Users Guide & Installation Handbook

New World ELI60 Induction Hob

Please read carefully and retain for future reference

www.newworldappliances.co.uk
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Using the Hob
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Thank you for buying this British-built appliance from us.

This guide book is designed to help you through each step of owning your new cooker, from installation to use. Please read it carefully before you start using your product, as we have endeavored to answer as many questions as possible, and provide you with as much support as we can.

If, however, you should find something missing, or not covered, please contact our Customer Care team on:

**0844 815 3747**

For customers outside the UK and Northern Ireland, please contact your local supplier.

When you dial this number you will hear a recorded message and be given a number of options. This indicates that your call has been accepted and is being held in a queue. Calls are answered in strict rotation as our Customer care representatives become available.

Please ensure that you have the product’s model no and serial no available when you call. These can be found on the silver data label on your product.

Alternatively, general information, spares and service information is available from our website:

**www.newworldappliances.co.uk**

Warranty

Your new appliance comes with our 12-month guarantee, protecting you against electrical and mechanical breakdown. To register your appliance please call 0870 240 1914, complete the registration form included or register online at the address above.

In addition, you may wish to purchase an extended warranty. A leaflet explaining how to do this is included with your appliance.

Our policy is one of constant development and improvement, therefore we cannot guarantee the strict accuracy of all of our illustrations and specifications - changes may have been made subsequent to publishing.
BEFORE USING YOUR HOB

• Make sure that you have removed all packaging, wrappings, stickers and films from the hob surface.

• It is recommend that you clean and wash the hob surface before using for the first time.

• Apply a thin coat of ceramic hob cleaner to the hob to help maintain and protect it.

• See the customer care section for details of how to obtain all the available cleaning products.
**SAFETY**

**Fire Safety Advice**

*Most kitchen fires occur when people are distracted or leave things unattended, so remember:*

If you’re called away from the cooker - by the phone or someone at the door, either take pans off the heat, or switch off your hob.

Don’t let yourself be distracted while cooking.

*If you do have a fire in the kitchen, don’t take any risks - get everyone out of your home and call the Fire Brigade.*

*If a pan catches fire:*

1) Don’t move it - it is likely to be extremely hot
2) Turn off the heat if it’s safe to do so - but never lean over a pan to reach the controls
3) If you have a fire blanket, put it over the pan
4) If you have put the fire out, leave the pan to cool completely.

*Deep-fat frying presents more dangers in your kitchen.*

1) Never fill a chip pan (or other deep-fat fryer) more than one-third full of oil
2) Don’t use a fire extinguisher on a pan of oil - the force of the extinguisher can spread the fire and create a fireball.

*If you have an electrical fire in the kitchen:*

1) Pull the plug out, or switch off the power at the fuse box - this may be enough to stop the fire immediately
2) Smother the fire with a fire blanket, or use a dry powder or carbon dioxide extinguisher
3) Remember: never use water on an electrical or cooking oil fire
Hob Safety

1) Parts of the appliance may become hot while in use. Always make sure that children are supervised when they are near to the appliance.

2) Always position pans over the centre of the cook zone, and turn the handles to a safe position so they cannot be accidentally knocked or grabbed.

3) Don’t leave pans on the hob when you’re not around - take them off the cook zone if you have to leave the kitchen even if you think it will only be for a moment, while you answer the door or phone.

4) If you use a griddle plate ensure it is completely cool before attempting to lift it from the hob as residual heat may cause burns, Always use oven gloves to protect your hands.

5) The appliance has a glass hob top, make sure you do not drag pans across the ceramic surface as this will lead to scratches and damage.

6) Do not use the hob surface as a chopping board or food preparation area as this may lead to it becoming damaged.

7) **Warning:** Do not use the hob if the glass is cracked, as electrical parts are directly beneath. To avoid the possibility of electric shock, turn off the electricity supply to the hob at the socket and arrange a service call.

8) The glass ceramic can get hot whilst cooking; even though the cook zone itself does not generate heat. The heat generated is conducted back from the hot pans.

9) Keep electrical leads from trailing over or going near the hob.

10) **Warning:** Metallic objects such as knives, forks, spoons and lids should not be placed on the hob surface since they can get hot.

11) **Warning:** Ensure you switch off the appropriate cook zone individually or by the central on/off key when you have finished cooking, do not rely upon the automatic pan detection system as your means of switching “off” the appliance.

