

Hotpoint Service and Spares

FOR SERVICE: If you have a problem with your appliance ring your local Service Office.
FOR SPARES and ACCESSORIES: To purchase spares and accessories send your Accessories Order Form to your Spares Centre. If the accessory or spare part you want is not on the form, contact your Spares Centre for prices and availability.

Please address all correspondence to Hotpoint Spares Centre or Hotpoint Service Office as applicable.

Service Offices are open between 8.00am-8.00pm Monday to Friday.
8.30am-6.00pm on Saturdays and 10.00am-4.00pm Sundays.

Spares Centres are open between 8.00am-5.00pm Monday-Friday and 8.00am-12.30pm on Saturdays.

- EAST**
- **ESSEX:** Industrial Buildings, Beehive Lane, Chelmsford, CM2 9TE. Post Codes RM & IG Tel: (01245) 492433
Remainder of Essex Tel: (01245) 289331
Celia Road, PE2 9UB. Tel: (01733) 64741
Spares Administration Dept. Tel: (01733) 556520
 - **PETERBOROUGH:** Unit 10, Crystal Way, Harrow, Middlesex, HA1 2HP. Tel: 0181-863 3636
Tel: 0181-863 4113
 - **LONDON**
 - **HARROW:**
 - **MIDLANDS**
 - **BIRMINGHAM:** Westgate, Aldridge, W Midlands, WS9 8UX. Post Codes B Tel: (01922) 743374
All other Post Codes Tel: (01922) 743376
Tel: (01922) 743377
Ashling Street, NG2 3JB. Tel: 0115-986 2431/4322 For Spares Tel: 0115-986 0387
 - **NOTTINGHAM:**
 - **NORTH EAST**
 - **WETHERBY:** Sandbeck Lane, LS22 4TW. For Spares Tel: (01937) 581221
Tel: (01937) 581261/681444 For Spares Tel: (01937) 581221
 - **NORTH WEST**
 - **MANCHESTER:** 44/46 Station Road, Heaton Mersey, Stockport, SK4 3DT. All LA Post Codes
Manchester North Tel: 0161-432 0513
Manchester South Tel: 0161-442 8677
Tel: (0161-432 0255)
 - **SCOTLAND**
 - **RENFREW:** West Lodge Road, Blythswood Estate, PA4 9EN. All CA Post Codes
Tel: 0141-886 6241 For Spares Tel: 0141-886 5611
 - **SOUTH**
 - **KENT, SUSSEX AND SURREY:** Lanfield Trading Ltd, New Hythe Lane, Lanfield, MF20 6SW. Tel: (01622) 790707
For Service Tel: (01622) 716631
For Spares Tel: (01622) 716631
 - **SOUTHAMPTON:** Unit R, S Hampshire Ind Park, Salisbury Rd, Totton, SO40 3SA. Tel: (01703) 861981/667374 For Spares Tel: (01703) 867893
 - **WALES**
 - **NORTH:** Westgate, Aldridge, West Midlands, WS9 8UX. Tel: (01622) 743374
18 Western Ave, Bridgend Ind. Estate, Bridgend, CF31 3SL. Post Codes CF, SA & SY23-25 Tel: (01656) 664121
Post Codes BS, GL (not 65), HR, SY15-18, LD1-8, NP. Tel: (01656) 665554
Tel: (01656) 786111
 - **SOUTH:**
 - **For Service**
 - **For Spares**

