



# **Instructions for Installation and Use**

## **Electric Oven**

**Models: SD 52K - SD 52 I**

**To the Installer**

Before installation fill in the product details on the back cover of this book.  
The information can be found on the rating plate.

**To the User**

You must read the instructions prior to installing and using the appliance and  
then 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:  
Merloni Elettrodomestici LTD., Morley Way, Peterborough, PE2 9JB

# Introduction

Your new electric oven is guaranteed\* and will give lasting service. This guarantee is only applicable if the appliance has been installed in accordance with the installation instructions detailed in this booklet.

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

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

**Note: When the oven is first used, an odour may be omitted - this will cease after a short period of use.**

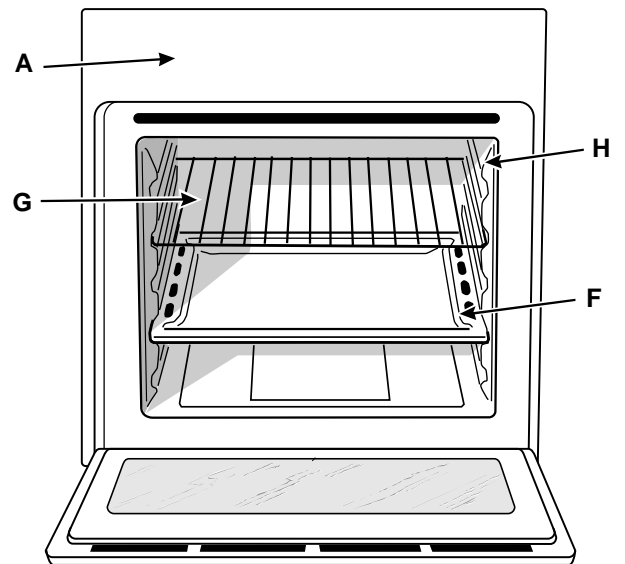
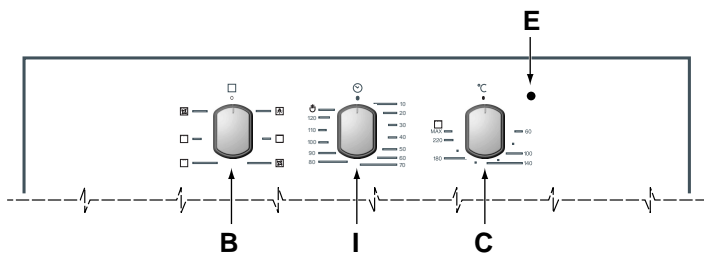
To help remove the 'new' smell, heat the empty oven to maximum temperature for a minimum of two to three hours, keeping the door/s closed. Ensure that the room is well ventilated (eg. open a window or use an extractor fan) and that persons who may be sensitive to the odour avoid any fumes. It is suggested that any pets be removed from the room until the smell has ceased.

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

**\* The guarantee is subject to the provisions that the appliance:**

- (a) Has been used solely in accordance with this booklet.**
- (b) Has been properly connected to a suitable supply voltage as stated on the rating plate, attached to the appliance.**
- (c) Has not been subjected to misuse or accident or been modified or repaired by any person other than the manufacturers authorised employee or agent.**
- (d) Has been correctly installed.**

## Close-up view



- A. **Control Panel**
- B. **Cooking mode selection knob**
- C. **Cooking temperature selection knob**
- E. **Oven indicator light** (only available on certain models)  
- When lit, it indicates the ovens is heating up to the temperature set.
- F. **Dripping Pan or Baking Sheet**
- G. **Oven Rack**
- H. **Guides for sliding the racks or dripping pan in and out**
- I. **End Cooking Time Knob** (only available on certain models)


# How to use your appliance

This multi-function oven combines the advantages of traditional convection ovens with those of the more modern fan assisted models in a single appliance.

It is an extremely versatile appliance that allows you to choose easily and safely between 5 different cooking modes. The various features offered by the oven are selected by means of selector knob "B" and thermostat "C" situated on the control panel.

**Notice:** The first time you use your appliance, we recommend that you set the thermostat to the highest setting and leave the oven on for about half an hour with nothing in it, with the oven door shut. Then, open the oven door and let the room air. The odour that is often detected during this initial use is due to the evaporation of substances used to protect the oven during storage and until it is installed.

**Notice:** Place the dripping pan provided on the bottom shelf of the oven to prevent any sauce and/or grease from dripping onto the bottom of the oven only when grilling food or when using the rotisserie (only available on certain models). For all other types of cooking, never use the bottom shelf and never place anything on the bottom of the oven when it is in operation because this could damage the enamel. Always place your cookware (dishes, aluminium foil, etc. etc.) on the grid provided with the appliance inserted especially along the oven guides

**Notice:** to use the oven in manual mode (not using the end cooking time programmer), the  symbol must be aligned with the reference mark on the control panel.

