

HOTPOINT EH10 COOKER INSTRUCTION BOOK

The logo for Hotpoint, featuring the word "Hotpoint" in a bold, italicized, sans-serif font. A registered trademark symbol (®) is located at the top right of the letter "t".

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.

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Introduction to Hotpoint – EH10

Your new cooker is guaranteed and will give lasting service.

To help make the best use of your Hotpoint cooking equipment please read this booklet carefully.

The cooker is designed specifically for domestic use and responsibility will not be accepted for use in any other installation.

When first using the cooker ensure that the room is well ventilated (e.g. open a window or use an extractor fan) and that persons who may be sensitive to the odour avoid any fumes. It is suggested that any pets be removed from the room until the smell has ceased.

This odour is due to temporary finish on oven liners and elements and also any moisture absorbed by the insulation.

Note:

This guarantee is only applicable if the appliance has been installed in accordance with the installation instructions detailed in this booklet.

Installation

Warning

THIS APPLIANCE MUST BE EARTHED.

Mains Connection

Your cooker should have been checked to ensure that the voltage corresponds with your supply voltage, this is stated on the **rating plate**, which is situated on the front of the plinth. The cooker must be connected by a competent person e.g. (NICEIC registered contractor) to suitable double-pole control unit with a minimum rating of 30A and a minimum contact clearance of 3mm, which should be fitted adjacent to the cooker, in accordance with IEE regulations. The control unit must be within 2 metres of but not directly above the appliance and should be easily accessible in the event of an emergency.

The power supply cable should conform to B.S.6004 with a conductor size of 6mm² minimum.

Access to the **mains terminals** is gained by removing the **rear access cover**. The mains cable must pass through the cable clamp adjacent to the terminal block. Sufficient cable should be used to allow the cooker to be pulled out for servicing.

Ensure that the mains cable is routed away from any brackets affixed to the rear panel and is not trapped to the rear wall when pushing the cooker into position between cabinets.

Radio Interference

This appliance conforms to EN 55014 regarding suppression of radio and television interference.

Installation

Siting the Cooker

The cooker is designed to fit between kitchen cabinets spaced 500mm apart. The space either side need only be sufficient to allow withdrawal of the cooker for servicing. It can be used with cabinets one side or both as well as in a corner setting. It can also be used free-standing.

This cooker is a class X appliance, as such adjacent side walls which project above hob level, must not be nearer to the cooker than 150mm and should be protected by heat resistant material. Any overhanging surface or cooker hood should not be nearer 650mm.

Moving the Cooker

Before moving your cooker, switch off at the cooker control unit, ensure that it is cool.

Open the grill door sufficiently to allow a comfortable grip on the underside front edge of the oven roof, avoiding any grill elements.

Note

Take care in moving the cooker as it is heavy. Take care to ensure that any floor covering is not damaged.

Product Specification

Supply Voltage	230V AC Only	240V AC Only
Supply Frequency	50Hz	50Hz
Total Wattage	9.9kW	10.7kW
Grill Wattage	2.3kW	2.5kW
Main Oven Wattage	2.2kW	2.4kW
Left Front Hotplate	1.65kW	1.8kW
Left Rear Hotplate	1.0kW	1.1kW
Right Rear Hotplate	1.65kW	1.8kW
Right Front Hotplate	1.0kW	1.1kW
Grilling Area	900cm ²	
Top Oven Capacity	29 litres	
Main Oven Capacity	49.9 litres	
External Dimensions Excluding Handles	Height 1240mm Width 500mm Depth 600mm	
Weight	48kg	

For Your Safety



When used properly your Hotpoint appliance is completely safe but as with any electrical product there are certain precautions that must be observed.

PLEASE READ THE PRECAUTIONS BELOW BEFORE USING YOUR APPLIANCE.