- Service Office and Spares Centre
- Service Office only

<p>IRELAND</p> <ul style="list-style-type: none"> • NORTHERN: 256 Ormeau Road, Belfast, BT7 2TZ. Tel: (01232) 647111 49 Airways Ind. Estate, Dublin 17. Tel: Dublin 426088 Tel: Dublin 426836 • EIRE: For Service For Spares 	<p>CHANNEL ISLANDS - Service provided by Agents. Normal Guarantees apply and all Service Schemes are available.</p> <ul style="list-style-type: none"> • JERSEY: 19 Don Street, St. Helier. Tel: (01534) 21625 Clos D'Oirmes, Pontac, St Clements. Tel: (01534) 54608 • GUERNSEY & SARK: Valhys Stores, Grande Rue, St Martins, Guernsey. Tel: (01481) 38422 Barra Lania, Vale Tel: (01461) 51610 32 High Street, Tel: (01481) 822886 • ALDERNEY:
<p>ISLE OF MAN - Service provided by Agents. Normal Guarantees apply and all Service Schemes are available</p> <p>from</p> <p>or</p> <p>or</p> <p>5 Drumgould St., Douglas. Tel: (01624) 673233 Tromode Works, Cronkbourne Village, Douglas, Tel: (01624) 670066 17 Ridgeway Street, Douglas, Tel: (01624) 25811/25946</p>	<p>SHETLAND, ORKNEY & WESTERN ISLES - Service provided by Agents. Normal Guarantees apply, but Service Schemes are NOT available.</p> <p>SHETLAND: Fort Road, Lerwick. Tel: (01595) 2557 Halstone Ind. Estate, Kirkwall. Tel: (01659) 5457</p> <p>ORKNEYS: 27 Bayhead Street, Stromway, Isle of Lewis Tel: (01851) 3387</p> <p>WESTERN ISLES: Local Hydro Electric Shops. EXCEPT ARRAN, BUTE & SKYE - Which are covered by Hotpoint.</p>

In accordance with its policy of progressive product design, the Company reserves the right to alter specifications.
Hotpoint Ltd, Peterborough, PE2 9UB, England
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INSTRUCTIONS FOR USE

Hotpoint

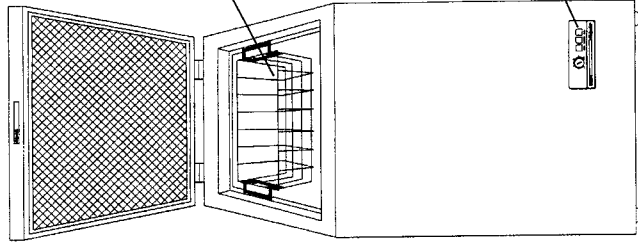
Models RC10

Before using the freezer, please read the following instructions carefully.

Parts of the freezer

Before using the freezer it is recommended that you clean both the inside and the outside. Use lukewarm water and a little bicarbonate of soda. 1 teaspoon to 1.2 litres of water.

NOTE:
The appliance should be allowed to stand for 2-3 hours before it is turned on for the first time to allow the system to settle.



BASKET
The plastic handles of the basket are moveable.

CONTROL PANEL
The functions of the lamps are described in detail on the next page.

INSTALLATION

The freezer should be placed in a dry ventilated room and never close to a radiator or other sources of heat, as this will increase the power consumption unnecessarily. Please ensure that the freezer is installed on a level surface and in a position providing an adequate air circulation to the sides and rear of the freezer. If this appliance is installed on a thick pile carpet it should be elevated to ensure free air circulation underneath. If placed in a garage or outside location then it is recommended that a coating of wax polish be applied to the outside of the appliance.

ELECTRICAL REQUIREMENTS

We recommend that this appliance is connected to the mains supply via a suitable switched socket in a readily accessible position.

All Hotpoint appliances come complete with a fitted plug. The plug on your freezer has a 13A fuse. If the plug does not fit your sockets, a new plug can be fitted. Cut off the old plug and throw it away, do not insert it into a socket elsewhere in the house as this could cause a shock hazard.


WARNING: THIS APPLIANCE MUST BE EARTHED.

IMPORTANT: Fitting a Different Plug:

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

- Green and Yellow - Earth
- Blue - Neutral
- Brown - Live

If you fit your own plug the colours of these wires may not correspond with the identifying marks on the plug terminals. This is what you have to do:

1. Connect the green and yellow (Earth) wire to the terminal in the plug marked 'E' or with the symbol  or coloured green or green and yellow.
2. Connect the blue (Neutral) wire to the terminal in the plug marked 'N' or coloured black.
3. Connect the brown (Live) wire to the terminal marked 'L' or coloured red.

Hotpoint Service Cover Satisfaction Guaranteed or Your Money Back

Guaranteed promise - valid for ninety days after you have purchased your Hotpoint product. If there is a technical problem with your Hotpoint appliance, just call Hotpoint Service (see back page). If necessary we will arrange for an engineer to call. If the technical problem is not resolved under this Guarantee, Hotpoint will replace your appliance or, if you prefer, give you your money back. Your statutory rights are not affected, and the Guarantee is additional and subject to the terms of Hotpoint's Five Year Parts Guarantee.