## Convection Mode

Position of thermostat knob "C": between 60°C and Max. On this setting, the top and bottom heating elements come on. This is the classic, traditional type of oven which has been perfected, with exceptional heat distribution and reduced energy consumption. The convection oven is still unequalled when it comes to cooking dishes made up of several ingredients. Excellent results are achieved when preparing veal or beef-based dishes as well (braised meats, stew, goulash, wild game, ham etc.) which need to cook slowly and require basting or the addition of liquid. It nonetheless remains the best system for baking cakes as well as fruit and cooking using covered casserole dishes for oven baking. When cooking in convection mode, only use one dripping pan or cooking rack at a time, otherwise the heat distribution will be uneven. Using the different rack heights available, you can balance the amount of heat between the top and the bottom of the oven. Select from among the various rack heights based on whether the dish needs more or less heat from the top.

## Fan Assisted Mode

Position of thermostat knob "C": Between 60°C and Max. The heating elements, as well as the fan, will come on. Since the heat remains constant and uniform throughout the oven, the air cooks and browns food uniformly over its entire surface. With this mode, you can also cook various dishes at the same time, as long as their respective cooking temperatures are the same. A maximum of 2 racks

can be used at the same time, following the instructions in the section entitled: "Cooking On More Than One Rack". This fan assisted mode is particularly recommended for dishes requiring a gratin finish or for those requiring considerably prolonged cooking times, such as for example: lasagne, pasta bakes, roast chicken and potatoes, etc... Moreover, the excellent heat distribution makes it possible to use lower temperatures when cooking roasts. This results in less loss of juices, meat which is more tender and a decrease in the loss of weight for the roast. The fan assisted mode is especially suited for cooking fish, which can be prepared with the addition of a limited amount of condiments, thus maintaining their flavour and appearance.

Desserts: the fan assisted mode is also perfect for baking leavened cakes.

Moreover, this mode can also be used to thaw quickly white or red meat and bread by setting the temperature to 80 °C. To thaw more delicate foods, set the thermostat to 60°C or use only the cold air circulation feature by setting the thermostat to 0°C.

## "Top" oven

Position of thermostat knob "C": Between 60°C and Max. The top heating element comes on.

This mode can be used to brown food at the end of cooking.

## Grill

Position of thermostat knob "C": Max

The top central heating element comes on.

The extremely high and direct temperature of the grill makes it possible to brown the surface of meats and roasts while locking in the juices to keep them tender. The grill is also highly recommended for dishes that require a high temperature on the surface: beef steaks, veal, rib steak, filets, hamburgers etc...

## Cook food with the oven door ajar.

Some grilling examples are included in the "Practical Cooking Advice" paragraph.

## Fan Assisted Grill



Position of thermostat knob "C": between 60°C and 200°C. The top central heating element and the fan come on. This combination of features increases the effectiveness of the unidirectional thermal radiation of the heating elements through forced circulation of the air throughout the oven. This helps prevent food from burning on the surface, allowing the heat to penetrate right into the food. Excellent results are achieved with kebabs made with meats and vegetables, sausages, ribs, lamb chops, chicken in a spicy sauce, quail, pork chops, etc.

## Cook food in "fan assisted grill mode" with the oven door shut.


This mode is also ideal for cooking fish steaks, like swordfish, tuna, grouper, stuffed cuttlefish etc.

# How to use your appliance

**End Cooking Time Knob (I)** (only available on certain models)


Some models are equipped with a timer program to control when the oven shuts off during cooking. To use this feature, you must wind the "I" knob one full turn in the clockwise direction ; Then, turn the knob in the counter-clockwise direction , to set the time by matching up the indicator on the control panel with the number of minutes on the knob.

At the end of the programmed length of time, the timer will sound and automatically turn off the oven.

**Attention:** to use the oven in manual mode without the cooking control timer, match the indicator on the control panel with the  symbol on the timer knob.

When the oven is not in use, the cooking control timer can be used like a normal timer.

## The oven light

Set knob "B" to the  symbol to turn it on. It lights the oven and stays on when any of the electrical heating elements in the oven come on.

## Cooling ventilation

In order to cool down the exterior of the appliance, some models are equipped with a cooling fan which comes on automatically when the oven is hot.

When the fan is on, a normal flow of air can be heard exiting between the oven door and the control panel.

