARE DRY

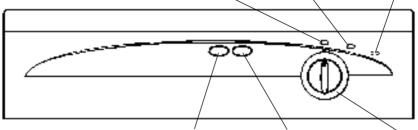
Removing Items

By opening the door you can check the dryness of the load as often as you wish and if you want, remove some items before they are fully dry. (This is particularly useful for a mixed load where you want to iron some items, but others are to be fully dried.) You will need to press the start button after closing the door to re-start the programme. See section 'The Controls'.

The Controls

Active Light Drying Light Empty Water Light

Programme Control



Alarm Switch

Setting the Programme To set the programme, all you have to do is turn the Programme Control knob until the required selection appears in line with the indicator.

Programme Options

Automatic programmes (for load sizes more than 1kg)

1. Dry Cottons (HIGH heat)

This gives driest results.

Some bulky items or large load of towels may appear slightly damp after this programme and require a short period of timed drying.

Start Switch

- 2. Damp Cottons (HIGH heat)
- Iron Dry Cottons (HIGH heat)
 This gives the wettest results.
- Dry Synthetics (LOW heat)
- 5. Damp Synthetics (LOW heat)
- 6. Iron Dry Synthetics (LOW heat)

Timed programmes (for load sizes less than 1kg)

- 40 minutes (LOW heat) include cool tumble followed by the Crease Care phase.
- 8. 30 minutes (LOW heat) include cool tumble followed by the Crease Care phase.
- 20 minutes (LOW heat) include cool tumble followed by the Crease Care phase.
- 10. Airing, 20 minutes of cool tumble.
- 11. Easy Iron Programme, see section"Easy Iron Programme". For description of other programmes see next page.

Starting the Dryer

Press and release the START button to commence a drying programme (The drying programme must have been selected first). The Active Light will then glow.

NOTE: If the door is opened during a programme, the Dryer will automatically stop. To continue the programme, after closing the door, the START button must be pressed.

Alarm Switch

The alarm option is selected with the switch in the OUT position, if you do not need this option press the switch to the IN position. The alarm (if selected) will sound at the end of the programme or intermittently during the Crease Care phase.

The Controls

Active Light

This light will glow whenever a programme is active (running). If this light flashes it shows that an automatic programme has exceeded 180 minutes. For safety reasons this being the maximum drving time available.

Should this occur, the causes may be:

- The load is too big, or bulky.
- The filter is blocked.
- A cotton load was spun at LOW speed.
- There may be a fault.

Turn the dryer Off, check through the first three causes, and then try again.

Drying Light

This light glows during the drying part of the programme, except for the short periods during the drum reverse action.

Empty Water Light This light will glow when the water container is full.

You should not wait for this light to glow before emptying the water container, but empty it after each load (see section "Émptying the Water Container").

NOTE: When the light glows you must stop the dryer and empty the water container.

If the light glows during a drying cycle the timer will advance to the Cool Tumble phase, without drying the load.

The light will take approximately 10 seconds to go out after replacing the empty container.

You cannot start a new programme if this light glows, the water container must be first emptied.

Cool Tumble phase

About 10 minutes before the programme is completed, the heating elements will be switched off, and the programme enters the final 'Cool Drying' phase. During this phase, the fabric is cooled. You should always allow the dryer to complete this phase.

By opening the door, you can check the dryness of the load as often as you wish and if you want remove some items before they are fully dry. (This is particularly useful for a mixed load where you want to iron some items, but others to be fully dried.)

You will need to press the START button after closing the door to re-start the programme. See previous page.

Crease Care phase

At the end of the drying programme it may not be convenient to take out the clothes immediately. Do not worry, the dryer will protect your clothes from creasing by gently turning them over occasionally by means of a few revolutions of the drum. At the same time, if you have not cancelled the Alarm (Buzzer) a warning buzz will sound intermittently to remind you that the clothes are ready to take out.

Easy Iron Programme

'Easy Iron' provides a short programme consisting of approximately 8 minutes of heat with an approximately 2 minutes cool tumble period. It is a short conditioning programme that softens the fibres allowing them to relax making handling and ironing easier and less time consuming.

When to use 'Easy Iron'

However garments are dried, outside on the line, inside on a radiator, hung around the home or using a tumble dryer, once dry they usually get left in the same position/place for a long period of time. This tends to cause garment fibre stiffness which can make the handling of garments difficult and therefore the ironing time longer. Garments dried in any of the ways described above and left will benefit from the 'Easy Iron' programme.

Important!

