

User and Installation Instructions

Stoves
Built-in Gas



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Please keep this handbook for future reference, or for anyone else who may use the appliance.

INTRODUCTION

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 3740

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.stoves.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 THE PRODUCT

- Make sure that you have removed all packaging and wrapping. Some of the items inside this appliance may have additional wrapping.
- It is advised that you turn the ovens and/or grill on for a short while. This will burn off any residues left from manufacturing. There may be a smell which accompanies this process - but this is nothing to worry about and is harmless.
- It is recommend that you wash the oven shelves, baking tray, grillpan and grillpan trivet before their first use in hot soapy water. This will remove the protective oil coating.

SAFETY

GENERAL

- Parts of the appliance may become hot while in use. Always make sure that children are supervised when they are near to the appliance.
- 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 gas operated parts not working efficiently. The cooling fan (if fitted) is designed to run on after the control knob has been switched off.
- Do not pull heavy items, such as turkeys or large joints of meat, out from the oven on the shelf, as they may overbalance and fall.
- Do not use this appliance to heat anything other than food items and do not use it for heating the room.

OVEN/GRILL

- Always take care when removing food from the oven as the area around the cavity may be hot.
- Always use oven gloves when handling any utensils that have been in the oven as they will be hot.

Always make sure that the oven shelves are resting in the correct position between two runners. Do not place the oven shelves on top of the highest runner, as this is not stable and can lead to spillage or injury.

- Always use the Minute Minder (if fitted) if you are leaving the oven unattended - this reduces the risk of food burning.
- Do not place items on the door while it is open.
- Do not wrap foil around the oven shelves or allow foil to block the flue.
- Do not drape tea towels near the oven while it is on; this will cause a fire hazard.

USING THE GRILL - ELECTRIC (IN A GAS PRODUCT)

Caution: Accessible parts may be hot when the grill is used - young children should be kept away.

Open the top oven/grill door. Push in and turn the top oven/grill control knob clockwise to the 'FULL ON' position.

To switch off, turn the control knob anticlockwise to return it to the off position.

Important: The top oven/grill door must be fully open when the grill is used.

Preheating

For best cooked results, we recommend that you preheat the grill for about 3 minutes.

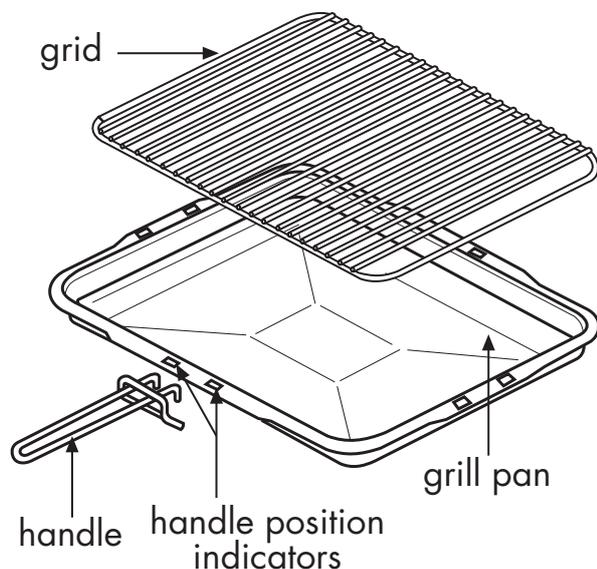
The cooling fan

When the grill is switched on, you will hear the cooling fan come on this keeps the fascia and control knobs of the appliance cool during grilling. The fan may continue to operate for a period after the grill control has been switched off.

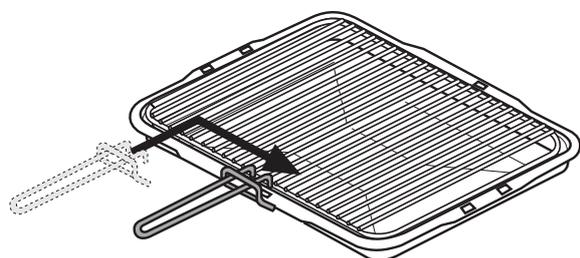
During oven use the fan may cycle on and off. Should any fault occur with the cooling fan, the appliance will require servicing. Contact Customer Support.

USING THE GRILL - ELECTRIC (IN A GAS PRODUCT)

Detachable grill pan handle



Place the handle over the edge of the grill pan, at the narrow side edges. Slide the handle to the centre, and locate between the handle position.



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.

Using the grill

Push the grill pan towards the back of the shelf, to position it under the grill.

The speed of grilling can be controlled by selecting a higher or lower shelf position.

For toasting, and for grilling foods such as bacon, sausages or steaks, use a higher shelf position.

For thicker foods such as chops or chicken joint pieces, use a middle to low shelf position.

The grill trivet, inside the grill pan, can be inverted to give a high or low position, or it may be removed.

The HIGH trivet position is suitable for toasting bread.

The LOW trivet position is suitable for grilling all types of meat & fish.

With the grill trivet removed the food is placed directly on the base of the grill pan - eg: when cooking whole fish or browning dishes such as cauliflower cheese.

When you have finished grilling, check that the control knob is returned to the off position.

Using aluminium foil

Using aluminium foil to cover the grill pan, or putting items wrapped in foil under the grill creates a fire hazard.

USING THE TOP OVEN - GAS

Using the top oven

Ignition

Push in and turn the top oven control knob anticlockwise to the 'FULL ON' position. Hold the control knob in, and press the ignition switch or hold a lighted match or taper to the burner, until the burner lights. Hold the control knob in for 15 seconds. Do not hold the control knob in for longer than 15 seconds. If the burner fails to light within this time, release the control knob and wait one minute before attempting further ignition.

Turn the control knob to the required setting.

To switch off, return the control knob to the off position.

Using the top oven

The top oven can be used in the same way as the main oven, to cook the full range of dishes, but it is a SECONDARY oven and there are some differences.

Foods cooked in the top oven should be in relation to the oven size. Larger dishes, or food which may rise during cooking, should be cooked in the main oven.

Large items, wide tins and tall items such as rich fruit cakes should be cooked in the main oven to obtain optimum results.