12) The appliance must never be disconnected from the mains supply during use as this will seriously affect the safety and performance, particularly in relation to surface temperatures becoming hot and component parts not working efficiently. The cooling fan (if fitted) is designed to run on after the control has been switched off.

13) This induction hob complies with the applicable EMC and EMF standards. Therefore it should not interfere with other electronic units. Persons fitted with a pacemaker or any other electrical implant should clarify with their doctor or the producer of the implant, whether there implant is adequate and fail-safe, the pacemaker must be designed in compliance with the appropriate regulations.
USING THE HOB - INDUCTION

**Touch Controls**

The touch controls for your induction hob have been designed to provide you with finger tip control of your hob, providing accurate and repeatable power settings for cooking and an easy clean surface that can be easily wiped over. When a cook zone is activated the power setting is displayed for each zone individually.

**Using the Touch Controls**

Use the flat of your finger, not the tip, the controls respond to touch, so you don’t need to apply any pressure.

Always ensure the control area is clean, dry and free from of any objects (e.g. utensils, tea towels and cloths), spillages and water may make the controls difficult to operate.

A warning will be activated and will beep every 10 seconds, to attract your attention, please remove any objects and clean the control area as appropriate.

**Basic Control Functions**

**Key Lock**

A RED LED indicates when the key lock is active, to deactivate/activate touch the Key Lock key for 1s.

The key lock is deactivated when the Red LED switches off.

If the cook zones are on, the key lock function locks all the keys except the ON/OFF.

When all the hob cook zones are off, the key lock function locks all the keys, including the ON/OFF key.

The Key Lock is automatically activated when power is initially applied to the Hob.
Central On/Off switch.

1

The central on/off switch enables all of the cooking zones to be switched off simultaneously at a touch of a key.

To switch on the hob

The hob is switched On by touching the “ON/OFF” key for 1 sec.

A beep sounds and all the heater displays show a full stop in the cook zone display.

If the selection of a heater is not done in 10 seconds, the hob will turn off automatically.

The hob is switched Off by touching the “ON/OFF” key for 1 sec.

A beep sounds and all the heaters are switched Off.

Switching on an individual Hob Cook zone

To switch on a cook zone it is necessary to actuate every cooking zone by means of two operations:

1) Touch the required cook zone key for approx 1 sec a beep sounds and the heater display shows the power level with normal brightness. The heaters that are not selected are dimmed. When the cook zone selection is finished after 10 seconds, a beep sound and all the heater displays that were dimmed show the power levels with normal brightness.

2) Select the required power setting using the up +/down – keys.

Switching off an individual Hob Cook zone

Once the cook zone is selected, it can be switched off by touching the down [-] and up [+] keys simultaneously. A beep sounds and the corresponding display shows “0”.

Power Boost

Temporarily boost the power to a cook zone by approx 25%, all areas can be boosted for a period of up to 10 minutes, After 10 minutes a beep sounds and the heater will return to level “9”.

Quick Operation

With the cook zone at power level 0, touch the down [-] key the power level will raise straight to 9.

With the cook zone at power level 9, touch the up [+] key the power level will raise to the Power Boost level and a beep sounds and the heater display shows “P”.

Pan Detection

As soon as you lift the pan off the zone the power is automatically reduced, helping to save energy.

Note

This means the hob only uses power when a suitable pan is placed on the zone, this reduces the energy used during the cooking process, i.e. when you take your pan off the zone the hob automatically reduces the power, and only switches back on when you replace the pan.
Pans and cookware for induction hobs.

Pans and Cookware for induction cooking zones must be made of metal and have magnetic properties. The base must also be of the correct diameter.

<table>
<thead>
<tr>
<th>Suitable Pans and Cookware for Induction Hobs</th>
<th>Unsuitable Cookware</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enameled steel pans with a thick base</td>
<td>Pots made of copper, stainless steel, aluminum, oven proof glass, wood, ceramic and terracotta.</td>
</tr>
<tr>
<td>Cast Iron pans with an enameled base</td>
<td></td>
</tr>
<tr>
<td>Pans made of multilayer stainless steel, rustproof ferrite steel or aluminum with a special base</td>
<td></td>
</tr>
<tr>
<td>Pans marked for use with Induction</td>
<td></td>
</tr>
</tbody>
</table>

It’s important that good quality flat bottomed pans are used, if a pan creates a large air gap over the middle of the cooking zone, the accuracy of the temperature sensing can be affected.