**Note: When cooking is done, the fan stays on until the oven cools down sufficiently.**

# How to Keep Your Oven in Shape

Before cleaning your oven disconnect it from the power supply.

**To extend the life of your oven, it must be cleaned frequently, keeping in mind that:**

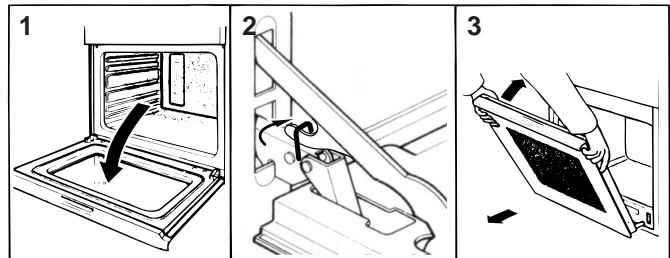
- **Do not use steam equipment to clean the appliance.**
- the enamelled or stainless steel parts should be washed with lukewarm water without using any abrasive powders or corrosive substances which could ruin them; Stainless steel could get stained. If these stains are difficult to remove, use special products available on the market. After cleaning, it is advisable to rinse thoroughly and dry.
- the inside of the oven should preferably be cleaned immediately after use, when it is still warm, with hot water and soap; the soap should be rinsed away and the interior dried thoroughly. Avoid using abrasive detergents (for example cleaning powders, etc...) and abrasive sponges for dishes or acids (such as limescale-remover, etc...) as these could damage the enamel. If the grease spots and dirt are particularly tough to remove, use a special product for oven cleaning, following the instructions provided on the packet.
- if you use your oven for an extended period of time, condensation may form. Dry it using a soft cloth.
- there is a rubber seal surrounding the oven opening which guarantees its perfect functioning. Check the condition of this seal on a regular basis. If necessary, clean it and avoid using abrasive products or objects to do so. Should it become damaged, please contact your nearest After-sales Service Centre. We recommend you avoid using the oven until it has been repaired.
- never line the oven bottom with aluminium foil, as the consequent accumulation of heat could compromise the cooking and even damage the enamel.
- clean the glass door using non-abrasive products or sponges and dry it with a soft cloth.

## How to remove the oven door

For a more thorough clean, you can remove the oven door. Proceed as follows:

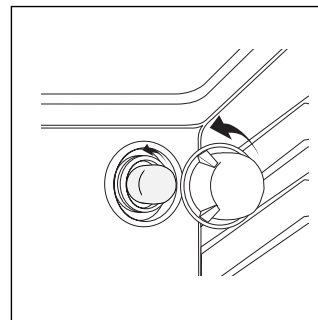
- open the door fully;
- lift up and turn the small levers situated on the two hinges;
- grip the door on the two external sides, shut it slowly but not completely;
- pull the door towards you, pulling it out of its seat;

Reassemble the door by following the above procedures backwards.



## Replacing the Oven Lamp

- Disconnect the oven from the power supply by means of the omnipolar switch used to connect the appliance to the electrical mains; or unplug the appliance if the plug is accessible;
- Remove the glass cover of the lamp-holder;
- Remove the lamp and replace with a lamp resistant to high temperatures (300°C) with the following characteristics:
  - Voltage: 230/240 V
  - Wattage 25W
  - Type E14
- Replace the glass cover and reconnect the oven to the mains power supply.



# Practical Cooking Advice

The oven offers a wide range of alternatives which allow you to cook any type of food in the best possible way. With time you will learn to make the best use of this versatile cooking appliance and the following directions are only a guideline which may be varied according to your own personal experience.

## Preheating

If the oven must be preheated (this is generally the case when cooking leavened foods), the “**fan assisted**” mode  can be used to reach the desired temperature as quickly as possible in order to save on energy.

Once the food has been placed in the oven, the most appropriate cooking mode can then be selected.

## Cooking on More Than One Rack

If you have to cook on more than one rack at the same time, use only the “**fan assisted mode**”  which is the only one that is appropriate for this type of cooking.

- The oven is fitted with 5 racks. During fan assisted cooking, use two of the three central racks; the lowest and highest racks receive the hot air directly and therefore delicate foodstuffs could be burnt on these racks.
- As a general rule, use the 2nd and 4th rack from the bottom, placing the foodstuffs that require greater heat on the 2nd rack from the bottom. For example, when cooking meat roasts together with other food, place the roast on the 2nd rack from the bottom and the more delicate food on the 4th rack from the bottom.
- When cooking foodstuffs that require differing times and temperatures, set a temperature that is somewhere between the two temperatures required, place the more delicate food on the 4th rack from the bottom and take the food requiring less time out of the oven first.
- Use the dripping pan on the lower rack and the grid on the upper;

## Using the Grill

This multi-function oven offers you **2 different grilling modes**.