Notes:

As part of the cooking process, hot air is expelled through a vent at the top of the oven(s). 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 preheat the top oven for 15 minutes. However, if the main oven is being used at the same time, then preheating may not be necessary. The cooking time may need to be shortened slightly, or the cooking temperature adjusted, to allow for heat transfer from the main oven to the top oven if both ovens are used together.

If you are not preheating the oven, the cooking times in the baking guide may need to be extended, as they are based on a preheated oven.

The oven **must** be preheated when reheating frozen or chilled foods, and we recommend preheating for yeast mixtures, batters, soufflés and whisked sponges.

Put the oven shelves in the position required before preheating the oven.

Oven light

Press the light button on the fascia panel.

Zones of heat

The temperature at the **centre** of the oven corresponds with the selected gas mark and is slightly higher towards the top of the oven and slightly lower towards the oven base.

These zones of heat can be useful as different dishes requiring different temperatures can be cooked at the same time, when more than one shelf is used.

The temperature at the oven base is suitable for cooking baked vegetables, baked fruit, milk pudding etc, and for warming bread rolls, soup, coffee, or ovenproof plates and dishes.

If you find that over a period of time, the oven becomes hotter when used at a particular gas mark, the thermostat may need to be replaced.

USING THE TOP OVEN - GAS

Oven furniture

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 330mm

Roasting tin 370mm x 320mm

Position baking trays and roasting tins on the middle of the shelves, and leave one clear shelf position between shelves, to allow for circulation of heat.

Oven shelves

Extra shelves may be ordered from your local supplier.

The oven shelf must be positioned with the upstand at the rear of the oven and facing upwards.

The top oven shelf helps to ensure even baking in the top oven. It has a rear deflector fitted to it, and is **not** intended for use in the main oven.

Slow cooking

Make sure that frozen foods are thoroughly THAWED before cooking.

Do not slow cook joints of meat or poultry weighing more than 2¼kg / 4½lb.

Always use the top half of the oven for slow cooking.

For roasting joints of meat or poultry, and for pot roasts preheat the oven to gas mark 6 and cook for 30 minutes, then adjust the oven control to the "S" slow setting for the remainder of the cooking time.

Slow cooking times will be about three times as long as conventional cooking times.

USING THE TOP OVEN - GAS

Top oven baking guide

Dish	Recommend- ed gas mark	Suggested shelf position	Approximate cooking time (preheated oven)
Scones Meringues	7 "S" slow setting	top - middle bottom	10 - 15 mins 2 - 3 hours
Cakes Small cakes Whisked sponge Swiss roll Victoria sandwich (2 x 180mm / 7" per shelf) Genoese Sponge (2 x 180mm / 7" per shelf)	5 5 6 4 5	middle middle middle middle (side by side) middle	15 - 25 mins 20 - 30 mins 10 - 12 mins 20 - 35 mins 25 - 30 mins
Pastry Rough Puff Flaky / Puff Shortcrust Flan	7 6 6 6	middle middle middle middle	cooking time depends on recipe & type of filling
Biscuits Shortbread fingers Nut brownies Brandy snaps Flapjacks Ginger nuts	5 5 4 4 5	middle - top middle middle - top middle - top middle - top	

Baking guide hints

The gas mark settings and times given in the top baking guides are based on dishes made with block margarine. If tub margarine is used, it may be necessary to reduce the gas mark setting.

If a different gas mark setting to that shown in our guide is given in a recipe, the recipe instruction should be followed.

The cooking times given in the baking guides are based on a preheated oven. If you do not preheat the oven, cooking times should be extended.

USING THE TOP OVEN - GAS

Traditional fruit cakes

It should be remembered that ovens can vary over time, 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.

- 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 gas mark 5 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 lb 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.

Please note:- for all other Roasting guides refer to main oven section and see table.

USING THE TOP OVEN - GAS

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 is in the centre of the oven.
- It is recommended that the appliance is cleaned after open roasting.

Cook in oven at Gas Mark 5		Approximate Cooking Time (preheated oven)
Beef	Rare	20 minutes per 450g (1lb), plus 20 minutes
	Medium	25 minutes per 450g (1lb), plus 25 minutes
	Well done	30 minutes per 450g (1lb), plus 30 minutes
Lamb	Medium	25 minutes per 450g (1lb), plus 25 minutes
	Well Done	30 minutes per 450g (1lb), plus 30 minutes
Pork		35 minutes per 450g (1lb), plus 35 minutes
Poultry		20 minutes per 450g (1lb), plus 20 minutes

USING THE MAIN OVEN - GAS

Using the main oven

Ignition

Push in and turn the main oven control knob to the 'FULL ON' position. Hold the control knob in, and press the ignition switch or hold a lighted match or taper to the burner, until the burner lights.

If after 15 seconds, the burner has not lit, turn off the oven and leave the compartment door open. Wait at least one minute before a further attempt to ignite the burner.

Do not hold the control knob in for more than 15 seconds.

Turn the control knob to the required setting.

To turn off, return the control knob to the "off" position.

Preheat the main oven for 15 minutes.

If you are not preheating the oven, the cooking times in the baking guides may need to be extended, as they are based on a preheated oven.

The oven **must** be preheated when reheating frozen or chilled foods, and we recommend preheating for yeast mixtures, batters, soufflés and whisked sponges.

Put the oven shelves in the position required before preheating the oven.

Oven light

Press the light button on the fascia panel.

Zones of heat

The temperature at the centre of the oven corresponds with the selected gas mark and is slightly higher towards the top of the oven and slightly lower towards the oven base.

These zones of heat can be useful as different dishes requiring different temperatures can be cooked at the same time, when more than one shelf is used.

The temperature at the oven base is suitable for cooking baked vegetables, baked fruit, milk pudding etc, and for warming bread rolls, soup, coffee, or ovenproof plates and dishes.

If you find that over a period of time, the oven becomes hotter when used at a particular gas mark, the thermostat may need to be replaced.

Oven furniture

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 330mm

Roasting tin 370mm x 320mm

Position baking trays and roasting tins on the middle of the shelves, and leave one clear shelf position between shelves, to allow for circulation of heat.