Always

- Always make sure you remove all packaging from inside the oven and grill compartments before switching on for the first time.
- Always make sure you understand the controls prior to using the appliance.
- Always keep children away from the appliance when grilling as the surfaces will get extremely hot during and after use.
- Always make sure all controls are turned off when you have finished cooking and when not in use.
- Always stand back when opening an oven door to allow any build up of steam or heat to disperse.
- Always use dry good quality oven gloves when removing items from the oven/grill.
- Always place pans centrally over the hotplate making sure handles are kept away from the edge of the hob and cannot become heated by other hotplate/pans.
- Always take care to avoid heat/steam burns when operating the controls.
- Always turn off the electricity supply at the wall switch before cleaning and allow the appliance to cool.
- Always make sure the shelves are in the correct position before switching on the oven.
- Always keep the oven and grill doors closed when the appliance is not in use.
- Always keep the appliance clean, as a build up of grease or fat from cooking can cause a fire.
- Always follow the basic principles of food handling and hygiene to prevent the possibility of bacterial growth.
- Always keep ventilation slots clear of obstructions.
- Always refer servicing to a qualified appliance service engineer.

For Your Safety



Never

- Never leave children unsupervised where a cooking appliance is installed as all surfaces will be hot during and after its use.
- Never allow anyone to sit or stand on any part of the appliance.
- Never store items above the appliance that children may attempt to reach.
- Never leave anything on the hob surface when unattended and not in use.
- Never remove the oven shelves whilst the oven is hot.
- Never heat up unopened food containers as pressure can build up causing the container to burst.
- Never store chemicals/food stuffs, pressurised container in or on the appliance, or in cabinets immediately above or next to the appliance.
- Never place flammable or plastic items on or near the hob.
- Never fill a deep fat frying pan more than 1/3 full of oil, or use a lid. **DO NOT LEAVE UNATTENDED WHILE COOKING.**
- Never operate the grill with the grill door closed as this will cause the appliance to overheat.
- Never use the appliance as a room heater.
- Never use the grill to warm plates.
- Never dry clothes on either the hob or oven doors.
- Never install the appliance next to curtains or other soft furnishings.