Use the “**grill**” mode , **with the oven door ajar**, placing the food under the centre of the grill (situated on the 3rd or 4th rack from the bottom) because only the central part of the top heating element is turned on.

Use the bottom rack (1st from the bottom), placing the dripping pan provided to collect any sauce and/or grease and prevent the same from dripping onto the oven bottom. When using this mode, we recommend you set the thermostat to the highest setting. However, this does not mean you cannot use lower temperatures, simply by adjusting the thermostat knob to the desired temperature.

Setting  “**fan assisted grill**”, **only with the oven door shut**, is extremely useful for grilling foods rapidly, as the distribution of heat makes it possible not only to brown the surface, but also to cook the bottom part.

Moreover, it can also be used for browning foods at the end of the cooking process, such as adding that gratin finish to pasta bakes, for example.

When using this mode, place the grid on the 2nd or 3rd oven rack from the bottom (see cooking table) then, to prevent fat and grease from dripping onto the bottom of the oven and thus smoke from forming, place a dripping-pan on the 1st rack from the bottom.

**Important: always use the “fan assisted grill” with the oven door shut.** This will allow you both to obtain excellent results and to save on energy (approximately 10%).

When using this mode, we advise you to set the thermostat to 200°C, as it is the most efficient way to use the grill, which is based on the use of infrared rays. However, this does not mean you cannot use lower temperatures, simply by adjusting the thermostat knob to the desired temperature.

**Therefore the best results when using the grill modes are obtained by placing the grid on the lower racks (see cooking table) then, to prevent fat and grease from dripping onto the bottom of the oven and smoke from forming, place a dripping-pan on the 1st oven rack from the bottom.**

## Baking Cakes

When baking cakes, always place them in a preheated oven. Make sure you wait until the oven has been preheated thoroughly (the red light “E” will turn off). Do not open the oven door during baking to prevent the cake from dropping. In general:

### Pastry is too dry

Increase the temperature by 10°C and reduce the cooking time.

### Pastry dropped

Use less liquid or lower the temperature by 10°C.

### Pastry is too dark on top

Place it on a lower rack, lower the temperature, and increase the cooking time.

### Cooked well on the inside but sticky on the outside

Use less liquid, lower the temperature, and increase the cooking time.

### The pastry sticks to the pan


Grease the pan well and sprinkle it with a dusting of flour or use greaseproof paper.

### I used more than one level (in the function “ventilated oven”) and they are not all at the same cooking point

Use a lower temperature setting. It is not necessary to remove the food from all the racks at the same time.



## Cooking Pizza

For best results when cooking pizza, use the “**fan assisted**”  mode:

- Preheat the oven for at least 10 minutes;
- Use a light aluminium pizza pan, placing it on the grid supplied with the oven. If the dripping pan is used, this will extend the cooking time, making it difficult to get a crispy crust;
- Do not open the oven door frequently while the pizza is cooking;
- If the pizza has a lot of toppings (three or four), we recommend you add the mozzarella cheese on top halfway through the cooking process.
- When cooking pizza on two racks, use the 2nd and 4th with a temperature of 220°C and place the pizzas in the oven after having preheated it for at least 10 minutes.

## Cooking Fish and Meat






When cooking white meat, fowl and fish, use temperature settings from 180 °C to 200 °C.

For red meat that should be well done on the outside while tender and juicy in the inside, it is a good idea to start with a high temperature setting (200°C-220°C) for a short time, then turn the oven down afterwards.

In general, the larger the roast, the lower the temperature setting. Place the meat on the centre of the grid and place the dripping pan beneath it to catch the fat.

Make sure that the grid is inserted so that it is in the centre of the oven. If you would like to increase the amount of heat from below, use the low rack heights. For savoury roasts (especially duck and wild game), dress the meat with lard or bacon on the top.