Oven shelves

Extra shelves may be ordered from your local supplier.

The oven shelf must be positioned with the upstand at the rear of the oven and facing upwards.

Slow cooking

Make sure that frozen foods are thoroughly THAWED before cooking.

Do not slow cook joints of meat or poultry weighing more than 2¼kg/4½lb.

Always use the top half of the oven for slow cooking.

USING THE MAIN OVEN - GAS

For roasting joints of meat or poultry, and for pot roasts preheat the oven to gas mark 6 and cook for 30 minutes, then adjust the oven control to the "S" slow setting for the remainder of the cooking time.

Slow cooking times will be about three times as long as conventional cooking times.

Main oven baking guide

Dish	Recommended gas mark	Suggested shelf position	Approximate cooking time (preheated oven)
Scones Meringues	7 "S" slow set	middle - top bottom	8 - 15 mins 2 - 3 hours
Cakes Small cakes Whisked sponge Swiss roll Victoria sandwich (2 x 180mm/7") Genoese sponge Madeira (180mm/7") Gingerbread Semi rich fruit cake (205mm/8") Christmas cake (205mm/8") Dundee cake (205mm/8")	5 5 6 4 4 3 3 2 or 3 1 or 2 3	middle - top middle - top middle - top middle - top middle middle middle middle - top bottom middle - bottom	15 - 25 mins 20 - 25 mins 10 - 12 mins 20 - 30 mins 20 - 30 mins 1 - 1¼ hours 1 - 1¼ hours 2½ - 3 hours depending on recipe 2 - 2½ hours
Pastry Rough Puff Flaky/Puff Shortcrust Flan	7 6 6 6	middle - top middle - top middle - top middle - top	Cooking time depends on recipe and type of filling
Biscuits Nut brownies Brandy snaps Flapjacks Gingernuts	5 4 4 4	middle - top middle - top middle - top middle - top	25 - 35 mins 10 - 12 mins 20 - 25 mins 10 - 20 mins

USING THE MAIN OVEN - GAS

Traditional fruit cakes

It should be remembered that ovens can vary over time, 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.

- 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 gas mark 5 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 lb to the cooking time.
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USING THE MAIN OVEN - GAS

Roasting guide

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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 is in the centre of the oven.
- It is recommended that the appliance is cleaned after open roasting.

Cook in oven at Gas Mark 5		Approximate Cooking Time (preheated oven)
Beef	Rare	20 minutes per 450g (1lb), plus 20 minutes
	Medium	25 minutes per 450g (1lb), plus 25 minutes
	Well done	30 minutes per 450g (1lb), plus 30 minutes
Lamb	Medium	25 minutes per 450g (1lb), plus 25 minutes
	Well Done	30 minutes per 450g (1lb), plus 30 minutes
Pork		35 minutes per 450g (1lb), plus 35 minutes
Poultry		20 minutes per 450g (1lb), plus 20 minutes

USING THE PROGRAMMER/CLOCK - GAS (if fitted)

The clock on this product has two modes of operation, fully automatic or semi-automatic. This product is intended for use on the semi-automatic mode only. If for some reason this mode has already not been pre-set, the following procedure should be used to set it to this mode:-

1. Turn the power off to the appliance for 30 seconds or more, then turn the power on.
2. Within the first 6 seconds of turning the power on, press the  button for 1 second.
3. The operating mode "P2" can then be selected using the plus or minus buttons.
4. The clock has now been set to semi-automatic mode, any power fail situations will not change the selected mode.

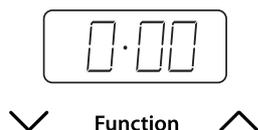
The programmer buttons



Function

The 'function' button in the centre is used for setting the minute minder and setting up the automatic cooking. See below for details.

To set the time of day



When the power is turned on to the appliance, the time of day starts from 0.00.

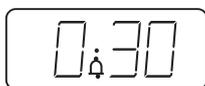
Press and release the  (minus) and  (plus) buttons simultaneously. Set the time of day, eg 2.00 with the  and  buttons while the 'dot' between the hours and minutes is flashing.

To select an alarm tone



Press and hold the  (minus) button to listen to the first tone. Release the  button and press it again to listen to the second tone, etc. Releasing the button  after the tone has sounded will automatically select that tone.

Setting the minute minder



Press and release the function button. The minute minder bell symbol will appear and flash on the display. Use the plus and minus buttons to set the required alarm time. After setting, the display will revert to show the time of day and the bell symbol will stop flashing. Pressing the function button will display the minutes remaining. If the time has counted down to the last minute, the remaining seconds are shown. The tone will sound at the end of the time set. To cancel the tone, press the function button.

USING THE PROGRAMMER/CLOCK - GAS (if fitted)

Semi-automatic cooking

There are two types of semi automatic cooking available on this appliance.

The oven must be switched on, and in use to use either of these functions successfully.

The Duration method allows you to set the oven for a specific length of time. If a dish needed 2 hours to cook, then it would be possible for you to set the oven to turn off 2 hours later. This allows you to be sure that your food will be cooked for a set length of time and no longer.

The End Time method allows you to enter a specific time when you would like the oven to switch off. If you wish to leave the oven unattended, then it offers peace of mind that the oven will have turned itself off at the set time.

However, once the program is set then it cannot be adjusted. Extra time cannot be added, nor can the end time be extended.

To cancel the semi-automatic programs, press both the Plus and Minus buttons together. This can be done at any time during the cooking process. Then if necessary, re program.

For instructions on how to use both of these functions, please see the following pages.

USING THE PROGRAMMER/CLOCK - GAS (if fitted)

Semi-automatic cooking

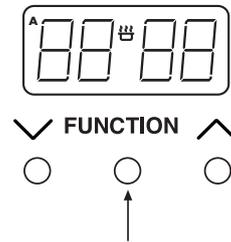
The Duration method

- Press the Function button twice, **(1)** which will skip past the Minute Minder.
- The LED display will flash the word 'dur', **(2)** and the 'A' will flash on the left hand side of the display.
- Use the Plus and Minus buttons to set the length of time you want to cook for. **(3)** This must be done within 5 seconds or the time of day will show again.

