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Please keep this handbook for future reference, or for anyone else who may use the appliance.
Thank you for buying this New World appliance.

We hope that the following information will help you to quickly familiarise yourself with the features of the appliance, and to use it successfully and safely.

Our policy is one of constant development and improvement. Strict accuracy of illustrations and specifications is not guaranteed. Modification to design and materials may be necessary subsequent to publication.

This cooker may be sited with cabinets on both sides, or it may be free standing. Sufficient space should be allowed at either side of the cooker to enable it to be pulled out for cleaning and servicing.

Please read the instructions in this handbook before using or installing this appliance. All installation and servicing work must be carried out by a competent person.

Your 1st Year Guarantee
To fulfil the conditions of your guarantee, this appliance must be correctly installed and operated, in accordance with these instructions, and only be used for normal domestic purposes.

Please note that the guarantee, and Service availability, are only available in the UK and Republic of Ireland.

Moving the cooker
Please note that this appliance may be heavier than it appears. Take care if the appliance needs to be lifted during installation - always use an appropriate method of lifting.

Do not attempt to move the cooker by pulling on the doors or handles. Open the door and grasp the frame of the cooker, taking care that the door does not shut on your fingers.

Take care to avoid damage to soft or uneven floor coverings when moving the appliance. Some cushioned vinyl floor coverings may not be designed to withstand sliding appliances without marking or damage.

Before using the appliance for the first time, remove any protective polythene film and wash the oven shelves and shelf runners in hot soapy water to remove their protective coating of oil. Even so, when you first turn on the oven or grill you may notice a smell and some smoke.

Glass door panels
To meet the relevant Standards of Domestic cooking appliances, all the glass panels on this appliance are toughened to meet the fragmentation requirements of BS3193. This ensures that, in the likely event that a panel breaks, it does so into small fragments to minimise the risk of injury.

Please take care when handling, using or cleaning all glass panels, as any damage to the surfaces or edges may result in the glass breaking without warning or apparent cause at a later date. Should any glass panel be damaged, we strongly recommend that is replaced immediately.
Environmental Protection
We are committed to protecting the environment and operate an Environmental Management System which complies with BS EN ISO 14001.

Disposal of packaging
- All our packaging materials are recyclable and environmentally friendly.
- Please help us to protect our environment by disposing of all packaging in an environmentally friendly manner.
- Please contact your local authority for the nearest recycling centre.

Caution: Packaging materials can pose a risk of suffocation - keep away from children.
When you are cooking, keep children away from the vicinity of the appliance.

Children should be supervised to ensure that they do not play with the appliance.

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

This product is designed as a domestic cooking appliance for the preparation and cooking of domestic food products, and should not be used for any other purpose.

Make sure you read and understand the instructions before using the appliance.

Remove all packaging, protective films and oils from the appliance before using for the first time.

Keep electrical leads short so they do not drape over the appliance or the edge of the worktop.

Keep all flammable materials (such as curtains, furnishings & clothing) away from the appliance.

Never use the appliance for heating a room.

Parts of the appliance may be hot during or immediately after use. Care should be taken to avoid touching heating elements inside the oven. Allow sufficient time for the appliance to cool after switching off.

Do not use the oven with the door inner glass panel removed.

Do not drape tea towels over the flue vents or doors, as this creates a fire hazard.

Do not use aluminium foil to cover the grill pan, or put items wrapped in foil under the grill, as this creates a fire hazard. The high reflectivity can also damage the element.

Do not use foil on oven shelves, or allow it to block the oven flue, as this creates a fire hazard, and prevents heat circulation.

When cooking heavy items - eg; turkeys - do not pull the oven shelf out with the item still on the shelf.

When opening the appliance door, take care to avoid skin contact with any steam which may escape from the cooking.

Use oven gloves when removing hot food / dishes from the oven or grill. The oven / grill and utensils will be very hot when in use.

Warning: This appliance must be earthed.

Any installation, servicing and maintenance work should be carried out by a competent person who will comply with current Regulations, Standards and Requirements.

When you have finished cooking check that all controls are in the off position.