Always ensure that pan bases are dry before using them on the hob.

Get a magnet, if a magnet doesn’t stick to your pan, it is not suitable for use on the induction hob.

Beware:- Enameled steel pans can have bases which are magnetic but are not thick enough! We recommend that you buy pans that are marked/advertised as being suitable for induction.

Minimum Pan Sizes

<table>
<thead>
<tr>
<th>Cook Zone</th>
<th>Smallest Recommended Pan Diameter</th>
</tr>
</thead>
<tbody>
<tr>
<td>LHF</td>
<td>130mm</td>
</tr>
<tr>
<td>LHR</td>
<td>80mm</td>
</tr>
<tr>
<td>RHR</td>
<td>130mm</td>
</tr>
<tr>
<td>RHF</td>
<td>80mm</td>
</tr>
</tbody>
</table>
**Auto Power Tuning**

Induction hobs have a unique power tuning systems that automatically tunes the power to the size of the pan base this ensures energy isn’t wasted.

Pan diameters stated are for illustrative purposes only.

**Overheat Pan Protection**

**Helps to look after your pans**

The hob is equipped with additional safety systems that help to prevent cookware from overheating, providing an additional level of safety not available on conventional hobs such as gas and ceramic hobs.

Helps reduce the risk of fire through misuse use of hob.

**Residual Heat Indicators**

If glass surface is above 65°C when the cook zone is switched off an “H” will be displayed in the cook zone display until the glass surface drops below approx 55°C.

This feature not only warns you against hot surfaces but also indicates that there is residual heat which can be used as temporary warm zone.

**Note:**

The cook zone itself does not heat up, but the ceramic glass does get hot because of the hot pan conducting heat back onto the hob glass.

**Auto Stand by**

The Hob will automatically switch off if left (with pan) on for an extended period of time, see maximum running times below.

<table>
<thead>
<tr>
<th>Power Level</th>
<th>Max. time on (hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>10</td>
</tr>
<tr>
<td>2</td>
<td>10</td>
</tr>
<tr>
<td>3</td>
<td>10</td>
</tr>
<tr>
<td>4</td>
<td>10</td>
</tr>
<tr>
<td>5</td>
<td>10</td>
</tr>
<tr>
<td>6</td>
<td>10</td>
</tr>
<tr>
<td>7</td>
<td>10</td>
</tr>
<tr>
<td>8</td>
<td>10</td>
</tr>
<tr>
<td>9</td>
<td>3</td>
</tr>
</tbody>
</table>

**Approx Glass Surface Temperature (Approx °C)**

<table>
<thead>
<tr>
<th>Temperature</th>
<th>Intelligent hob safety system</th>
</tr>
</thead>
<tbody>
<tr>
<td>190</td>
<td>Automatic Power Reduction</td>
</tr>
<tr>
<td>220</td>
<td>Power Automatically shutdown</td>
</tr>
</tbody>
</table>
Troubleshooting

The hob produces a smell the first few times it is used

Heat a pan full of water on each zone for half an hour.

Pans make a noise during cooking!!

This is caused by vibration due to the passage of energy from the hob to the pan. On a high setting this is quite normal for certain types of saucepan. It will not damage the hob.

The hob makes a slight clicking sound

This is caused by the distribution of power between two heating zones on the same side of the hob.

The fan keeps working for a few minutes after the hob has been turned off

To cool down the electronics.

The hob won’t work. The indicators don’t come on

The electricity supply is not reaching the appliance (faulty supply or connection);

Check the fuses and the cut-out switch.