## Practical Cooking Advice

Selector knob setting	Food to be cooked	Weight (in kg)	Cooking rack position from bottom	Preheating time (minutes)	Thermostat knob setting	Cooking time (minutes)	
<b>1 Convection</b> 	Duck	1	3	15	200	65-75	
	Roast veal or beef	1	3	15	200	70-75	
	Pork roast	1	3	15	200	70-80	
	Biscuits (short pastry)	-	3	15	180	15-20	
	Tarts	1	3	15	180	30-35	
<b>2 Fan assisted</b> 	Pizza (on 2 racks)	1	2-4	15	220	15-20	
	Lasagne	1	3	10	200	30-35	
	Lamb	1	2	10	180	50-60	
	Roast chicken + potatoes	1	2-4	10	180	60-75	
	Mackerel	1	2	10	180	30-35	
	Plum-cake	1	2	10	170	40-50	
	Cream puffs (on 2 racks)	0.5	2-4	10	190	20-25	
	Biscuits (on 2 racks)	0.5	2-4	10	180	10-15	
	Sponge cake (on 1 rack)	0.5	2	10	170	15-20	
	Sponge cake (on 2 racks)	1.0	2-4	10	170	20-25	
	Savoury pies	1.5	3	15	200	25-30	
	<b>3 Top Oven</b> 	Browning food to perfect cooking	-	3/4	15	220	-
<b>4 Grill</b> 	Soles and cuttlefish	1	4	5	Max	8-10	
	Squid and prawn kebabs	1	4	5	Max	6-8	
	Cod filet	1	4	5	Max	10	
	Grilled vegetables	1	3/4	5	Max	10-15	
	Veal steak	1	4	5	Max	15-20	
	Cutlets	1	4	5	Max	15-20	
	Hamburgers	1	4	5	Max	7-10	
	Mackerels	1	4	5	Max	15-20	
	Toasted sandwiches	n.° 4	4	5	Max	2-3	
	<b>With rotisserie</b> (where present)						
	Veal on the spit	1.0	-	5	Max	80-90	
Chicken on the spit	1.5	-	5	Max	70-80		
Lamb on the spit	1.0	-	5	Max	70-80		
<b>5 Fan assisted grill</b> 	Grilled chicken	1.5	3	5	200	55-60	
	Cuttlefish	1.5	3	5	200	30-35	
	<b>With rotisserie</b> (where present)						
	Veal on the spit	1.5	-	5	200	70-80	
	Chicken on the spit	2.0	-	5	200	70-80	
	Chicken (on the spit) + potatoes (roasted)	1.5	-	5	200	70-75	
Lamb on the spit	-	2	5	200	70-75		
Lamb on the spit	1.5	-	5	200	70-80		

**NB:** cooking times are approximate and may vary according to personal taste. When cooking using the grill or fan assisted grill, the dripping pan must always be placed on the 1st oven rack from the bottom.

# Safety Is A Good Habit To Get Into

To maintain the efficiency and safety of this appliance, we recommend that you do the following:

- only call the Service Centres authorised by the manufacturer
- always use original spare parts

- **When handling the appliance, we recommend you always use the purpose provided handles recessed into the sides of the oven to prevent harming people or damaging the appliance itself.**
- This appliance is designed for non-professional, household use and its functions must not be changed.
- These instructions are only valid for the countries whose symbols appear on the manual and the serial number plate.
- The electrical system of this appliance can only be used safely when it is correctly connected to an efficient earthing system in compliance with current safety standards.
- **When the appliance is in use, the heating elements and some parts of the oven door become extremely hot. Make sure you don't touch them and keep children well away.**

**The following items are potentially dangerous, and therefore appropriate measures must be taken to prevent children from coming into contact with them:**

- Controls and the appliance in general;
- Packaging (bags, polystyrene, nails, etc.);
- The appliance itself, immediately after use of the oven or grill due to the heat generated;
- The appliance itself, when no longer in use (potentially dangerous parts must be made safe).

**Avoid the following:**

- Touching the appliance with wet parts of the body;
- Using the appliance when barefoot;
- Pulling on the appliance or the supply cable to unplug it from the electrical outlet;
- Improper or dangerous operations;
- Obstructing the ventilation or heat dissipation slots;
- Allowing power supply cables of small appliances to come into contact with the hot parts of the appliance;
- Exposing the appliance to atmospheric agents such as rain, or sunlight;
- Using the oven for storage purposes;
- Using flammable liquids near the appliance;

- Using adapters, multiple sockets and/or extension leads;
- Attempting to install or repair the appliance without the assistance of qualified personnel.

**Qualified personnel must be contacted in the following cases:**

- Installation (following the manufacturer's instructions);
- When in doubt about operating the appliance;
- Replacing the electrical socket when it is not compatible with the appliance plug.

**Service Centres authorised by the manufacturer must be contacted in the following cases:**

- If in doubt about the soundness of the appliance after removing it from its packaging;
- If the power supply cable has been damaged or needs to be replaced;
- If the appliance breaks down or functions poorly; ask for original spare parts.