Warning: This appliance must be earthed.
About Your Appliance

Purpose
The cooker should be used for preparing household meals only. It must not be used for any other purpose.

Parts Identification
1 - control panel
2 - Grill
3 - oven door
4 - rear left ceramik zone
5 - rear right ceramik zone
6 - front left ceramik zone
7 - front right ceramik zone
8 - temperature indicate light
9 - grill pan with removable handle
10 - 2 x wire shelves
11 - grill door
12 - Oven
**USING THE HOB**

**Before first use**

⚠️ **IMPORTANT:** You should clean the hob surface (see “Cleaning and maintenance” section).

- You should switch on one cooking zone at a time, for 5 minutes at the maximum setting. This will help to eliminate any new smell that exists and evaporate any humidity that has formed on the heating elements during transit.
- Do not burn off more than one zone at once.
- **You must** place a saucepan filled half full with cold water on each zone as you burn it off.

**Using the hob top zones**

- Each zone on the ceramic hob top is controlled by a control knob.

- To activate a zone, position the control knob between 1 – 6.
- You should select a control knob position that is suitable for the particular cooking that you are carrying out. 6 is the highest temperature setting and 0 is off.
- When you have finished cooking on a particular zone, it is important to make sure that the control knob is turned back to 0 (the off position).
Residual heat indicator

- After a zone is switched off, the corresponding cooking zone indicator will show a flashing letter “H”. This means that the temperature of the zone is over 60°C and is therefore high enough to cause injury.

- **IMPORTANT:** The residual heat indicator will disappear if your mains supply is cut.

Hob guidelines

- The first few times the hob top is used, it may give off an acrid, burning smell. This smell will disappear completely with repeated use.

- The worktop is fitted with cooking areas of different diameter and power.

- The positions where the heat will radiate from are clearly marked on the hob top. The saucepans must be positioned exactly on these zones for efficient heating to occur. Pans should have the same diameter as the cooking zone that they are being used on.

- You should not use saucepans with rough bottoms, as this can scratch the surface.

- Before use, make sure that the bottoms of the saucepans are clean and dry.

- When cold, the bottom of the pans should be slightly concave, as they expand when hot and lie flat on the surface of the hob. This will allow the heat to transfer more easily.

- The best thickness for the bottom of the pans is 2 – 3 mm of enameled steel and 4 – 6 mm for stainless steel with sandwich type bottoms.

- If these rules are not followed, then there will be a great loss of heat and energy. Heat not absorbed by the saucepan, will spread to the hob, frame and surrounding cabinets.

- Preferably cover pans with a lid to permit cooking at a lower heat.

- Always cook vegetables and potatoes, etc. in as little water as possible to reduce cooking times.
USING THE HOB

- For a faster heat up of a zone, you can turn the control knob to 6. Then when the contents of the saucepan are boiling, you may turn the control knob to a lower setting.

- Food or liquid that has a high sugar content may damage the hob top if it comes into contact with the hob surface. Any spillages should be wiped up immediately, however this may not prevent the hob surface from becoming damaged.

- **IMPORTANT:** The hob surface is tough; however it is not unbreakable and can be damaged. Especially if pointed or hard objects are allowed to fall on it with some force.

- **DO NOT USE THE HOB IF THE SURFACE BECOMES BROKEN OR CRACKED. YOU SHOULD CONTACT THE BAUMATIC SERVICE DEPARTMENT IMMEDIATELY.**

In the event of a cooking pan fire:
1. Turn off the cooker 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 an hour before attempting to move 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 could tip the pan over.

**Never** use water to extinguish oil or fat pan fires.

**Warning!**
If any of the hot plates become cracked, disconnect the appliance from the mains supply and do not use until repaired by a competent person.
Caution: **Accessible parts may be hot when the grill is used, young children should be kept away.**

**Detachable grill pan handle**

The handle should be removed from the pan during grilling, to prevent overheating.

The handle is designed for removing / inserting the grill pan under the grill when grilling.

If cleaning the grill pan when it is hot, use oven gloves to move it. Do not use the handle to pour hot fats from the grill pan.

Food for grilling should be positioned centrally on the trivet.