Refer to Troubleshooting chart and if problems persist call, the customer service hotline for further assistance.
## USING THE HOB - INDUCTION

<table>
<thead>
<tr>
<th>Hob Status Codes</th>
<th>Fault Description</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>U</td>
<td>Indicates no pan or suitable pan on cook zone</td>
<td>Ensure correct pan size and that the pan is suitable for induction use (Check with a magnet)</td>
</tr>
<tr>
<td>H/C</td>
<td>Heater Over Temperature Product will auto reset, Indicates pan overheat</td>
<td>Allow hob to cool</td>
</tr>
<tr>
<td>C/P</td>
<td>Heater Over Temperature Product will auto reset, Pan overheat</td>
<td>Allow hob to cool</td>
</tr>
<tr>
<td>H/c</td>
<td>Induction Generator Over Temperature</td>
<td>Check installation and free air flow to hob</td>
</tr>
<tr>
<td>H</td>
<td>Residual Heater</td>
<td>No Fault “H” will switch off when glass surface drops below 60°C</td>
</tr>
</tbody>
</table>

### Appliance Errors & Alarms

<table>
<thead>
<tr>
<th>Fault Description</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>F0</td>
<td>Software Error</td>
</tr>
<tr>
<td>FA</td>
<td>Safety key Error</td>
</tr>
<tr>
<td>FC</td>
<td>Safety key Error</td>
</tr>
<tr>
<td>FE</td>
<td>Touch Ntc Error</td>
</tr>
<tr>
<td>Ft</td>
<td>Touch Ntc Error</td>
</tr>
<tr>
<td>Fc</td>
<td>Touch Ntc Error T&lt;90°C</td>
</tr>
<tr>
<td>FH</td>
<td>EPROM Checksum Error</td>
</tr>
<tr>
<td>FJ</td>
<td>Security Key Error</td>
</tr>
<tr>
<td>FL</td>
<td>Keyboard Error, Light Condition</td>
</tr>
<tr>
<td>FU</td>
<td>Security Key Error</td>
</tr>
</tbody>
</table>

### Appliance Errors & Alarms

<table>
<thead>
<tr>
<th>Fault Description</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>F5</td>
<td>Communication Error</td>
</tr>
<tr>
<td>F1</td>
<td>Induction heater NTC error closed</td>
</tr>
<tr>
<td>F2</td>
<td>Induction Heater Ntc Error Open</td>
</tr>
<tr>
<td>F7</td>
<td>Induction Ntc Error</td>
</tr>
<tr>
<td>F8</td>
<td>Induction Ntc Error</td>
</tr>
<tr>
<td>F9</td>
<td>Induction Relay Error</td>
</tr>
<tr>
<td>F3</td>
<td>Induction Ntc Error, Closed circuit</td>
</tr>
<tr>
<td>F4</td>
<td>Induction Ntc Error, Open circuit</td>
</tr>
<tr>
<td>F6</td>
<td>Induction Error</td>
</tr>
</tbody>
</table>
Cleaning and maintenance of your Ceramic Glass Hob Surface

Cleaning up spillages

Use a clean cloth or paper towel to wipe up any spillages, do not use a used dishcloth or sponge to wipe clean the hob as they can leave a film of detergent on the surface which can lead to discoloration.

Allow to cool sufficiently before wiping up spillages, to avoid burns.

Regularly wipe clean with a damp paper towel or clean cloth and re-apply ceramic glass cleaner conditioner.

Warning! Do not clean the appliance with steam jet or high-pressure cleaning equipment.
**General information**

Installation should only be carried out by a qualified installer or engineer.

Please keep to the following points most carefully;

Although every care has been taken to ensure this appliance has no burrs, or sharp edges, we recommend that you wear protective gloves when installing and moving this appliance. This will prevent injury.

The hob should not be fitted above a washing machine, a fridge or a freezer.

Wall surfaces above the work surface and in the immediate vicinity of the cooking hob must be heat resistant.

Laminated surfaces and the adhesive used for fixing them must be heat resistant in order to avoid any damage.

The space for air circulation, located underneath and at the back of the hob improves its reliability by ensuring that it will cool down, efficiently.

Installations should be carried out in line with the National Regulations applicable with this product type.

**Choosing your installation**

Make sure that the air inlets through the ventilator grids underneath the hob are never blocked.

**Installing the hob over a unit with a drawer or door**

Air outlet is underneath work surface.

If necessary, remove the front crosspiece of the unit.

Suitable protection to prevent obstruction of the air inlet to the fans must be provided.

We recommend that you install this appliance in a work top which is a minimum 38mm deep.

The hob can be fitted into a work top less than 38mm deep, but the 20mm gap between hob base and appliance must be maintained.
Installation above an oven

Refer to the manufacturer’s instructions for clearances above the oven.

We recommend a 20mm gap between the bottom of the hob and appliance.