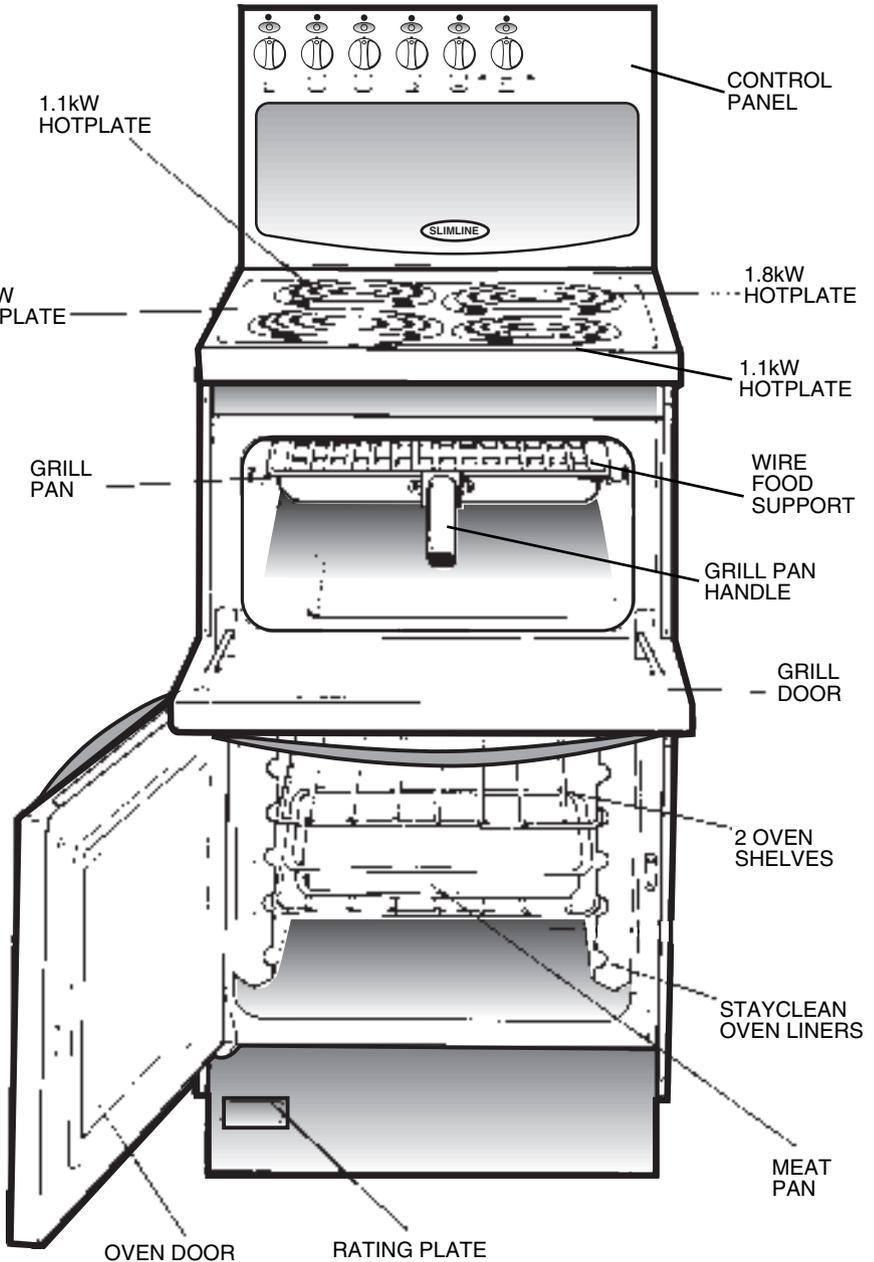
Safety Advice

In the event of a chip pan fire or any other pan fire.

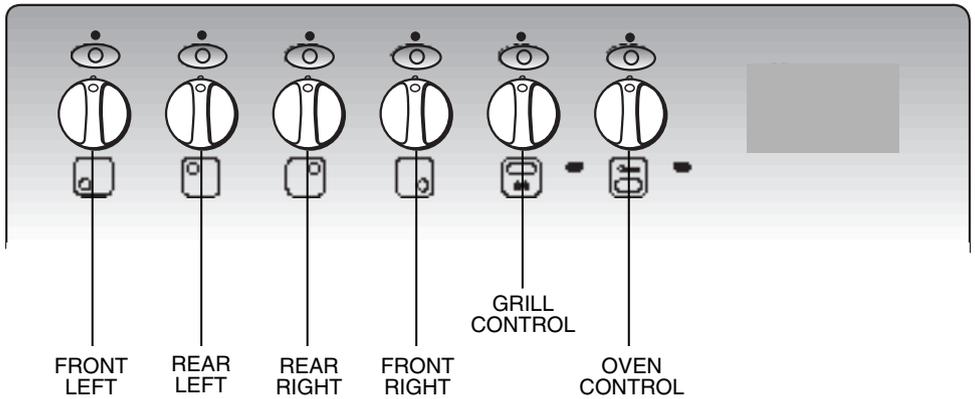
1. **TURN OFF THE COOKER APPLIANCE AT THE WALL SWITCH.**
2. **COVER THE PAN WITH A FIRE BLANKET OR DAMP CLOTH,** this will smother the flames and extinguish the fire.
3. **LEAVE THE PAN TO COOL FOR AT LEAST 60 MINUTES BEFORE MOVING IT.** Injuries are often caused by picking up a hot pan and rushing outside with it.

NEVER USE A FIRE EXTINGUISHER TO PUT OUT A PAN FIRE as the force of the extinguisher is likely to tip the pan over. Never use water to extinguish oil or fat fires.

Features



Control Panel



Control Knobs

The knobs for the grill and hotplates can be rotated in either direction to provide variable heat control, the oven knobs can only be rotated clockwise from the **Off** position.

Note: Always ensure that all controls are in the **OFF** position, when appliance is not in use.