**Aluminium foil**

Using aluminium foil to cover the grill pan, or putting items wrapped in foil under the grill can create a fire hazard, and the high reflectivity can damage the grill element.
**USING THE GRILL**

**Preheating**
For best results, preheat the grill for 3 - 5 minutes.

**To switch on the grill**
Turn the selector control knob (Figure 8) to the required temperature position. Figure 8

Place the food in the middle of the grill pan - as highlighted figure 10a - and position the pan so the food is near but not touching the top element. **Do not** line the grill pan with aluminium foil. Figure 10a

Use the handle when handling the grill pan (Figure 10b). Figure 10b

When the food is cooked, turn the selector control and temperature control (°C) to off (•).

Important: The door must be kept closed when the grill is used.

To switch off, return the control knobs to the “off” position.

When using the grill the speed of grilling can be controlled by use of either the thermostat or by selecting higher or lower shelf position.

For toasting, and for grilling foods such as bacon, sausages or steaks, use a higher shelf position and always place food in the highlighted area - see figure 10a.

For thicker foods such as chops or chicken joint pieces, use a middle to low shelf position.
Accessible parts may be hot when the oven is used. Young children should be kept away.

Switching the Oven on
Turn the selector control knob (Figure 9) to the required temperature position.

Always turn the control knob to off (●) when cooking has finished.

Please note: The appliance incorporates a safety thermostat which cuts the electric supply to the oven if the temperature becomes excessive.

When using the oven
As part of the cooking process, hot air is expelled through a vent at the rear of the oven. When opening the oven door, care should be taken to avoid any possible contact with potentially hot air, since this may cause discomfort to people with sensitive skin. We recommend that you hold the underneath of the oven door handle.

Preheating
Always allow the oven to pre-heat until the neon switches off for the first time especially when cooking sensitive items such as souffle and Yorkshire puddings or, when cooking bread.

Baking tray and roasting tins
For best cooked results and even browning, the maximum size baking trays and roasting tins that should be used are as follows;

Baking tray  350mm x 280mm
This size of baking tray will hold up to 16 small cakes.

Roasting tin  370mm x 320mm
We recommend that you use good quality cookware. Poor quality trays and tins may warp when heated, leading to uneven baking results.
**USING THE OVEN**

**Baking guide**

NOTE: The temperature settings and times given in the baking guide are based on dishes made with block margarine. If soft tub margarine is used it may be necessary to reduce the temperature setting.

<table>
<thead>
<tr>
<th>Dish</th>
<th>Recommended temperature °C</th>
<th>Approximate cooking time (preheated oven)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scones</td>
<td>180</td>
<td>8 - 15</td>
</tr>
<tr>
<td>Meringues</td>
<td>110</td>
<td>2 - 3hrs</td>
</tr>
<tr>
<td><strong>Cakes</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Small cakes</td>
<td>160</td>
<td>15 - 25mins</td>
</tr>
<tr>
<td>Whisked sponge</td>
<td>160</td>
<td>15 - 20 mins</td>
</tr>
<tr>
<td>Swiss roll</td>
<td>170</td>
<td>10 - 12 mins</td>
</tr>
<tr>
<td>Victoria sandwich</td>
<td>160</td>
<td>20 - 30 mins</td>
</tr>
<tr>
<td>(2 x 180mm / 7”)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Genoese sponge</td>
<td>160</td>
<td>20 - 25 mins</td>
</tr>
<tr>
<td>Madeira (180mm / 7”)</td>
<td>160</td>
<td>1hr - 1 1/4 hrs</td>
</tr>
<tr>
<td>Semi rich fruit cake</td>
<td>130</td>
<td>2 1/2 - 3hrs</td>
</tr>
<tr>
<td>(205mm / 8”)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Christmas cake</td>
<td>depending on recipe</td>
<td>depending on recipe</td>
</tr>
<tr>
<td>(205mm / 8”)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dundee cake</td>
<td>130</td>
<td>2 1/2 - 3hrs</td>
</tr>
<tr>
<td>(205mm / 8”)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Pastry</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Flaky / Puff</td>
<td>180</td>
<td>depending on recipe and type of filling</td>
</tr>
<tr>
<td>Shortcrust</td>
<td>170</td>
<td></td>
</tr>
<tr>
<td>Choux</td>
<td>170</td>
<td></td>
</tr>
<tr>
<td>Plate tarts</td>
<td>170</td>
<td></td>
</tr>
<tr>
<td>(2 x 180mm / 7”)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Biscuits</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shortbread rounds</td>
<td>160</td>
<td>20 - 25 mins</td>
</tr>
<tr>
<td>Nut brownies</td>
<td>170</td>
<td>20 - 25 mins</td>
</tr>
<tr>
<td>Brandy snaps</td>
<td>160</td>
<td>10 - 12 mins</td>
</tr>
<tr>
<td>Flapjacks</td>
<td>160</td>
<td>20 - 25 min</td>
</tr>
<tr>
<td>Ginger nuts</td>
<td>160</td>
<td>10 - 20 mins</td>
</tr>
</tbody>
</table>
Traditional fruit cakes