In the case of a pyrolytic oven

If installing the hob above a pyrolytic oven, additional provision for air circulation / ventilation may be required. Due to the excessive temperatures attained during pyrolysis, using the hob at the same time may cause the thermal safety device within the hob to operate.
Clearances and dimensions – requirements

No shelf or overhang of combustible material should be closer than 650mm above the hob.

There must be a minimum clearance of 50mm between the edges of the hob and any side walls; this clearance must be maintained up to 420mm above the worktop.

There must be a minimum clearance of 50mm between the rear edge of the hob and the rear wall. This clearance must be maintained up to 650mm above the worktop.

When installing an extractor hood above the hob, refer to their Manufacturer’s instructions.
INSTALLATION INSTRUCTIONS - INDUCTION

Fitting into worktop

Cut a hole in the work surface to the required size.

A clearance of at least 50mm should be maintained between the cutout and any rear or side wall.

The worktop must be of heat-resistant material or covered with heat-resistant material.

Protecting the cut-out;

The types of chipboard used for work surfaces swell relatively quickly in contact with humidity.

Apply a special varnish or adhesive to the cut edge to protect it from steam or condensation which may form under the work surface under the hob.

This hob can be installed conventionally (glass above the work top) or recessed into the work top for a flush fit.

Conventional Installation

Apply the self adhesive seal to the underside edges of the hob glass. For best results, the seal should be adhered along each side in turn, as close to the edge as possible, and trimmed at each corner, taking care to ensure a neat join.

Place the hob in the aperture, checking the hob glass is covering the work top along all four sides.

Set the front edge of the appliance parallel with the front of the work top.

Locate and attach the securing clamps as required, Tighten the screws so that the hob is pulled down firmly against the worktop, thus ensuring a good seal.

Recessed Method (selected models)

Recess the work top to the appropriate depth (Approx 5mm) and shape to fit the hob (add 1mm to overall glass size.

Apply the self adhesive seal to the underside of the hob glass. For best results, the seal should be adhered along each joint in turn, as close to the edge as possible, and trimmed at each corner, taking care to ensure a neat join. Insert the hob into the recess, ensuring that the foam seal is sitting correctly.

Locate and attach the securing clamps to the front and rear underside of the hob, using the screws provided. Tighten the screws so that the hob is pulled down firmly against the worktop, thus ensuring a good seal.

You may want to fill any gap between the hob top glass and the work top surface with silicone sealant. DO NOT fit silicone sealant under the glass hob instead of foam seal.
Fixing Brackets

Installation advice - cabinetry

Dealing with sides, cross-rails and back-panels in cabinetry

Depending on the cabinets, the worktop thickness and the hob positioning, it is possible for the hob base and/or the clamp brackets to interfere with parts of the cabinet.

Cut away cabinetry and use appropriate fixing brackets for your installation.

**FINAL ASSEMBLY**

*Type 1*

[Diagram of Type 1 installation instructions]

*Type 2*

[Diagram of Type 2 installation instructions]

*Note:*

Remove 4 x self-tapping screws and fit bracket as required.
**Connect to the electricity supply**

Warning: This appliance must be earthed.

The hob must be installed by a competent electrician, using a suitable double pole control unit, with 3mm minimum contact separation at all poles.

We recommend that the appliance is connected by a competent person who is a member of a “Competent Person Scheme” who will comply with the required local regulations.

Connection should be made with a suitable cable. **Important:** Ensure that you route all mains electrical cables well away from any adjacent heat source, such as an oven or grill.

Strip the wires & connect to the terminal block as shown in the diagram & table below.

Fit the cable clamp & secure with the screw provided.

Close the terminal box, ensuring that the cover is engaged on the locking tabs.

---

**Diagram:**

- **230V 1N~**
- Green-Yellow
- Brown
- Blue
- PE
- L1
- 230V...240V~
- N
# TECHNICAL DATA

<table>
<thead>
<tr>
<th>Electrical Supply</th>
<th>220~240V 50Hz</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Power Rating @ 220 - 240V</td>
<td>7.2</td>
</tr>
<tr>
<td>~ 50Hz (kW)</td>
<td></td>
</tr>
</tbody>
</table>