Hotplates General Information Notes

Use of Hotplates

Under no circumstances should the hob be used with aluminium foil in contact with the hob surface.

Turn the control to “High” for fast cooking. To cook more slowly or simmer, turn the control to a lower setting according to the size of the saucepan and the amount of liquid. The two small Hotplates are specially for smaller pans, low temperature cooking and simmering.

Do Not leave a hotplate switched on without a pan as this wastes energy and may shorten the life of the hotplate.

Control Settings Guide

This table is provided only as a guide – settings also depend on the type of pan used and the quality of food.

Knob Position	Type of food
LOW/1	To melt butter, chocolate, etc.
1 or 2	To heat food gently. To keep small amounts of water simmering. To heat sauces, containing egg yolks and butter, To simmer: stews, meat, fish, vegetables, fruit.
3	To heat solid and liquid foods. Keep water boiling. Thaw frozen vegetables. Make 2-3 egg omelettes.
4 or 5	To cook foods, just above simmering. To maintain 'rolling' boil for preserve making.
5 or HIGH	To seal meat and fry fish.
HIGH	Frying potatoes. Bringing water to the boil. Deep fat frying. Dissolve sugar for preserve making.

Safety requirements for deep fat frying

1. Use a deep pan, large enough to completely cover the appropriate heating area.
2. Never fill the pan more than one-third full of oil.
3. Never leave oil or fat unattended during the heating or cooking period.
4. Never try to fry too much food at a time, especially frozen food. This only lowers the temperature of the oil or fat too much, resulting in greasy food.
5. Always dry food thoroughly before frying, and lower it slowly into the hot oil or fat. Frozen foods, in particular, will cause frothing and spitting, if added too quickly.
6. Never heat fat, or fry, with a lid on the pan.
7. Keep the outside of the pan clean and free from streaks of oil or fat.

Hotplates General Information Notes

Always ✓	Never ✗
<ul style="list-style-type: none">● Use good quality flat-based cookware on all electric heat sources.● Always ensure pans have clean, dry bases before use.● Ensure pans match size of heating area.● Remember good quality pans retain heat well, so generally only a low or medium heat is necessary.● Ensure pan handles are positioned safely and away from heat sources.● Always lift pans, do not drag.● Always use pan lids except when frying.● Deal with spillage's immediately but with care.	<ul style="list-style-type: none">● Use gauze, metal pan diffusers, asbestos mats and stands e.g. Wok stands – they can cause overheating.● Use utensils with skirts or rims e.g. buckets and some kettles.● Use badly dented or distorted pans.● Leave an element switched on when not cooking.● Cook food directly on a heat source.● Drag or slide utensils.● Place large preserving pans or fish kettles across two hotplates.

Grill

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

GRILLING SHOULD NOT BE UNDERTAKEN WITH THE GRILL DOOR CLOSED.

Open the grill chamber door fully.

Preheat the grill at setting High for approximately 5 minutes.

When toasting/grilling push the pan back to correctly position it under the grill element.

Leave the control at High for toast, for sealing and fast cooking of foods. For thicker foods requiring longer cooking, turn the switch to a lower setting after the initial sealing on both sides at High. The thicker the food, the lower the control should be set.

When grilling thicker food, the wire grid should be turned over to its lowest setting.

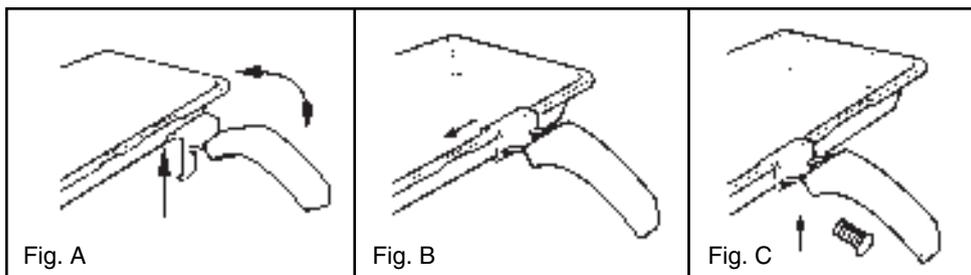
Food which requires browning only should be placed under the hot grill, either in the grill pan or on the floor of the grill compartment, according to the depth of the dish. (The grill pan wire grid can be removed).