It should be remembered that all ovens can vary, therefore cooking times can vary, making it difficult to be precise when baking fruit cakes.

It is necessary therefore, to test the cake before removal from the oven. Use a fine warmed skewer inserted into the centre of the cake. If the skewer comes out clean, then the cake is cooked.

- Follow the temperatures suggested in the recipe and then adjust according to the temperature conversion chart/
- Do not attempt to make Christmas cakes larger than the oven can cope with, you should allow at least 25mm (1 inch) space between the oven walls and the tin.
- Always follow the temperatures recommended in the recipe.
- To protect a very rich fruit cake during cooking, tie 2 layers of brown paper around the tin.
- We recommend that the cake tin is not stood on layers of brown paper, as this can hinder effective circulation of air.
- Do not use soft tub margarine for rich fruit cakes, unless specified in the recipe.
- Always use the correct size and shape of tin for the recipe quantities.

Roast turkey

Roasting turkey involves cooking two different types of meat - the delicate light breast meat, which must not be allowed to dry out, and the darker leg meat, which takes longer to cook.

The turkey must be roasted long enough for the legs to cook, so frequent basting is necessary. The breast meat can be covered once browned.

- Always make sure that the turkey is completely thawed and that the giblets are removed before cooking.
- Turkey should be roasted at 150°C - 160°C for 20 minutes per lb, plus 20 minutes, unless packaging advises otherwise.
- The turkey can be open roasted, breast side down, for half of the cook time, and then turned over for the remainder of the cooking time.
- If the turkey is stuffed, add 5 minutes per 1lb to the cooking time.
- If roasting turkey covered with foil, add 5 minutes per 1lb to the cooking time.

To test if the turkey is cooked, push a fine skewer into the thickest part of the thigh. If the juices run clear, the turkey is cooked. If the juices are still pink, the turkey will need longer cooking.
USING THE OVEN

Roasting guide

The times given in the roasting guide are only approximate, because the size and age of the bird will influence cooking times as will the shape of a joint and the proportion of the bone.

Frozen meat should be thoroughly thawed before cooking. For large joints it is advisable to thaw overnight.

Frozen poultry should be thoroughly thawed before cooking. The time required depends on the size of the bird - eg; a large turkey may take up to 48 hours to thaw.

Use of a trivet with a roasting tin will reduce fat splashing and will help to keep the oven interior clean. Alternatively, to help reduce fat splashing, potatoes or other vegetables can be roasted around the meat / poultry.

Notes:

- When cooking stuffed meat or poultry calculate the cooking time from the total weight of the meat plus the stuffing.
- For joints cooked in foil or covered roasters, and for lidded casseroles, add 5 minutes per 450g (1lb) to the calculated cooking time.
- Smaller joints weighing less than 1.25kg (2½lb) may require 5 minutes per 450g (1lb) extra cooking time.
- Position the oven shelf so that the meat or poultry will be in the centre of the oven.
Caution: Any cleaning agent used incorrectly may damage the appliance.

Always let the appliance cool before cleaning.

Do not use a steam cleaner on this appliance.