- The 'Easy Iron' cycle is not a drying programme. It has been designed to condition/soften garments that have already been dried and left unattended in this state for a period of time.
- All materials do not behave in exactly the same way when heated.
 For instance, our testing has shown that materials such as Tencel® and Acrylics are not relaxed quite as effectively by applying the 'Easy Iron' cycle as we found on the more traditional Cottons and Polycottons.
- To obtain the best results from 'Easy Iron' it is important that the weights recommended below are not exceeded.
- For best results We recommend garments should be removed from the dryer immediately after the 'Easy Iron'

p r

gramme to be hung, folded neatly or ironed.

When this is not possible the 'Easy Iron' programme should be repeated.

Recommended weights and materials

Material	Maximum load		
Cotton and Cotton mixtures	2.5kg	5.5lb	
Synthetics	2kg	4.4lb	
Denim	2kg	4.4lb	

Audio Signal

On completion of the programme an audio signal is sounded (if selected) to remind you to remove garments from the dryer.

Sorting your laundry

- Always separate laundry into the correct fabric groups before washing and drying.
- See that all zips are closed, hooks and eyes are fastened and belt, strings etc. are tied loosely in bows, you will normally have done this for each item before the washing stage.
- 3. It is important to extract as much water as possible from each item before drying. This saves you time and money.

WARNING: CLOTHES SHOULD NEVER BE LOADED DRIPPING WET

4. Make sure that the items to be dried are suitable for tumble drying, or are not of a type requiring 'special attention' (see "Wash Care Labels" section).

Maximum load size

Your dryer will hold a load of 6kg (13lb) dry weight of natural fabrics. if you are drying items of man-made fibres (synthetic or acrylics), the maximum load should not exceed 3kg (6.6lb) dry weight.

This difference is that man-made fibres require more space to tumbledry without creasing.

WARNING: DO NOT OVERLOAD AS THIS COULD RESULT IN REDUCED DRYING PERFORMANCE AND A POSSIBLE FIRE HAZARD.

Typical load

To help you estimate how many items it takes to make up a drying load, the charts below show the approximate weights of some every-day washing items.

Clothes			
Blouse	Cotton	150g	50Z
	Other	100g	31/20Z
Dress	Cotton	500g	1lb 2oz
	Other	350g	12oz
Jeans		700g	1lb 6oz
10 Nappies		1000g	2lb 3oz
Shirt	Cotton	300g	10¹/20Z
	Other	200g	7oz
T-Shirt		125g	41/20Z

Household Items						
Duvet cover (Double)	Cotton	1500g	3lb 5oz			
	Other	1000g	2lb 3oz			
Large Tableck	700g	1lb 6oz				
Small Tablecle	250g	90Z				
Tea Towel	100g	31/20Z				
Bath Towel	700g	1lb 8oz				
Hand Towel	350g	12oz				
Double Sheet	500g	1lb 2oz				
Single Sheet	350g	12oz				

If you group small cotton or terry-towelling items with a synthetic fabric load they could be damp at the end of the drying cycle. If this happens simply give them an additional short period of drying to finish them off.

Wash Care Labels

Most of today's fabrics can be tumble dried in your Dryer with no trouble at all, but there are certain fabric finishes which should be dried away from direct heat.

The majority of garments now have wash-care labels on them, giving full washing and drying instructions. These should always be followed carefully especially when you are drying something for the first time

Typical symbols are:

 \bigcirc

May be tumble dried



Do not tumble dry

Or



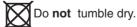
Tumble dry at high heat setting



Tumble dry at low heat setting

Items not suitable for tumble drying

- Those containing foam rubber or rubber-like materials or plastic film (e.g. pillows, cushions, PVC rainwear), or any other articles which are inflammable or contain inflammable substances (e.g. towels contaminated with hair lacquer
- Fibreglass (e.g. some types of curtains)
- Items which have been dry cleaned
- Woollens. Woollen items need as much care in drying as they do in washing. The movement of the tumble-drying action causes the woollen fibre to shrink and distort.
- Garments with the ITCL Code (see 'Items Requiring Special Attention').



 Large bulky items e.g. continental quilts, sleeping bags, pillows, cushions, double blankets and large bedspreads. These expand when drying and would prevent airflow through the Dryer.

WARNING: THE DRYER IS INTENDED FOR USE ONLY WHERE WATER SOLUTION IS USED FOR THE CLEANING PROCESS. MISUSE OF A TUMBLE DRYER MAY CREATE A FIRE HAZARD.

Items requiring special attention

Blankets and **Bedspreads**

The drying requirements of blankets and bedspreads will, of course. vary tremendously according to size and weight. Some, however are simply too big, if you have difficulty getting them into the Dryer, the machine will have difficulty drying them properly. Blankets (and Garments) made from Acrylic fibres (e.g. Acilan, Courtelle, Orion and Dralon) must be dried with special care on Low heat setting. Overdrying should be avoided to ensure heat creasing does not occur.