Do not line the grill pan with aluminium foil.

Grill Pan Handle

The grill pan handle is detachable so that the pan may also be used in the oven as a meat pan. It is possible to fix the handle to the pan. To do this remove the screw and washers from the grill pan bracket, tilt the handle over the recess adjacent to the bracket (A), slide it towards the centre of the pan (B) and let the handle locate over the bracket (C). Replace screw and washers and ensure that they are fully tightened up. For a detachable handle remove screw and washers from the grill pan and discard.

Please note, if a fixed handle is required, grill pan cannot be used in oven.



Grill Compartment as a 'Hotcupboard'

Plates and dishes placed on the floor of the grill compartment will be heated when the oven is in use.

Do not operate the grill control when using the compartment as a hotcupboard.

Oven Cookery Notes

Oven Control

With the oven door closed, heating of the oven is achieved by turning the control clockwise to the required “oven temperature” scale on the control panel, as recommended in the temperature charts on pages 14 and 15. The pilot light will immediately come on and go off during cooking as the thermostat maintains the correct temperature. The “Oven Temperature Charts” are a guide only, giving approximate cooking temperatures and times. To suit personal taste and requirements, it may be necessary to increase or decrease temperatures by 10°C.

At the end of the cooking period there may be a momentary puff of steam when the oven door is opened. This will disperse in a few seconds and is perfectly normal characteristics of an oven with a good door seal.

Note

Remember to switch off the oven control after cooking is finished.

To prepare meat for roasting in your electric oven

Wipe the joint, dry well with a clean cloth, kitchen tissue, etc., and weigh it. Meat which has been stored in a refrigerator, should be allowed to come to room temperature for approximately 30 minutes before cooking. **Always completely thaw frozen meat before cooking.** Beef, lamb and mutton may be lightly floured, but pork should have the rind scored, brushed over lightly with olive oil, and sprinkled with salt for crisp crackling.

Place joint in meat pan supplied with your cooker (small joints weighing less than 1.5kg (3lbs) should be roasted in a smaller pan/meat tin, or they may be 'pot roasted' – a small joint in a large meat pan causes unnecessary oven splashing). Additional fat should not be used, except for veal, very lean meat, poultry, which can either be 'larded' with fat bacon, or brushed over **very sparingly** with melted fat/cooking oil. When potatoes are to be roasted round the joint, they only require to be coated in melted fat/cooking oil. It is not necessary to baste, when roasting in an electric oven, and liquid/stock should not be added to the meat pan.

Temperature and time

The secret of succulent, tender meat, is not to roast it too quickly at too high a temperature. Best results are obtained when roasting is carried out at a low temperature. When a lower temperature is used, joint loses less weight, is more tender (too high a temperature causes meat to be tough and dry), and the splashing of fat on the oven interior is reduced.

Oven Cookery Notes

Temperature and Time

When a complete meal is being cooked in the oven, cooking time may need to be increased, and temperature may need to be raised for approximately the last 30 minutes of the cooking period (for instance when cooking Yorkshire pudding to serve with roast beef).

The times and temperature suggested should be used as a guide but may vary according to:—

1. Whether you prefer meat rare, medium or well done.
2. The size and shape of your joint.
 - (a) A short thick joint requires a longer cooking period than a long thin joint.
 - (b) A small joint under 1.5kg (3lbs) takes longer per 450g (1lb) than a large one, whereas a large joint over 3kg (6lbs) will cook in the time given for 'minutes per 450g (1lb)' without the 'minutes' over added.
 - (c) Boned/rolled and stuffed joints take longer to cook through than those with a bone. (The weight of stuffing should be added to the oven ready weight of meat/poultry to calculate roasting times).