Some cooking operations generate considerable amount of grease, this combined with spillage can become a hazard if allowed to accumulate on the appliance through lack of cleaning. In extreme cases this may amount to misuse of the appliance and could invalidate your guarantee. Do not use caustic, corrosive or abrasive cleaning products, products containing bleach, coarse wire wool or any hard implements, as they will damage the surfaces.

Do not use harsh abrasives or sharp metal scrapers to clean the oven door glass since they can scratch the surface which may result in shattering of the glass.

All parts of the appliance can be safely cleaned with a cloth wrung out in hot soapy water.

Vitreous enamel parts

grill pan, oven compartment

Use a mild cream cleaner - eg; “Cif”.

Look for one which has the Vitreous Enamel Development Council’s recommendation seal. Stubborn marks may be removed with a moistened “Brillo” pad. The grill pan may be cleaned in a dishwasher, or with a nylon brush in hot soapy water.

Glass parts

door panels

Use a mild cream cleaner - eg; “Cif”. Rinse thoroughly and dry with a soft cloth.
Painted, plastic and metal finish parts
control knobs, door handles & doors, fascia panel
Only use a clean cloth wrung out in hot soapy water.

Chrome plated parts
oven shelves & oven shelf runners, grill pan trivet
Do not use abrasives or polishes, use a moist soap pad - eg; “Brillo”.

Warning !
Disconnect the cooker from the power supply before proceeding with washing and cleaning and wait until it cools down.
- The cooker must be cleaned regularly. When cleaning, avoid using any coarsegrained abrasive powders, wire sponges, aggressive chemicals and sharp objects. The knobs and the fascia panel should be cleaned with a soft cleaning liquid on a soft cloth.
- Clean the enamelled parts with a soft cloth or sponge moistened in lukewarm water with the addition of a soft detergent avoiding too much water. Remove heavy stains with special kitchen cleaning agents.
- Baking tins and meat roasting pans should be soaked in lukewarm water with the addition of washing-up liquid and carefully dried.
- Check to make sure that the oven door seal is always kept clean.

Cleaning the hotplate
- Clean the hot plates with a damp sponge and then dry them by turning them on for a few seconds.
- The hot plate trim rings can be cleaned with agents intended for the maintenance of stainless steel parts. The rings may become yellowed as a result of overheating. This is normal.
- If a hotplate is to be out of use for a long time, apply the special grease periodically.

Oven Cleaning
Caution: Before cleaning you should wait until the oven cools down.
It is the best to clean the bottom of the oven after every use and not allow the remains of food and spots of oil to remain burned on.
Positioning
• Remove all packing materials including the protective film covering the chrome-plated and stainless steel parts (if applicable).
• The kitchen should be dry and well ventilated. Position the cooker ensuring free access to all the controls.
• The distance between the hob and extractor hood should be at least 650mm.
• If necessary level the cooker by the adjustable feet.
**IMPORTANT SAFETY NOTICE**

This cooker MUST be secured to the wall, please follow the instructions below.

**Safety chain anchors**

- In order to eliminate the risk of the oven falling forward, two chains have been installed at the rear of the cooker. Before use, these will need to be fastened securely to the wall behind the appliance with the anchor brackets supplied.

- Decide on a suitable wall location for fitting the anchor brackets directly behind each cooker safety chain.

- Hold the chain anchor up to the wall where it will be required and mark the fixing holes.

- Drill the fixing holes and fix the chain anchors to the wall using the screws provided and suitable wall plugs for the type of wall being fixed to.

- Leave the chains unattached until the installation process has been completed.

**Securing the safety chains**

- Before securing the safety chains, check that you have completed the installation process and that all connections have been made successfully and that the cooker is in its final operating position.

- Connect safety chain as per above diagrams.
Whilst every care is taken to eliminate burrs and raw edges from this product, please take care when handling - we recommend the use of protective gloves during installation.

**Important:** Ensure that you route all mains cables well clear of any adjacent heat source.

**Clearances**
This cooker may be fitted flush to base units. However, for models with side opening doors, we recommend a side clearance of 60mm between the cooker and any side wall to allow the door to be opened fully.

The cooker should not be placed on a base.

No shelf or overhang or cooker hood shall be closer than a minimum of 650mm, but check with cooker hood manufacturer’s recommendations.