Permanently garments

Your dryer will cope with such clothes very well, but you should pleated or creased always read the manufacturer's drying instructions attached to the garment before you begin.

Starched articles

Starched articles should be dried together in the same load to avoid the distribution of starch to non-starched items. You should use a slightly heavier starch solution than you would when drying the items on the washing line. Make sure that as much of the solution is removed from the load as possible before placing it in the Drver. Remove the items from the dryer as soon as they reach ironing dampness. If they are overdried the starch will powder, leaving the fabric limp - which rather defeats the purpose of the exercise!

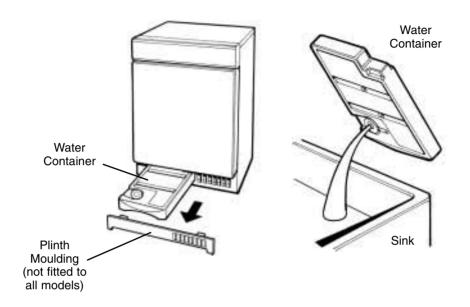
Fabric conditioner To make sure all your tumble dried clothes come out really fresh and soft we recommend you use a liquid fabric conditioner in the final rinse of your wash. A liquid fabric conditioner restores bounce and softness and helps eliminate static cling.

> WARNING: ON NO ACCOUNT SHOULD LIQUID FABRIC CONDITIONER BE ADDED TO THE DRYER ITSELF.

Home Dry Cleaning Garments with the ITCL Code may be cleaned using one of the Home Dry Cleaning Kits available.

The instructions supplied with the Home Dry Cleaning Kit must be strictly followed.

Emptying the Water Container



Empty the water container after EVERY programme. Failure to do this will result in the water container becoming full and the load will not dry.

To Empty Water Container

Remove plinth (where fitted) by slightly lifting and sliding to the left.

Pull the container out of the dryer and empty it into a sink (or other suitable drain).

If your dryer is stacked on top of a Washing Machine, the Tumble Dryer can be plumbed into the drain by attaching a suitable tube to the stub at the rear of the dryer, after removing the blanking cap. When plumbed into a drain the water container does not need to be emptied.

Guide to drying times

Please note that the drying times stated below and on appliance control panel; are a GUIDE only and drying times are affected by:-

The amount of water remaining in the clothes after spinning

Items such as towelling retain a lot of water after spinning, also the suggested wash programme for small items such as T-Shirts may sometimes incorporate a low spin speed which has the same effect.

The type of fabric

Your drying load may contain the same type of fabric but of different thicknesses. Thinner items will take less time to dry. Some fabrics, such as those used for jeans are of closer texture than others and although light when dry will be heavy after washing and spinning.

The quantity of clothes to be dried

Single items of clothes or small loads may take disproportionally longer to dry. It is more energy efficient to dry larger loads.

How dry you want the clothes

As it takes longer to fully dry clothes than to have them ready for ironing, you may wish to remove some clothes when they are slightly damp, ready for ironing and then continue to dry the remainder until they are fully dry.

The heat setting you have selected

The label on the garment should tell you the correct heat setting to select. See 'Wash Care Labels'.

The temperature of the room

If the room in which the dryer is situated is cold, your clothes will take longer to dry than if the room is warm.

Bulky items

Some bulky items such as padded jackets can be dried, with care, and we do advise that you remove these items several times, shake them and return them to the dryer.

THERE ARE HOWEVER SOME ITEMS THAT WE DO NOT ADVISE YOU TO DRY. SEE 'ITEMS NOT SUITABLE FOR TUMBLE DRY-ING'

<u>Drying Guide</u> - approximate drying time in minutes (weights specified are when dry)

COTTONS					SYNTHETICS		ACRYLICS			
Drying times 800 - 1000rpm in washing machine				Drying times on reduced spin in washing machine		Drying times on reduced spin in washing machine				
		Half load			Full load		Half load	Full load	Half load	Full load
1 kg	2 kg	3 kg	4 kg	5 kg	6 kg	1 kg	2 kg	3 kg	1 kg	2 kg
30 - 40	40 - 55	55 - 70	70 - 80	80 - 90	95 - 120	40 - 50	50 - 70	70 - 90	40 - 60	55 - 75

Be careful not to overdry

All fabrics contain a little natural moisture even when 'dry' and this natural moisture should not be lost if the clothes are to remain soft and fluffy.

Clothes that are dried for too long tend to wrinkle and will need more ironing than usual, giving you extra work that the Dryer was designed

Caring for your Dryer

Your Tumble Dryer needs very little attention. The following simple steps will keep it performing well.