Once this is done the oven will automatically switch off once the time has elapsed, and the alarm will sound.

To switch off the alarm, press any button.
To view any remaining time press the function button twice.

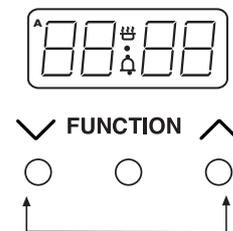
1. The Duration method



2.



3.



CLEANING

GENERAL

- It is important to clean the product regularly as a build up of fat can affect its performance or damage it and may invalidate your guarantee.
- Always switch off your appliance and allow it to cool down before you clean any part of it.
- Do not use undiluted bleaches, products containing chlorides, wire wool or abrasive cleaners on aluminium, stainless steel, or plastic / painted parts as they can damage the appliance. Nylon pads can also be unsuitable.
- Take extra care when cleaning over symbols on fascia panels. Excessive cleaning can lead to the symbols fading.

Painted & Plastic parts

- Only use a clean cloth wrung out in hot soapy water.
- Do not use abrasive cleaners, such as "Cif", wire or nylon cleaning pads on these parts.

Stainless steel & Aluminium surfaces

- Only use a clean cloth wrung out in hot soapy water, and dry with a soft cloth.
- Stubborn marks can be removed using a stainless steel cleaner. Supplies can be purchased from the Customer Care Centre.
- Sharp objects can mark the surface of stainless steel, but will become less noticeable with time.
- Wipe any spillage immediately, taking care to avoid burning your hands.
- Some foods are corrosive eg; vinegar, fruit juices and especially salt - they can mark or damage the metal if they are left on the surface.

- Baby oil can be used to restore stainless steel finishes - but only use a few drops. Don't use cooking oils as they can contain salts, which will damage the metal.

- Do not use steam cleaners.

Enamel surfaces & parts

- Clean with warm, soapy water and a clean cloth.
- If larger splashes of fat do not readily disappear, you can use a mild cream cleaner to remove them. More stubborn marks can be removed using a soap filled pad.
- Rinse well and dry with a soft clean towel or cloth.
- Do not use steam cleaners.

Glass parts

- Only use a clean cloth wrung out in hot soapy water, or a specialist glass cleaner.
- Rinse away any excess cleaner and dry with a soft cloth.
- Do not use abrasives or polishes as they will scratch and damage the glass.

Chrome plated parts

- Use a moist soap filled pad, or place in a dishwasher.

REMOVING OVEN PARTS FOR CLEANING

Inner Door Glass

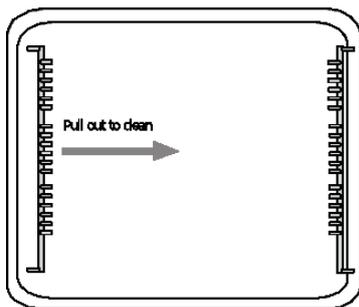
- The inner door glass panel can be removed for cleaning but it must be replaced the right way up. If there is any writing on the glass, you must be able to read it clearly when the cavity doors are open.
- Always make sure that the glass is pushed fully into the Stop position.

CLEANING

- To remove the glass panel, open the door wide, hold the top and bottom edges and slide out.
- **Warning: DO NOT** operate the appliance without the glass panel correctly fitted.
- For your safety, glass door panels are made of toughened glass. This ensures that, in the unlikely 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 it is replaced immediately.

Shelf Runners

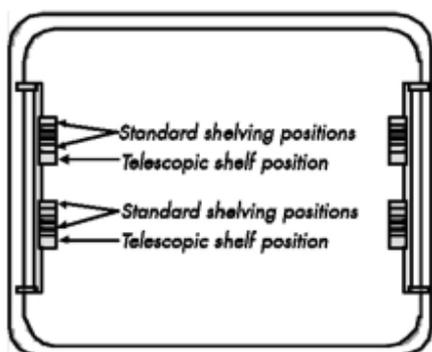
- Shelf runners can be removed to enable you to clean them thoroughly. Make sure they are cool to touch and then grasp the runners and slide out of their hanging holes.



TELESCOPIC SHELVING SYSTEM (IF FITTED)

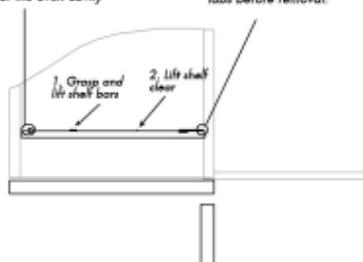
Telescopic Shelving System

- In addition to the traditional shelving fitted in your appliance, the telescopic shelving system is fitted in the most commonly used location in your cavity.
- The shelves with the telescopic system are easier to pull out than traditional shelving, which means the oven door stays open for a shorter period of time. The smooth action also reduces the likelihood of fat, or food, spillage, and gives you extra security.
- You do not have to use the telescopic shelves all of the time. You can place the shelves in the traditional positions if you would like more choice.
- The telescopic shelves remove easily from the runner for re-positioning or cleaning, but we recommend that you reposition your shelving before cooking, and remove the shelving for cleaning when the shelves are cold to prevent burning yourself.



Make sure the shelf is firmly pressed against the stop position at back of the oven cavity

Note: Make sure the shelf is unclipped from the retaining tabs before removal.



To remove the telescopic shelves

- Make sure the shelf is cool enough to touch.
- Push the oven shelf back into the cavity, until it hits the stop position.
- Grasp the shelf bars in the centre, and lift the back of the shelf clear of the stop position.
- You can then lift the front of the shelf clear of the retaining tabs.

To replace the telescopic shelves

- Make sure the oven runners are pushed all the way back into the cavity.
- Tilt the shelf and make sure the front of the shelf is against the stop position.
- Carefully place the shelf back onto the runner and snap in place firmly.
- Make sure the back of the self is inside the retaining tabs and slide it in and out of the oven to make sure it works correctly.

INSTALLATION INSTRUCTIONS

Before you start: Please read the instructions. Planning your installation will save you time and effort.

Prior to installation, ensure that the local distribution conditions (nature of the gas and gas pressure) and the adjustment of the appliance are compatible. The adjustment conditions are stated on the data badge.