Hotpoint's Free Five Year Guarantee
From the moment your appliance is delivered, Hotpoint guarantees it for **FIVE YEARS**.

- In the Five Years all replacement parts are **FREE** provided that they are fitted by our own Service Engineer. During the first year our Engineer's time and labour is also free.
- Our guarantee covers loss of food in our refrigeration and freezer products up to £250 during the first year, subject to verification by one of our engineers.
- After the first year we will charge for our Engineer's time and labour. We do, however, operate a range of Service Plans (see opposite) which, for an annual payment, enables you to cover any repair costs which may be necessary.
- All our service repairs are guaranteed for twelve months in respect of our labour and any parts fitted.
- The appliance must be used in the United Kingdom, and must not be tampered with or taken apart by anyone other than our own Service Engineers.
- You may, however, buy parts which can be safely fitted without specialist knowledge or equipment. The correct fitting of such parts, provided they are genuine Hotpoint spares, will not affect your Guarantee. Parts are available from our Hotpoint Spares Centres (see back page).
- Our guarantee does not cover the cost of any repair, or loss of food in refrigeration products, due to power failure, accidents or misuse. Nor does it cover the cost of any visits to advise you on the use of your appliance. Please read thoroughly the instruction book supplied with this appliance.
- If at any time during the Guarantee period we are unable to repair your appliance, we will refund any repair costs paid to us in the previous twelve months. We will also offer you a new appliance at a reduced charge instead of a repair.
- Our Guarantee is in addition to and does not affect your legal rights.
- Should you need independent advice on your consumer rights, help is available from your Consumer Advice Centre, Law Centre, Trading Standards Department and Citizens Advice Bureau.
- All Hotpoint servicing is carried out by our own Service Organisation located throughout the United Kingdom and Eire. We will be happy to deal with any problems which you may have.

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

Service Cover

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

There is also an option of Service Cover with Maintenance at an additional cost. This includes an annual Electrical and Safety check and replacement of any parts as necessary.

Kitchen Cover

An annual payment covers you for all repairs for all your Hotpoint appliances which are less than ten years old. It also covers the cost of loss of food up to £250 in our refrigeration and freezer products. There is also the option of Kitchen Cover with Maintenance at an additional cost. Any additional Hotpoint appliances purchased after you have joined Hotpoint Kitchen Cover will automatically be included during the annual period of cover without further charge.

Appliance Registration

To ensure that you have the opportunity to benefit from any of the above Service Schemes and other offers you should complete and return immediately the Appliance Registration Form (Questionnaire supplied with this appliance. Full details and costs of our Service Schemes, together with an application form, will be sent to you at the end of the first year of the guarantee.

Annual Safety/Maintenance Checks

Hotpoint strongly recommends that all its appliances are regularly checked for electrical and mechanical safety, whether or not they are covered by a Service Plan. Worn door gaskets or hoses may cause a leak on an appliance, which could become dangerous if neglected.

Proof of Purchase

For future reference please attach your purchase receipt to this booklet and keep it in a safe place.

Spares and Accessories

Spares and accessories can be ordered from your local Hotpoint Spares Centre (see back page), using the order form enclosed.

NOTE: Our Engineers will use every effort to avoid damage to floor coverings and adjacent units when carrying out repairs/service work, but in locations where the Engineer advises you that it will be impossible to move appliances without risk of damage, he will only proceed with your approval that no liability is accepted.

Guide to Home Freezing

Recommended duration of storage for various foods.

Meat and Poultry

Meat can be frozen in various ways. Do not freeze too large pieces as this will ruin the quality of the meat.

Beef	raw, joint	6-8 months
Roastbeef	raw or roasted	10-12 months
Beefsteak	raw	10-12 months
Filet	raw, joint or steak	6 months
Goose	raw, whole, cleaned	6 months
Hare	raw, skinned, cleaned	12 months
Chicken	raw, cleaned	6 months
Turkey	raw, cleaned	6 months
Rabbit	raw, skinned, cleaned	12 months
Lamb	raw	6-12 months
Liver	raw or stewed	6-8 months
Kidney	raw	4 months
Cutlets	raw pork	3 months
	veal	10-12 months
	venison	12 months

Fish and Seafood

Fish can be frozen in various ways.