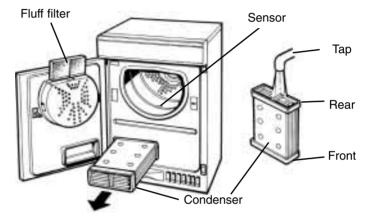
When finished

Switch off electricity and remove plug. Ensure hands are dry.

After each load Always clean the filter, by rinsing under the tap or using a vacuum cleaner. Turn the dryer by hand to check that small items like hand-

kerchiefs do not get missed. Always empty the water container.

Every Week Wipe the drum and seal with a damp cloth.



Every Month

Remove condenser unit and clean any build up of fluff from between the plates by rinsing it under the tap with cold water. This should be done with cold water from the rear of the condenser. Refit with the handle at the front

Occasionally clean the surface of the stainless steel sensor inside the drum with vinegar to remove water contaminates. Apply carefully with a cloth this will maintain the drying performance of the dryer. The sensor is approx 50mm (2") round and located between the vanes of the drum towards the front of the dryer, rotate the drum if necessary to locate it.

Cleaning

Every 6 months vacuum the front air intake grille and Vents at the rear of the dryer, to remove the build up of fluff, lint or dust.

To remove accumulation of fluff from the door, front of condenser and filter areas, clean occasionally with a vacuum cleaner.

Do not use

Abrasive cleaners, scouring agents, acids, chlorine bleach or metal polish to clean any part of the machine.

Lubrication

Your tumble dryer uses special bearing components. Lubrication by the user is not necessary and must not be attempted.

We strongly recommend that all appliances are regularly checked for electrical and mechanical safe

If something goes wrong

First, don't panic! **There may be nothing wrong at all.** Look for your problem below, then check the things we suggest. More often than not, this will give you the answer to your problem, and you'll be able to carry on without having to telephone your Service Office.

If after this you still cannot get your machine to work, follow the advice given on the next page.

Problem

Check these things first

'It won't start'

- 1. Is the machine plugged in and switched on at the socket?
- 2. Is the Control set to required programme?
- 3. Is the door securely closed?
- 4. Have you pressed the START button?
- 5. Has the fuse blown? (Try plugging in another appliance to check).
- 6. Have you used an extension lead? Many are not suitable. Try plugging the dryer directly into a socket to check.

'It is taking a long time to dry'

- Have you forgotten to clean the filter? It should be cleaned after each load.
- Does the water container need emptying?
 Is the Empty water light glowing?
 The bottle should be emptied after every load.
- 3. Does the Condenser need cleaning? It should be cleaned every month.
- 4. Have you selected the correct programme setting for the type of fabric you are drying?
- 5. Have the air intake grille or rear vents of the Dryer been obstructed?
- 6. Were the clothes 'excessively wet' when they were put in?
- 7. Was the correct programme selected?
- 8. Have you overloaded the dryer?

'The Dryer is tumbling occasionally'

This is perfectly normal - it means that the Dryer is on 'Crease Care' and has reached the end of the drying cycle and the clothes are ready to take out.

'The dryer keeps bleeping'

This is perfectly normal, the dryer is on 'Crease Care' as above... Press the Alarm (Buzzer) button and the bleeping will stop.

Active Light is flashing

See section "The Controls", this indicates a possible fault.

Any other problem

Have you re-read this instruction book?

If it still won't work...

Contact the Service Office

if something is still wrong with your machine after you've been through the check-list on the previous page:

- 1. Switch off and unplug your machine from the mains.
- Call your nearest Service Office or local importer (outside the UK).

When you contact us we will want to know the following:

- 1. Your name, address and postcode.
- 2. Your telephone number.
- 3. Clear and concise details of the fault.
- 4. The model number and the serial number of your dryer.
- 5. The date of purchase enter the date here.

Please make sure you have all these details ready when you call.

Spare parts

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

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

If you do experience a problem with the appliance don't take risks, call in our Service Engineer. Our Spare Parts are designed exclusively to fit your appliance. Do not use them for any other purpose as you may create a safety hazard.

Disposal of your product

To minimise the risk of injury to children please dispose of your product safely. The door and lid should be removed and mains cable cut off flush with the appliance ensuring that the mains plug can no longer be plugged into a mains socket. The items must then be disposed of safely.

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



Key Contacts Service

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

Repair Service

UK: 08709 066 066

Republic of Ireland: 1850 302 200

You will be asked for the following information:-

Name, address and postcode.

Telephone number

Model / Serial number of the appliance

Clear and concise details of the query or fault

Place and Date of purchase

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

Extended Warranty

To join: UK 08709 088 088 Republic of Ireland: 1850 502 200

Genuine Parts & Accessories Mail Order Hotline

UK: 08709 077 077

Republic of Ireland: (01) 842 6836

For further product information 08701 50 60 70

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



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