**It is a good idea to do the following:**

- Only use the appliance to cook food and nothing else;
- Check the soundness of the appliance after it has been unpacked;
- Disconnect the appliance from the electrical mains if it is not functioning properly and before cleaning or performing maintenance;
- When left unused, unplug the appliance from the electricity mains and turn off the gas tap (if foreseen);
- Use oven gloves to place cookware in the oven or when removing it;
- Always grip the oven door handle in the centre as the extremities of the same may be hot due to any hot air leaks;
- Make sure the knobs are in the "•"/"o" position when the appliance is not in use.
- Cut the power supply cable after disconnecting it from the mains when you decide not to use the appliance any longer.
- The manufacturer may not be held responsible for any damage due to: incorrect installation, improper, incorrect and irrational use.

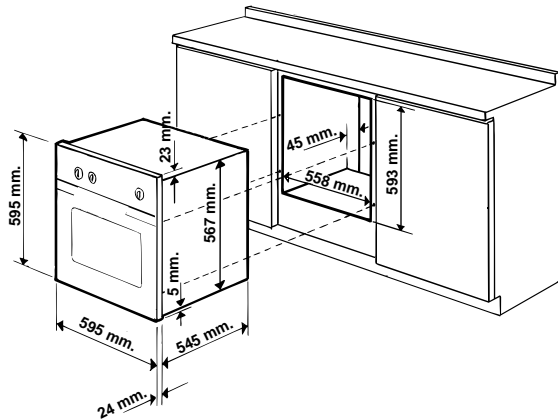
# Installation

**The appliance must be installed only by a qualified person in compliance with the instructions provided.** The manufacturer declines all responsibility for improper installation which may harm persons and animals and damage property.

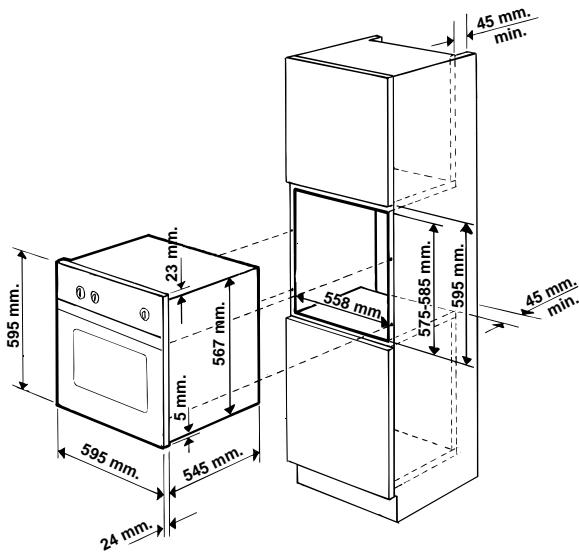
**Important:** The power supply to the appliance must be cut off before any adjustments or maintenance work is done on it.

## Installation of Built-in Ovens

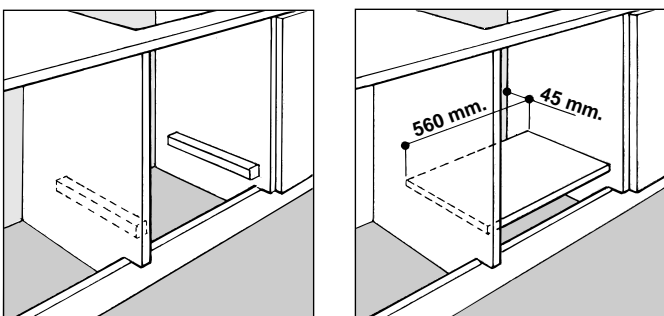
In order to ensure that the built-in appliance functions properly, the cabinet containing it must be appropriate. The figure below gives the dimensions of the cut-out for installation under the counter or in a wall cabinet unit.



N.B.: Installation in compliance with the consumption declaration



In order to ensure adequate ventilation, the back panel of the cabinet unit must be removed. Installing the oven so that it rests on two strips of wood is preferable. If the oven rests on a continuous, flat surface, there must be an aperture of at least 45 x 560 mm.



The panels of the adjacent cabinets must be made of heat-resistant material. In particular, cabinets with a veneer exterior must be assembled with glues which can withstand temperatures of up to 100 °C.

In compliance with current safety standards, contact with the electrical parts of the oven must not be possible once it has been installed.

All parts which ensure the safe operation of the appliance must be removable only with the aid of a tool.