This appliance is not connected to a combustion evacuation device. It shall be installed and connected in accordance with current installation regulation. Particular attention shall be given to the relevant requirements regarding ventilation.

In your own interest and that of safety, it is the law that all gas appliances be installed and serviced by competent persons. Gas Safe registered installers undertake to work to satisfactory standards.

Where regulations or standards have been revised since this handbook was printed, always use the latest edition.

In the UK the regulations and standards are as follows:

1. Gas Safety Regulations (Installation and Use).
2. Building Regulations - Issued by the Department of the Environment.
3. Building Standards (Scotland) (Consolidated) - Issued by the Scottish Development Department.
4. The current I.E.E. Wiring Regulations.
5. Electricity at Work Regulations.
6. BS 6172 Installation of Domestic Gas cooking Appliances.
7. Installation & Servicing Instructions for this appliance.

For installation in countries other than the UK, the appliance must be connected in accordance with all local gas and

electrical regulations. In the Republic of Ireland, Installers should refer to IS813 Domestic Gas Appliances.

Ventilation Requirements

The room containing the appliance should have an air supply in accordance with BS 5440: Part 2.

- All rooms require an openable window, or equivalent, and some rooms will require a permanent vent as well.
- For room volumes up to 5m³ an air vent of 100cm² is required.
- If the room has a door that opens directly to the outside, or the room exceeds 10m³, NO AIR VENT is required.
- For room volumes between 5m³ and 10m³ an air vent of 50cm² is required.
- If there are other fuel burning appliances in the same room, BS 5440: Part 2 should be consulted to determine the air vent requirements.
- This appliance must not be installed in a bed sitting room of less than 20m³ or in a bathroom or shower room.

Windows and permanent vents should therefore not be blocked or removed without first consulting a Gas Safe gas installer.

In the Republic of Ireland, refer to relevant Irish Standards for correct ventilation requirements.

Failure to install appliances correctly is dangerous and could lead to prosecution.

This appliance is not connected to a combustion products evacuation device. It shall be installed and connected in accordance with current installation regulations. Particular attention shall be given to the relevant requirements regarding ventilation.

INSTALLATION INSTRUCTIONS - 60CM

Step 1 : Prepare installation

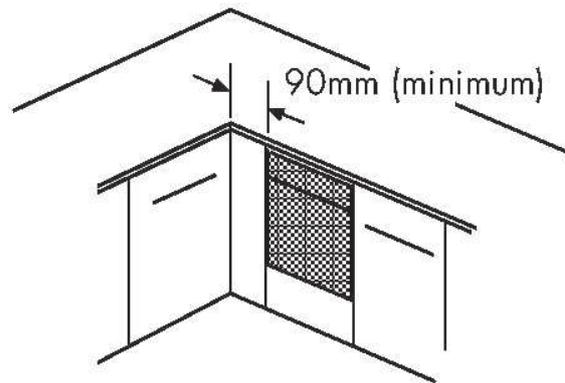
Do not lift the appliance by the door handle.

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.

Please note that the weight of this appliance is approximately 31kg (unpacked). Take care when lifting it into the housing unit - always use an appropriate method of lifting.

Remove the fixing screws from the polythene bag on the top of the appliance, but leave the appliance in the base tray packaging until you are ready to install it.

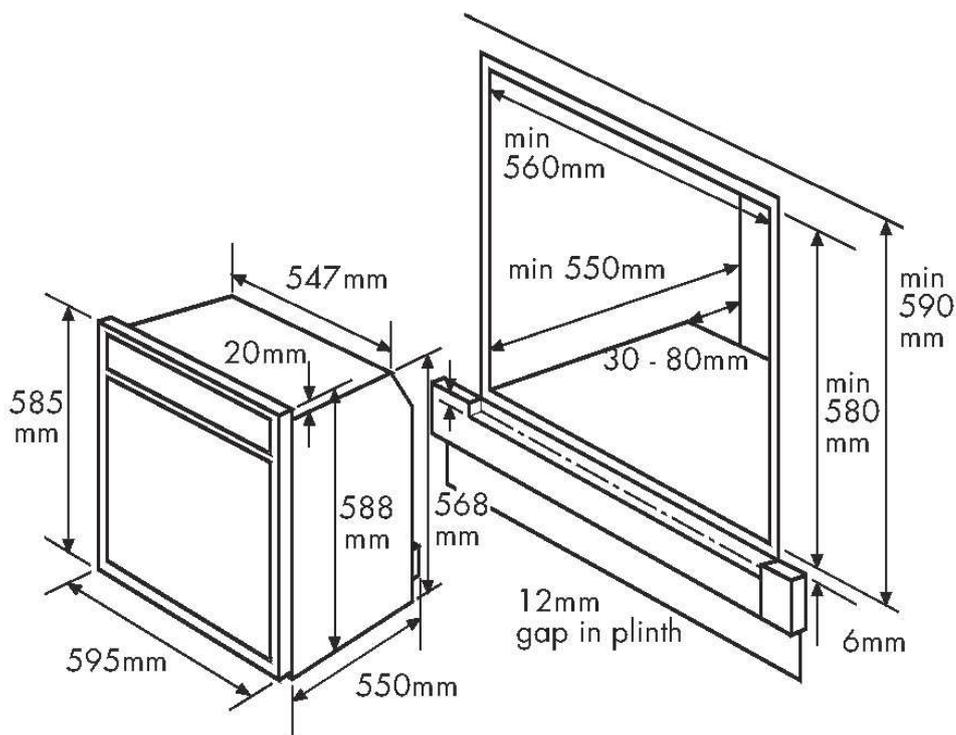
If this appliance is to be installed near to a corner where the adjacent cabinets run at right angles forward of the appliance, there must be a gap of at least 90 mm between the appliance and the cabinets, to prevent overheating of the cabinets.



Housing dimensions

The appliance is designed to fit into a standard 600mm wide housing unit with minimum internal dimensions as shown.

591mm is to the underside of the worktop when the appliance is built under, or to the underside of the panel above, when the appliance is installed into a tall housing unit.