Perch	raw, cleaned, whole or fillet	8 months
Trout	raw, cleaned, whole or fillet	4-6 months
	smoked	1 month
Lobster	boiled	3 months
Salmon	raw, cleaned, whole or fillet	3 months
	smoked	2 months
Turbot	raw, cleaned	6 months
Herring	raw, cleaned	3 months
Cod	raw, cleaned, whole or fillet	8-12 months
Eel	raw, cleaned	3 months
	smoked	1 month

Ready Prepared Food

It is both practical and economical to freeze. Remember that the duration of storage depends on the fat contained in the food.

Bouillon	6 months
Fish, boiled	10-12 months
Fish dish or soup	4-6 months
Vegetable dish	6 months
Hamburger	3-6 months
Stew	6 months
Force meat dish	3-4 months
Pizza	3-4 months

Fruits and Berries

Orange	squeezed	12 months
Apricot	washed, sliced	12 months
Bilberry		12 months
Grape	in bunch	12 months
Apple	peeled, pips removed, cut into halves	12 months
Rhubarb	stone removed, cut into halves	12 months
Plum	cut into halves	12 months

Vegetables, Mushrooms and Spices

Most vegetables can be frozen.

Aubergine	12 months
Cauliflower	10-12 months
Broccoli	10-12 months
Beans	12 months
Dill	10-12 months
Kale	12 months
Corn cob	12 months
Peppers	12 months
Horse radish	12 months
Parsley	12 months
Beetroot	12 months
Celery	12 months
Spinach	12 months
Peas	12 months
Mushrooms	10-12 months

Bread and Pastry

Bread can be frozen both whole and sliced. Remember that the duration of storage depends on the fat contained in the bread and pastry.

Rye bread	6 months
White bread	3-6 months
Pastry	3 months
Biscuits	3 months

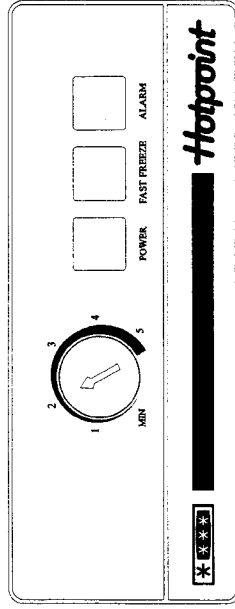
Food that should not be frozen

Avocado	
Banana	
Marmalade	
Tomato	
Egg	
Radish	
Lettuces	
Sauerkraut	
Omelette	

Freezing and storing fresh food

Food to be fast frozen should be placed in as much contact as possible with the sides of the freezer. Avoid placing unfrozen food in contact with frozen food.

Control panel



THERMOSTAT

The thermostat can be adjusted from min. to max. (5) using the thermostat control knob. A normal storage temperature of -18°C is recommended for most foods. This is obtained by positioning the thermostat knob to "2". To prevent children from changing the position of the knob it is necessary to use a coin or similar object to turn the knob.

1• Power "on" light (green)

The power lamp remains illuminated as long as the freezer is connected to the electricity supply.

2• FAST FREEZE SWITCH

Fast freezing of fresh food is important if their quality is to be preserved. Switch on the FAST freeze switch 24 hours before introducing fresh food into the cabinet. For small amounts of food up to 4 kilos, the FAST freeze switch need only be switched on 4 hours before the food is introduced. When the freezer is in the FAST freeze mode the switch will glow yellow. FAST freeze conditions have been reached when the thermometer indicates -22° or colder.

3• Alarm light (red)

This lamp glows to warn of a rise in temperature. However, the lamp may glow temporarily if you are trying to fast freeze too large a quantity of fresh food.

Remember...