The cooker must have a side clearance above hob level of 90mm up to a height of 400mm.

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**Dimensions**
All sizes are nominal, and some variation is to be expected. The ‘depth’ of the cooker, as given below, is to the front of the door and excluding knobs and handles.

<table>
<thead>
<tr>
<th></th>
<th>NWET50W</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Width</strong></td>
<td>500</td>
</tr>
<tr>
<td><strong>Depth</strong></td>
<td>600</td>
</tr>
<tr>
<td><strong>Height</strong> (adjustable)</td>
<td>900 - 930</td>
</tr>
<tr>
<td><strong>Weight kg</strong> (approx)</td>
<td>51</td>
</tr>
</tbody>
</table>

**Levelling the cooker**
There are four adjustable feet on the base of the cooker. Slacken the locknut with an M8 spanner and turn the feet by hand to adjust the height of the cooker.
Connect to the electricity supply

**IMPORTANT:**
We recommend that this appliance is connected by a competent person, who is a member of a recognised “Competent Persons Scheme” and who will comply with the I.E.E. and local regulations.

The appliance must be installed by a competent electrician using a double pole control unit of 32 ampere minimum capacity with 3mm minimum contact separation at all poles. Connection should be made with a 4.0mm² twin and earth cable minimum.

Ensure that you route all mains electrical cables well clear of any adjacent heat source, such as an oven or grill.

**Warning:** This appliance must be earthed.

- Where a fixed connection is used, a device allowing the appliance to be isolated on all poles from the mains supply with a contact opening width of at least 3mm must be provided.
- After connection to the electricity please check that all electrical parts are working.
- The maximum power rating is specified in the Technical Data section of this handbook, and also on the Data Badge on the appliance.

1. Access to the mains terminal is gained by opening the terminal block cover at the rear of the appliance (use a small flat-bladed screwdriver).
2. First strip the wires, then push the cable through the cable clamp in the terminal block cover.
3. Connect the cable to the terminal block and tighten the cable clamp screw (see diagram).
4. Close the terminal box, ensuring that the cover is engaged on the locking tabs.

![Diagram of terminal connections](image)

**TO ENABLE CORRECT FUNCTION OF THE APPLIANCE, PLEASE ENSURE THAT THE TERMINAL LINKS ARE FITTED**

![Alternative terminal block diagram](image)

**YOUR APPLIANCE MAY BE FITTED WITH AN ALTERNATIVE TERMINAL BLOCK TO THE DETAILED ABOVE IF IT IS PLEASE INSTALL THE APPLIANCE TO THE FOLLOWING WIRING DIAGRAM**

![Alternative wiring diagram](image)

**TO ENABLE CORRECT FUNCTION OF THE APPLIANCE, PLEASE ENSURE THAT THE TERMINAL LINKS ARE FITTED AS SHOWN**
**Electrical supply**
220 - 240V ~ 50Hz

**Dimensions**
All sizes are nominal so some variation is to be expected.

**Countries of destination**
GB - Great Britain, IE - Ireland

**Warning:** This appliance must be earthed.

Databadge is located at the bottom of the front frame, behind the door.

<table>
<thead>
<tr>
<th>Element</th>
<th>Element Ratings (@ 230V)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Radiant zone (diameter 145 mm)</td>
<td>2 x 1.20 kW</td>
</tr>
<tr>
<td>Radiant zone (diameter 180 mm)</td>
<td>2 x 1.80 kW</td>
</tr>
<tr>
<td>Grill</td>
<td>1500W</td>
</tr>
<tr>
<td>Main oven</td>
<td>2000W</td>
</tr>
<tr>
<td><strong>Maximum load</strong></td>
<td><strong>9500W</strong></td>
</tr>
</tbody>
</table>
New World Customer Care

In case of difficulty within the UK and Northern Ireland, please call the New World Customer Care Helpline on

0 844 815 37 47

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.

Enter appliance numbers here for future reference:

Model No

Serial No

Please ensure you have the above details (Model No and Serial No) to hand when calling Customer Care. They are essential to booking your call.

Outside the UK and Northern Ireland, refer to your local supplier.