INSTALLATION INSTRUCTIONS - 60CM

i) When installed in a typical 600mm deep built in housing unit, the false back should be removed from the housing unit to provide the necessary depth for installation.

ii) When the false back is removed, it is normally the case that the support shelf for the appliance leaves a gap between the back edge and the wall of approximately 80mm.

iii) If no gap occurs between the back edge of the shelf and the wall behind the unit, we recommend that a gap of at least 30mm is made by shortening the shelf.

iv) When installing the appliance below a worktop, there must be a minimum ventilation area of 60cm² below the appliance, in either area (1) or (2), as indicated below. There must be a 5mm gap between the front top edge of the oven and the underside of the worktop.

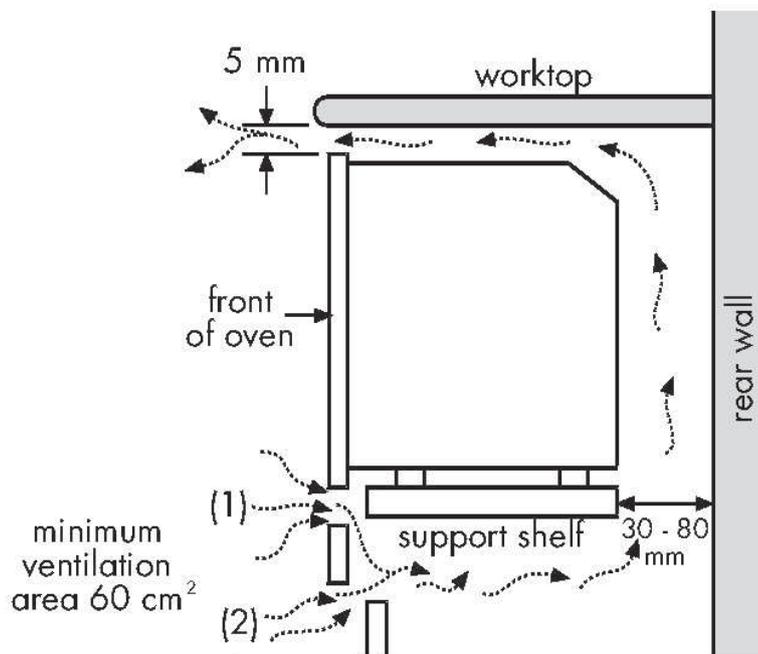
Important: Do not modify the outer panels of this appliance in any way.

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

Ensure that all pipe work is of the correct rating for both size and temperature.

Installing the appliance under a worktop

Where the appliance is installed under a worktop, with a hob installed above it, the installation instructions for the hob must be read in conjunction with these instructions.



INSTALLATION INSTRUCTIONS - 70CM

Before you start - please read the instructions carefully - planning your installation will save you time and effort.

Look at the different ways the appliance can be installed - as shown on the following pages - and plan the installation to suit your situation.

Leave the appliance in the base tray packaging until you are ready to install it. When you remove the appliance from the base tray packaging, take care not to damage it.

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.

Please note that the weight of this appliance is approximately 47kg (unpacked). Take care when lifting it into the housing unit - always use an appropriate method of lifting.

This appliance must be installed only at low level - ie; under a worktop. The controls have been designed for viewing at a low level, and it should therefore not be installed at high level.

Please note that all dimensions and sizes given are nominal, some variation is to be expected.

If this appliance is to be installed near to a corner where the adjacent cabinets run at right angles forward of the appliance, there must be a gap of at least 90mm between the appliance and the cabinets, to prevent overheating of the cabinets.

Important: Do not modify the outer panels of this appliance in any way.

Fixing screws - The fixing screws are in a polythene bag in the oven pack. Depending on the method of installation, some of the screws may not be needed.

Step 1: Prepare for installation

There are 3 methods of installing the appliance:

Method 1: Into a space between two base units, ie; without a housing unit.

Method 2: Into a housing unit, with an internal height of less than 710mm, which can be modified to obtain the required dimensions.

Method 3: Into a housing unit, with an internal height of 710mm or more. If you have a non standard size of cabinet which leaves a gap above or below the appliance, you may be able to buy a trim kit (to fill in the gap) from the supplier of your cabinets.

Quantity	Colour	Description	For Fixing
6	Silver	No 8 x 12mm long Self tapping screw	Runners to appliance
12	Black	No 8 x 12mm long Chipboard screw	Runners and sidetrims to cabinet or housing
6	Black	No 8 x 25mm long Chipboard screw	Appliance to cabinet
2	Silver	No 8 x 12mm long Self tapping screw	Appliance to sidetrims

INSTALLATION INSTRUCTIONS - 70CM

Method 1: Without housing unit (between 2 base units)

Before installing the appliance, check the internal dimensions as shown.

The space for the appliance must be clear of obstruction. You may have to cut into or remove any rear cross members to obtain the 550mm minimum depth.

The Fixing Kit

Should you need a replacement fixing kit please call the customer care helpline and order part number: **01 28287 00**.

In the fixing kit you will find 2 side trims (687mm long) and 4 runners (420mm long). The fixing screws are in a polythene bag in the oven.

1. Take the 6 No 8 x 12mm (silver) self tapping screws from the polythene bag, and use them to fit one runner to each side of the appliance.

2. Make sure they are the right way up as shown.

3. Take one of the side trims, hold it against the side of the base unit, and mark off 687mm from the top edge of the base unit, to the top edge of the runner.

Note: This ensures a 5 - 8mm clearance from the underside of the worktop to the top of the appliance.