Never

Use meat pans larger than 390 x 300mm (15" x 12") and baking trays no larger than 330 x 255mm (13" x 10"), these should be positioned centrally on the oven shelf. Food should not be placed directly on the floor of the oven. To avoid unnecessary cleaning, rod shelves which are not in use, should be removed from the oven.

Temperature Comparison Scale

Gas Mark	Conventional Oven		Fan Oven
	°F	°C	°C
1/2	250	120	100
1	275	140	120
2	300	150	130
3	325	160	140
4	350	180	160
5	375	190	170
6	400	200	180
7	425	220	200
8	450	230	210
9	475	240	220

Oven Temperature Chart – Baking

Food	Pre-heat	Temperature and Time	Position in Oven
Scones Small Cakes	Yes	220/230°C 10-15 mins 190/200°C approx. 15-25 mins	Runners 1 and 4 from bottom of oven
Victoria Sandwich	Yes	170/190°C 6½" tins approx. 20 mins 8"-8½" tins approx. 30 mins	Runners 1 and 4 from bottom of oven
Sponge Sandwich (fatless)	Yes	190/200°C 7" tins 15-25 mins	Runners 1 and 4 from bottom of oven
Swiss Roll	Yes	190/210°C 10-15 mins	Runner 4 from bottom of oven
Semi-rich Cakes (large)	Yes	170/180°C 6½"-7" tins 1¼-1½ hrs	Runner 2 from bottom of oven
Christmas Cake	Yes	140/150°C according to size and richness of mixture	Runner 3 from bottom of oven
Shortcrust Pastry (Plate Tarts) Puff Pastry	Yes	190/200°C 45-50 mins approx. 210-220°C	Runners 1 and 4 from bottom of oven
Yorkshire Pudding Individual Yorkshire Puddings	Yes	210/220°C 40-50 mins 200/220°C approx. 30 mins	Runners 5 from bottom of oven
Milk Puddings Baked Custard	Yes	140/160°C 2-2½ hrs 140/160°C 40-50 mins	Runner 2 from bottom of oven
Bread (full oven) Bread (single loaf)	Yes	230°C 45-50 mins Reducing to 230°C 40-45 mins 210/220°C after first 10 mins	Runners 1 and 4 from bottom of oven
Meringues	Yes	100/110°C Large 3½-4½ hrs Small 2½-3 hrs	Runner 1 from bottom of oven

Note: Always refer to cookery notes before using oven. If soft tub margarine is used for cakes, temperatures recommended by the manufacturers should be followed. Temperatures recommended in this chart refer to cakes made with block margarine or butter only.

Oven Temperature Chart – Meat

Food	Pre-heat	Temperature and Time	Position in Oven
Beef	Yes	190/200°C approx. 25-30 mins. per 450g (1 lb) + 25 mins over	Runner 1 or 2 from bottom of oven
Lamb/Mutton	Yes	190/200°C approx. 25-30 mins. per 450g (1 lb) + 25 mins over	
Pork	Yes	190/200°C approx. 30-35 mins. per 450g (1 lb) + 30 mins over	
Veal	Yes	190/200°C approx. 25-35 mins. per 450g (1 lb) + 30 mins over	
Poultry/Game	Yes	190/200°C approx. 20-25 mins. per 450g (1 lb) + 20 mins over (N.B. If bird is large, allow 15 mins. per 450g (1 lb) +15 mins. over at approx. 180°C)	
Casserole Cooking	Yes	Approx. 150°C 2-2½ hrs	Centre of oven
<p>If using aluminium foil, never: 1. Allow foil to touch sides of oven. 2. Cover oven interior with foil. 3. Cover oven shelves with foil.</p>			