For the correct centring of your appliance, position the 4 tabs on the sides of the oven in correspondence with the 4 holes on the perimeter of the frame. In particular, if the cabinet side panel:

- is 20 mm thick: the removable part of the tab must be removed (Fig. A);
- is 18 mm thick: use the first groove, which is factory-set (Fig. B);
- is 16 mm thick: use the second groove (Fig. C)

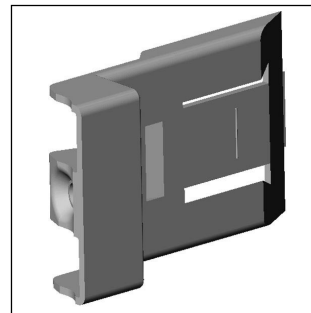


Fig. A

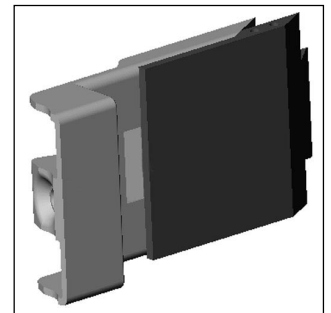


Fig. B

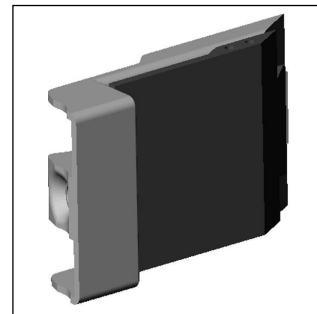
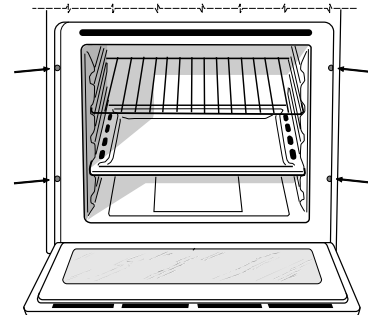


Fig. C

To fasten the oven to the cabinet, open the door of the oven and attach it by inserting the 4 wooden screws into the 4 holes located on the perimeter of the frame.



# Electrical Connection

## Electrical connection

The electrical connection to the mains must be made on the appliance. The power voltage and frequency are as indicated on the rating plate.

**WARNING: THIS APPLIANCE MUST BE EARTHED.**

## Connecting the power supply cable

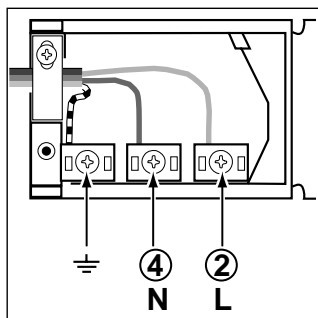
To open the terminal board:

- Using a screwdriver, press on the tabs situated on each side of the terminal board cover.
- Pull open the terminal board cover.

To connect the power supply cable, proceed as follows:

- Unscrew the cable clamp screw and the contact screws L-N- $\perp$ .
- Fasten the wires beneath the screwheads using the following colour scheme: **Blue (N) Brown (L) Yellow-Green  $\perp$**
- Fasten the power supply cable in the corresponding cable clamp and close the cover.

## Electrical Connection:



Voltage Frequency: 230 V-1+N 50Hz

Fuse Section: 16A

Supply cable: 3x1.5mm<sup>2</sup>

You can connect your oven to the system means of a terminal board. Refer to above information for the minimal cable sections and the calibration of the protective elements according to the connection. If the appliance is installed **with a junction box**, an **omnipolar circuit breaker** - with a minimum contact opening of 3mm - should be installed between the appliance and the mains.

## Power cable supply connection to the electrical mains:

We recommend you use a power supply cable which is long enough to allow you to take the oven out of its recess in the event of maintenance operations (only use HAR - H 05 - RRF quality cables fitted with a plug conforming to the regulations in force.

The plug must be accessible at all times.

**Unplug the appliance before all operations, even when replacing the oven lamp.**

**Using the appliance without correct earthing is highly dangerous.**

## IMPORTANT:

After connecting the appliance to the flexible cable, tighten all the screws on the terminal board.

This appliance conforms to the following EEC Directives:

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

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

## Inner dimensions of the oven:

width 43.5cm  
depth 40.0cm  
height 32.0cm

## Inner volume of the oven:

56 lt

## Voltage and frequency of power supply:

230-240V~

50/60Hz

2250-2400W

## ENERGY LABEL

Directive 2002/40/EC on the label of electric ovens  
Norm EN 50304

Energy consumption for Forced convection

heating mode:  Fan assisted

Declared energy consumption for Natural convection Class

heating mode:  Convection



## After Sales Service

**"No company is better positioned to offer an after sales service on a Hotpoint appliance than us - the manufacturer"**

As part of our commitment to you, all Hotpoint appliances have the added benefit of a fully inclusive parts and labour guarantee for the first 12 months. In addition to this you also have the advantage of **free replacement parts for the first 5 years** when fitted by a Hotpoint engineer. When the 12 months parts and labour guarantee expires we offer the following after sales service options:

### **Repair Service and Information Help Desk**

UK: 08709 066066

[www.hotpointservice.co.uk](http://www.hotpointservice.co.uk)

Republic of Ireland: 1850 302 200

Note: Our operators will require the Model number and the Serial number of your appliance

Available 364 days a year with a fast, effective and value for money service. We have the largest white goods repair service in the UK with over 1000 of our own fully trained engineers. All repairs include a parts and labour guarantee for 12 months from the date of the repair.