4. Measure 50mm from the front edge of the base units, to mark the front edge of the runners.

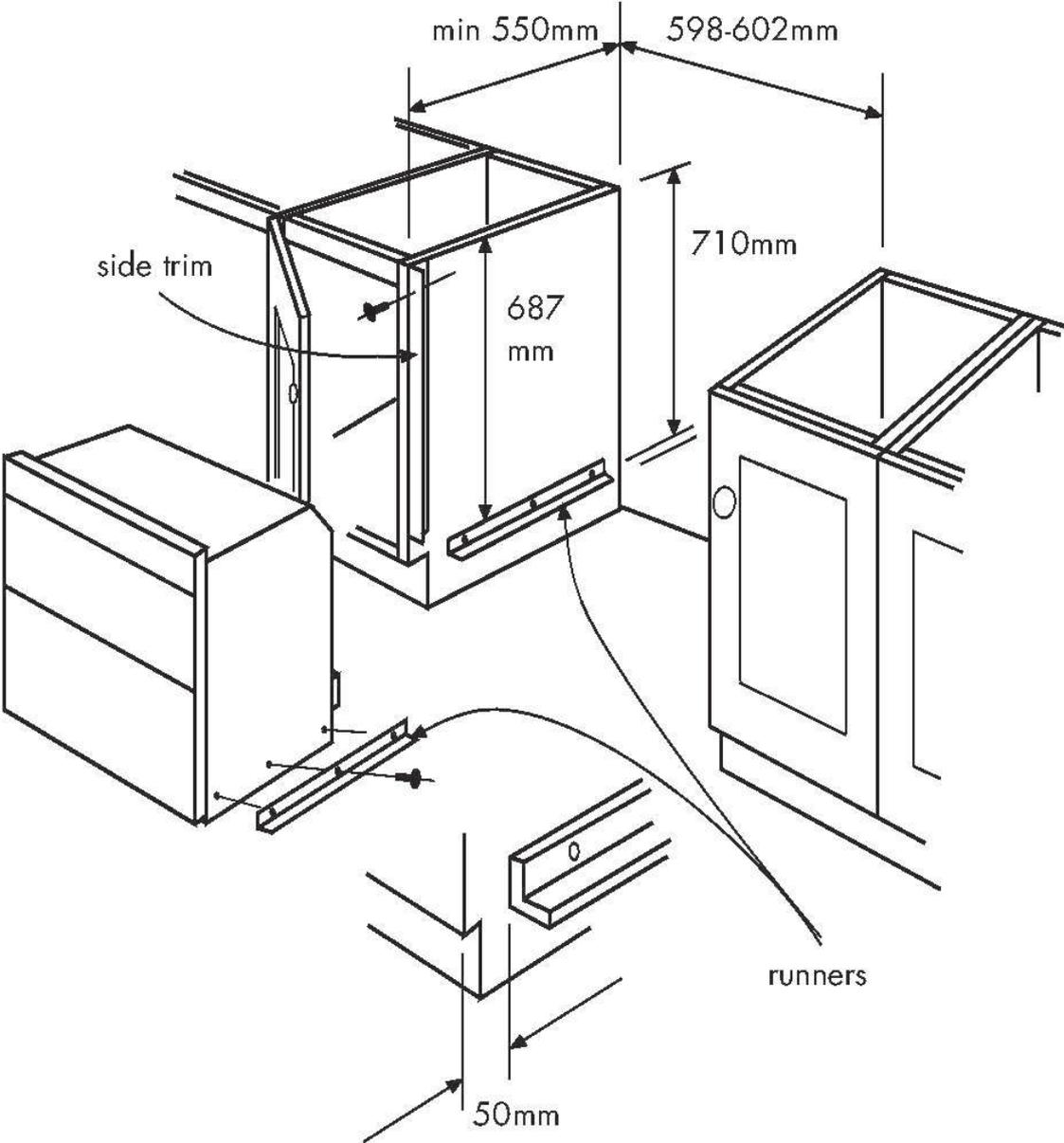
5. Take 6 of the No 8 x 12mm (Black) chipboard screws and screw the runners into opposition the right way up as shown.

6. Fit the side trims to be flush to the top and front edges of the base units, using the remaining 6 No 8 x 12mm (Black) chipboard screws.

INSTALLATION INSTRUCTIONS - 70CM

Method 1: Without housing unit (between 2 base units)