Care and Cleaning

Warning	Turn off the main switch before cleaning. Before switching on again, ensure that all controls are in the off position. Never use biological washing powder, harsh abrasives, scouring pads, aerosol cleaners or oven chemical cleaners of any kind.
Control panel	Wipe over the control panel with a damp cloth and polish with a dry cloth. Do not use oven cleaners or aerosols, scouring pads or abrasive powder for cleaning the glass or plastic knobs as damage will occur.
Vitreous Enamel Hob Surround	Lift out the hotplate bezels and wash in hot soapy or detergent water. Clean hob surround with a cloth wrung out in soapy water. Stubborn stains can be removed with a cream, paste or liquid cleaner, or by gently rubbing with liberally soaped, very fine steel wool pads. Check that the cleaning agent used is approved by the Vitreous Enamel Development Council.
Spillage Compartment	Raise the hob and secure in this position with the stay provided. Clean with a cloth wrung out in soapy water. Stubborn stains can be removed with a cream, paste or liquid cleaner, or by gently rubbing with liberally soaped, very fine steel wool pads. Check that the cleaning agent used is approved by the Vitreous Enamel Development Council.
Oven and Grill Doors	Wipe over the door outer panels with a cloth wrung out in hot soapy water, then after wiping with a cloth wrung out in clear water, dry with a soft clean cloth. Do not use scouring pads or abrasive powder which may scratch the surface. Clean the door inner panels with a cloth wrung out in soapy water. Stubborn stains can be removed with a cream, paste or liquid cleaner, or by gently rubbing with liberally soaped, very fine steel wool pads. Check that the cleaning agent used is approved by the Vitreous Enamel Development Council.

Care and Cleaning

How 'Stay Clean' Works

The surface of the 'Stay Clean' oven liners are treated on the mottled face with a special vitreous enamel which absorbs cooking soils. At temperatures of 220°C (425°F) or above, the special surface enables these soils to be slowly destroyed. The higher the temperature the more effective it is. In most cases normal cooking operation at this temperature will permit this cleaning operation to proceed during cooking. However if higher cooking temperatures are not used regularly it may be necessary, to prevent heavy soiling, to run the oven without rod shelves or a meat pan at maximum setting for a couple of hours. This may be necessary once a month or once every two or three months, depending on the type and amount of oven cooking.

'Stay Clean' Oven Liners

It should not normally be necessary to clean the oven liners. If the user feels it is desirable to do so remove the rod shelves and wash the side panels in warm soapy water followed by rinsing in clear water.

Grill

Remove the rod shelf grill pan and the wire grid food support, it is best to wash these items immediately after use to prevent stains from being burnt on when used again. Wipe out the grill/oven compartment, use a fine steel wool soap pad to remove any stubborn stains left on the floor of the compartment.

Oven

Remove the rod shelves and wipe out the oven compartment, use a fine steel wool soap pad to remove any stubborn stains left on the floor of the compartment.

Cleaning Materials to avoid

1. Plastic or nylon pads
2. Household abrasive powders and scourers, these may scratch the surface.
3. Oven chemical cleaners, aerosols and oven pads. Caustic cleaners such as these will etch the surface and attack the metal frame.
4. Bath and sink cleaners may mark the surface.

Note:

We do not recommend the use of decorative covers over the hot hotplates as these can hold condensation and cause corrosion. Accidental operation with a cover in place can cause intense heat. Never place saucepan lids on the hotplates, as this may cause corrosion.

Cooking Results Not Satisfactory?

Problem	Check
Grilling Uneven cooking front to back	Ensure that the grill pan is positioned correctly.
Fat splattering	Ensure the grill is not set at too high a temperature.
Oven Baking Uneven rising of cakes	Ensure that the oven shelves are level by using a spirit level on the rod shelf and adjusting, using suitable packing, e.g. wood, under the feet of the appliance. This should be checked both left to right and front to back.
Sinking of cakes	The following may cause cakes to sink: 1. Cooking at too high a temperature, reduce by 10°C. 2. Using a traditional margarine and sugar creaming method with soft margarine can cause sinking of cakes. Try an all-in-one method and reduce oven temperature by 10°C. 3. Using normal creaming method with soft margarine (use the all-in-one method).
Over/Under cooking Fast/Slow cooking	Refer to the cooking times and temperatures given in the oven temperature charts, however, it may be necessary to increase or decrease temperatures by 10°C to suit personal taste. Do not use utensils greater than 2 1/4" in height.
Nothing Works	Is the main cooker wall switch turned on? There may be no electricity supply.
Grill keeps turning on and off	When the grill control is operated at a setting less than "High" this is normal regulator operation, not a fault.