- ... To prepare the food correctly before fast freezing.
- ... Different foods need different preparation. See storage calendar on page 6.
- ... Squeeze all air out of freezer bags before closing/sealing.
- ... Do not fast freeze too much food at one time. If you need to fast freeze a large quantity of food, store the food in your refrigerator and carry out the freezing in batches.
- ... Do not freeze hot food. By cooling down the food before freezing the duration of fast freezing will be reduced and the freezer will use less energy to obtain the correct storage temperature.

Defrosting

Moisture in the air and food will cause an accumulation of frost inside the freezer. Thin frost formation will not affect the functioning of the freezer. Thin frost formation can be removed by scraping with a plastic or wooden scraper.

WARNING!... Never use a knife or other sharp metal objects.

Defrost the freezer when the frost formation is 3-4 mm thick, using the following method:

1. Disconnect the freezer from the power supply.
2. Empty the freezer and place the frozen food in a cool area and wrap in layers of paper to prevent an undue rise in the temperature.
3. You can place a bowl of hot water inside the freezer to speed defrosting.
4. Clean the freezer throughout when the frost has been removed, and dry thoroughly.
5. Switch on the power supply. Switch on the FAST freeze switch. The red alarm light will illuminate until the internal temperature is below -18°C .
6. Reload the freezer with the frozen food. Remember to return the FAST freeze switch when the alarm light goes off.

Cleaning

Disconnect the freezer from the power supply. Clean both inside and outside of your freezer. Use lukewarm water containing a little bicarbonate of soda, then dry thoroughly (1 tsp. to 1.2 litres of water). If the freezer is to be unused for long periods, it is recommended to leave the lid open to prevent odours. Never use any household cleaner or detergent, abrasive powders or wax polish. These not only damage the surfaces but also leave a smell in the appliance if used on the interior surfaces. Switch on the power supply. Ensure that the switches are correctly set.

Power failure

A brief power failure will not damage your frozen food. However, it is advisable to keep the lid closed to prevent a temperature rise. Where the power failure is in excess of 24 hours, the food should be checked before the power is reconnected to ensure it has not defrosted.

IMPORTANT:

The freezer must only be used for its intended purpose which is for the storage and freezing of domestic foodstuffs.

This information is provided in the interest of your safety. Please read the following carefully.

- If you are discarding an old freezer with a lock or catch fitted to the lid/door, ensure that the appliance is left in a safe condition to prevent young children being trapped inside the appliance.
- **DO NOT** place carbonated or fizzy drinks in the freezer as the container may explode when frozen.
- **DO NOT** store explosive substances in the appliance, e.g. gas containers.
- **DO NOT** re-freeze frozen food once it has thawed out.
- **DO NOT** alter or modify the design specifications of the product in any way.
- **DO NOT** attempt to carry out any repair on the appliance yourself; any servicing or maintenance must only be undertaken by suitably qualified personnel.
- **DO NOT** consume water ices directly from the freezer, allow to warm slightly before consumption.
- **DO** unplug the appliance from the mains supply before carrying out any cleaning or maintenance.
- **DO** allow the appliance to stand for 2-3 hours before it is turned on for the first time to allow the system to settle.
- **DO** take care when moving the appliance as it is heavy.
- **DO** follow the food manufacturers' storage recommendations as indicated on the packaging.
- **DO** allow adequate ventilation to the appliance as failure to do so could result in reduced performance or premature component failure.

If the product should fail to operate

Please check the following before calling your service dealer.

- Is the plug in the plug socket?
 - Has the fuse blown?
 - Is there a power failure?
 - Is the setting of the thermostat knob correct?
 - Is the freezer placed too close to a heat source?
 - Is the inside of the freezer covered with too thick a frost formation?
- If the compressor makes repeated attempts to start without result, then turn off the electricity supply for about 20 minutes and then try again.
- Do not try to repair the freezer yourself.

If, after following all these instructions, you are still having problems, contact your nearest Hotpoint Service Office (or local importer if outside the United Kingdom). The telephone number is shown on the back page.

When you contact us we need to know:

1. Your name, address and post code.
2. Your telephone number.
3. Clear and concise details of the fault.
4. The model number (RC10), serial number (found on the label on the underside of the front top of the appliance), and colour.
5. When it was purchased.
Please put the date here
6. If you have subscribed to the Hotpoint Service Cover Plan (see page 7). Make sure you have all these details before you call.