If you require any information or have any questions about your appliance, our operators are on hand with help and advice.

All this ensures that you will receive the best available after sales service possible.

### **Extended Warranties**

UK: 08709 088 088

[www.hotpointservice.co.uk](http://www.hotpointservice.co.uk)

Republic of Ireland: 1850 502 200

Whether you have just one or a number of Hotpoint appliances in your kitchen, we offer two service cover plans to give you total peace of mind.

- Repair Protection Plan - FREE service repairs for a single Hotpoint appliance during the period of cover.
- Kitchen Cover - FREE service repairs for all your Hotpoint appliances less than 8 years old.

### **Genuine Parts and Accessories** UK: 08709 077 077

[www.hotpointservice.co.uk](http://www.hotpointservice.co.uk)

Republic of Ireland: (01) 842 6836

A wide range of genuine parts and accessories are available from our hotline or through our web site.

**Genuine parts and accessories, extended warranties and service repairs are all available on our web-site at:**

[www.hotpointservice.co.uk](http://www.hotpointservice.co.uk)



## Guarantee

### "Satisfaction guaranteed or your money back"

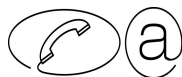
We give you a unique 'satisfaction guaranteed' promise - **valid for 90 days** - after you have purchased your Hotpoint appliance. If there is a technical problem simply call Hotpoint Repair service or visit our web-site at [www.hotpointservice.co.uk](http://www.hotpointservice.co.uk) and where necessary, we will arrange for an engineer to call. If the technical problem is not resolved under this guarantee, **we will replace your machine or, if you prefer, give you your money back.**

All Hotpoint appliances carry a fully inclusive 12 month parts and labour guarantee as well as free replacement parts for the first 5 years provided that they are fitted by a Hotpoint engineer.

#### Guarantee terms and conditions

Your guarantee is only applicable in the United Kingdom or Republic of Ireland and is subject to the following provisions that your appliance:

- Has been installed and used correctly in accordance with this instruction booklet.
- Has been used solely for domestic purposes and is located on domestic premises (ie. not for commercial or trade use).
- Has been properly connected to a suitable electrical supply voltage as stated on the appliance rating plate.
- Has not been subject to misuse, accident, modified or repaired by anyone other than one of our own service engineers.



For pre purchase information on any other Hotpoint product call: 08701 50 60 70  
or visit: [www.hotpointservice.co.uk](http://www.hotpointservice.co.uk)



## Recycling & Disposal Information

As part of Hotpoint's continued commitment to helping the environment, Hotpoint reserves the right to use quality recycled components to keep down customer costs and minimise material wastage.

Please dispose of packaging and old appliances carefully.

To minimise risk of injury to children, remove the door, plug and cut mains cable off flush with the appliance. Dispose of these parts separately to ensure that the appliance can no longer be plugged into a mains socket, and the door cannot be locked shut.



## Key Contacts

### After Sales Service

Over 1200 trained specialists, directly employed by us, ensure that you can have complete confidence in both the appliances and services we offer.

#### Repair Service and Information Desk

UK: 08709 066 066

(Open 8 to 8 Mon - Fri, 8.30 to 5.30 Sat, 10 to 4 Sun & Bank Holidays)

[www.hotpointservice.co.uk](http://www.hotpointservice.co.uk)

Republic of Ireland: 1850 302 200

Note: Our operators will require the following information:

Model number:

Serial number:

#### Extended Warranties

UK: 08709 088 088

(Open 8 to 8 Mon - Sun)

[www.hotpointservice.co.uk](http://www.hotpointservice.co.uk)

Republic of Ireland: 1850 502 200

#### Genuine Parts and Accessories

UK: 08709 077 077

(Open 8-30 to 5-30 Mon - Fri & 9 to 12 Sat)

[www.hotpointservice.co.uk](http://www.hotpointservice.co.uk)

Republic of Ireland: (01) 842 6836

Merloni Elettrodomestici UK Ltd, Morley Way, Peterborough, PE2 9JB.