Something Wrong with your Cooker?

Before contacting your Creda Service Centre/Installer, check the problem guide below.

Slight odour or small amount of smoke when using the cooker for the first time.	This is normal and should cease after a short period.
Cooker does not work at all.	Check that the switch on the control unit is in the on position.
Oven temperature seems too high or too low.	Check that the temperature has been set in accordance with the temperature charts. It may be necessary to increase or decrease the recommended temperature by up to 10°C to suit your taste.
Oven does not cook evenly.	Check that the temperature and shelf position are as recommended in the temperature charts. Check that the containers being used in the oven allow sufficient air flow around them. Check that the cooker is level.
Hotplates are slow to boil or will not simmer.	Check that your pans conform to the recommendations in these instructions.
Grilling is uneven.	Check that the grill pan has been correctly positioned.

This appliance conforms to the following EEC Directives:

Low Voltage Equipment
73/23/EEC
93/68/EEC

Electromagnetic Compatibility
89/336/EEC
92/31/EEC
93/68/EEC



If it still won't work . . .

If something is still wrong with your appliance after you have been through the check-lists:

1. Switch off and unplug your machine from the electricity supply.
2. Turn off the hot and cold water taps.
3. Call Hotpoint Service. See back page.

DISPOSAL OF YOUR PRODUCT

To minimise the risk of injury to children please dispose of your product carefully and safely. Remove all doors and lids (where fitted). Remove the mains cable (where fitted) by cutting off flush with the appliance and always ensure that no plug is left in a condition where it could be connected to the electricity supply.

To help the environment, Local Authority instructions should be followed for the disposal of your product.

Hotpoint Service Cover

Satisfaction Guaranteed or Your Money Back

Hotpoint gives you a unique 'Satisfaction 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.

Service - Hotpoint Electric Cooking

Please carry out the checks detailed on the **Something Wrong** page. If there is a problem with your appliance then contact your Service Centre by using the table below to identify the appropriate phone number.

Please have the following information available when you call :

1. (a) Your name.
(b) Your address and postcode.
(c) Your telephone number.
2. The date and the name of the shop/retailer where the appliance was purchased.

Shop / Retailer :	Date :
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3. The Model number and Serial number of your appliance (See Features page for Rating plate location).

Model Number :	Serial Number :
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4. Clear and concise details of the fault.
5. Details of any Extended Warranty or Service Insurance Schemes.

Your In-Guarantee Service Telephone Number

The arrangements for In-Guarantee Service depend upon which Retail Outlet you purchased your product from.

Shop / Retailer from where your appliance was purchased	Telephone Number for In-Guarantee Service
Just Rentals	01443 441 111
Hydro Electric / Scottish Hydro	0800 300 000
Any Other Shop / Retailer - UK	0541 500 500
- Republic of Ireland	1850 302 200

If you have any other queries regarding Service or Parts, our Parts and Service division will be pleased to help. You should write to :

Hotpoint Service, Customer Service Department, Morley Way, Peterborough. PE2 9JB

For Parts and Accessories, please telephone our Parts Order Hotline on **0541 530 530** (UK) or **01 842 6836** (Republic of Ireland).

Note 1 : If under guarantee, our Engineers will need to see a copy of your purchase receipt when they call.

Note 2 : Our Engineers will use every effort to avoid damage to floor coverings and adjacent units when carrying out repair/service work, but in locations where the Engineer advises you that it will be impossible to move the appliance without risk of damage, he will only proceed with your approval that no liability will be accepted.