## Hob Details

<table>
<thead>
<tr>
<th>Cook Zone</th>
<th>Normal Power Rating kW</th>
<th>Power Boost Rating kW</th>
</tr>
</thead>
<tbody>
<tr>
<td>LHF</td>
<td>1.5</td>
<td>2.0</td>
</tr>
<tr>
<td>LHR</td>
<td>1.2</td>
<td>1.6</td>
</tr>
<tr>
<td>RHR</td>
<td>1.5</td>
<td>2.0</td>
</tr>
<tr>
<td>RHF</td>
<td>1.2</td>
<td>1.6</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hob Dimensions (W X D X H) mm</th>
<th>580 x 510 x 65</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cut Out Required (W x D) mm</td>
<td>560 x 490</td>
</tr>
</tbody>
</table>
Customer Care Webshop

Having purchased a superior cooker, hob or hood from us, you’ll naturally want to keep it looking great. And who better to help you care for it than the manufacturer?

We offer a range of over 30,000 different accessories and components which will instantly give your cooker a good as new look Including Control Knobs, Oven Shelves and Grill Pans.

For your convenience we have listed below our most popular products.

<table>
<thead>
<tr>
<th>Product Description</th>
<th>Where used</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ceramic Hob Cleaner</td>
<td>All Ceramic glass hobs including Induction</td>
<td>Enables easier cleaning of your ceramic hob. Prevents build up of mineral deposits. Best used with Ceramic Hob Scraper Kit. 300ml bottle</td>
</tr>
<tr>
<td>Ceramic Hob Scraper kit</td>
<td>All Ceramic glass hobs including Induction</td>
<td>Ideal for removing cooked on marks from ceramic glass hobs Best used with Ceramic Hob Cleaner</td>
</tr>
<tr>
<td>Sealed Hotplate Conditioner</td>
<td>All sealed/solid plate hobs</td>
<td>Restores the sleek matt black finish to solid hotplates</td>
</tr>
<tr>
<td>Multipurpose Kitchen Cleaner</td>
<td>General kitchen cleaner</td>
<td>Excellent multipurpose cleaner, For use around the kitchen, 500ml bottle</td>
</tr>
<tr>
<td>Oven Cleaner</td>
<td>All cooking appliances.</td>
<td>Cuts through grease &amp; burnt on grime. 500ml bottle</td>
</tr>
<tr>
<td>Restor-A-Cloth</td>
<td>All cooking appliances.</td>
<td>Chemical free cleaning cloth Ideal for cleaning &amp; polishing glass &amp; stainless steel</td>
</tr>
<tr>
<td>Stainless Steel Cleaner</td>
<td>All stainless steel parts</td>
<td>Oil based cleaner. Perfect for removing stubborn &amp; greasy marks. 300ml bottle</td>
</tr>
<tr>
<td>Rectangular carbon filters</td>
<td>Cooker Hoods</td>
<td>New filters, help to maintain efficient cooker hood operation and keep your Kitchen odour free</td>
</tr>
<tr>
<td>Round Carbon Filters</td>
<td>Cooker Hoods</td>
<td>New filters, help to maintain efficient cooker hood operation and keep your Kitchen odour free</td>
</tr>
</tbody>
</table>

In addition to the above we also have an exciting range of Bakeware and Cookware essentials including Roasting Pans, Cake Tins and Non-Stick Cooking Liners.

For all enquires please visit our Web shop detailed in the introduction section or call the Spares Sales team on 0844 815 3745, for countries outside the UK please contact your local service agent.
In case of difficulty within the UK, please call New World Customer Care Helpline on 0844 815 3747

When you dial this number you will hear a recorded message and be given a number of options. This indicates that your call has been accepted and is being held in a queue. Calls are answered in strict rotation as our Customer care Representatives become available.

Please ensure that you have the product’s model no and serial no available when you call. These can be found on the silver data label on your product which is located:

- Ovens: Open the door; adjacent to the oven cavity
- High-level grill products: Inside the base compartment
- Hobs: On the underside of the product

Enter appliance numbers here for future reference:

Model No

Serial No

SERVICE RECORD

<table>
<thead>
<tr>
<th>Date of purchase</th>
<th>Installed by</th>
<th>Installation Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Place of purchase:</th>
</tr>
</thead>
<tbody>
<tr>
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For customers outside the UK and Northern Ireland, please contact your local supplier.

Glen Dimplex Home Appliances Limited is the owner of the New World brand and is part of the Glen Dimplex group of companies.

Glen Dimplex Home Appliances, Stoney Lane, Prescot, Merseyside, L35 2XW

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