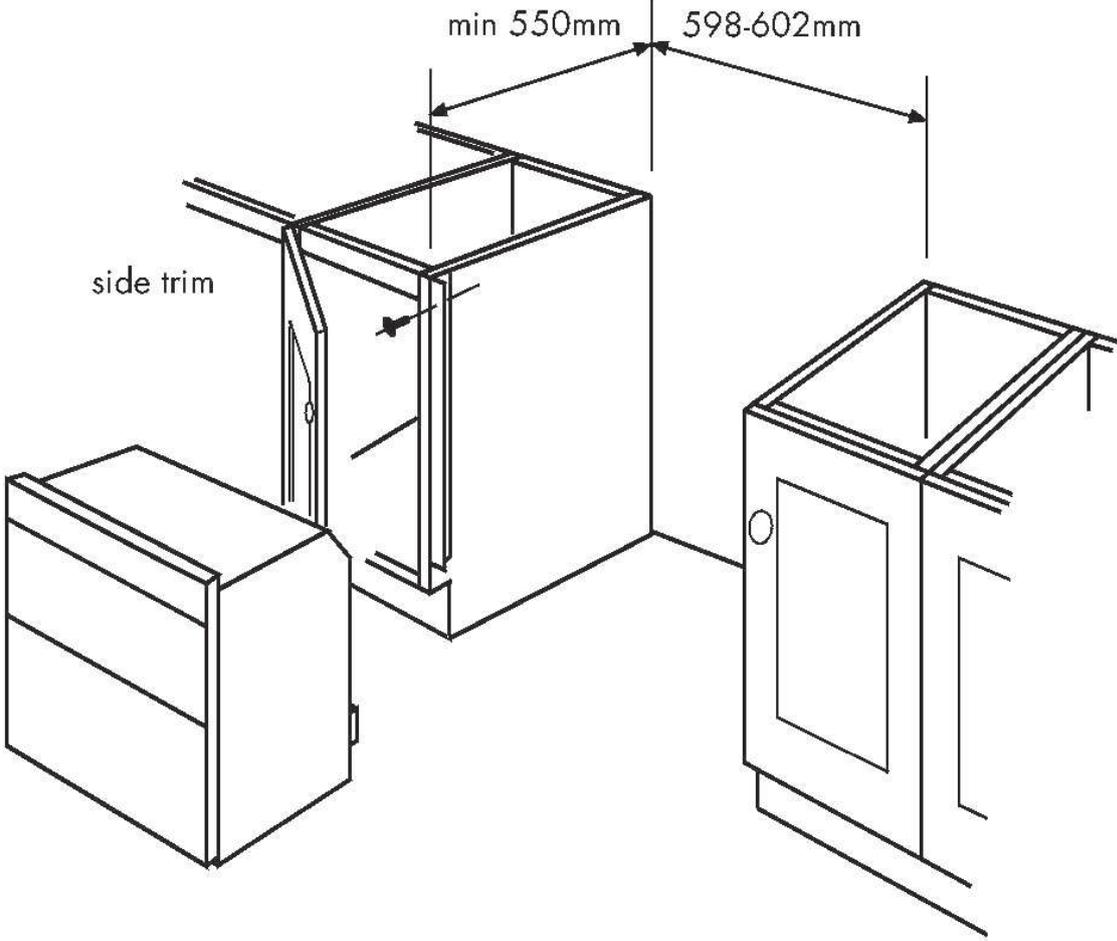
Shown with fixing kit



INSTALLATION INSTRUCTIONS - 70CM

Method 1: Without housing unit (between 2 base units)

Shown without fixing kit



INSTALLATION INSTRUCTIONS - 70CM

Method 2: Housing unit with internal height less than 710mm.

Note: You will not need the 2 side trims (687mm long) or the appliance runners for this installation. You will need the 2 runners to fix to the adjacent cabinets.

Before you start;

Before removing the bottom shelf or modifying the housing unit, make sure that it will remain structurally sound, eg; by fixing to adjacent cabinets, floor or worktop.

You may have to cut into or remove any rear cross members to obtain the 550mm minimum depth.

To obtain the required 710mm height, you may have to lower or remove the bottom shelf - remove any cross rails and reposition brackets.

To fix the runners (if required)

1. Take the side trims, hold it against the side of the base unit, and use it to mark off the 687mm from the top edge of the side unit, to the top edge for the runner.

Note: This ensures a 5 - 8mm clearance from the underside of the worktop to the top of the appliance.

2. Measure 50mm from the front edges of the base units, to mark the front edge for the runners.

3. Take 6 of the No 8 x 12mm (Black) chipboard screws and screw the runners into position the right way up as shown.

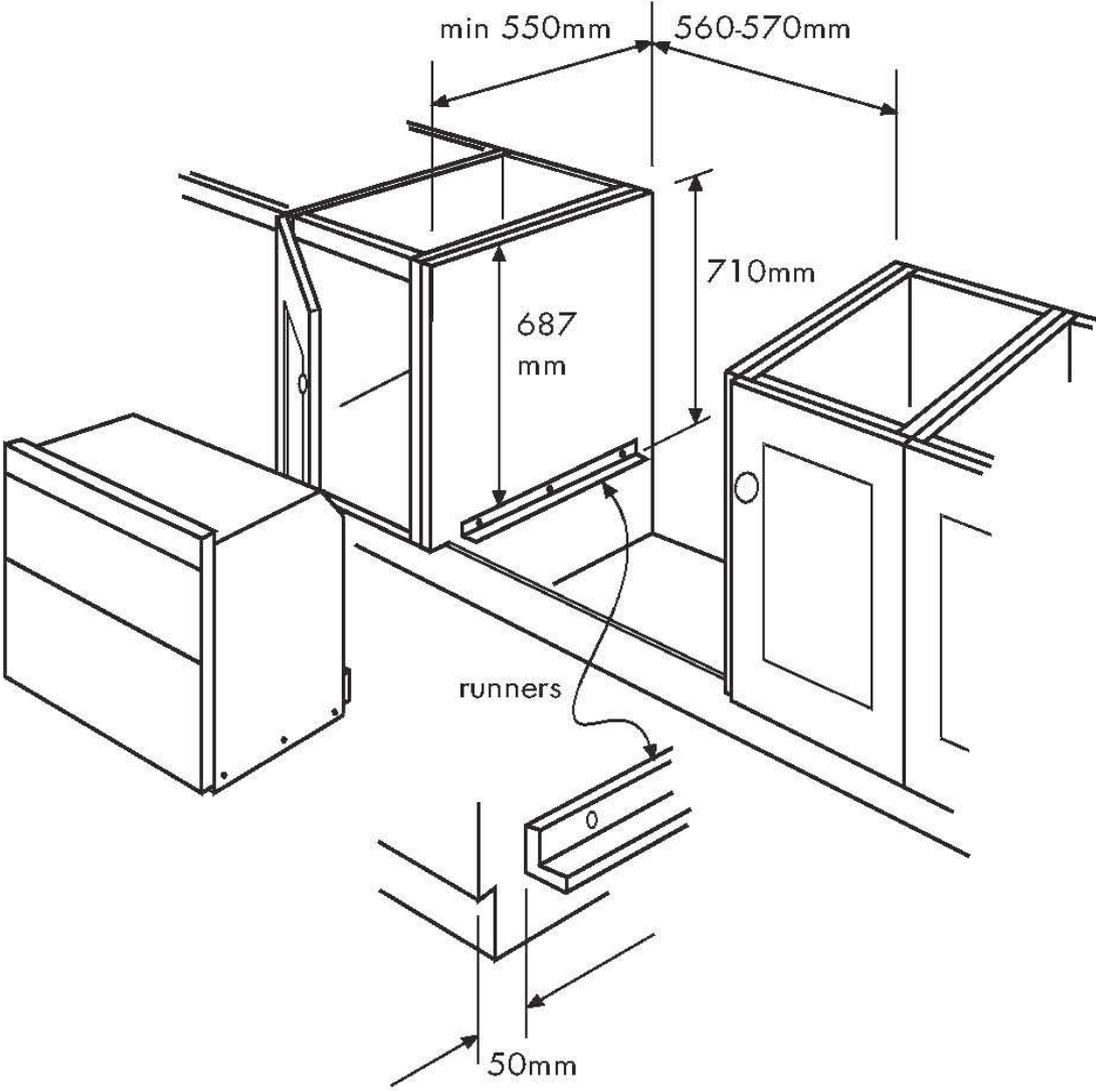
4. If necessary, adjust the height of the plinth to just below the bottom edge of the runners.

If you require a replacement fixing kit please call the customer care helpline and order part number **01 28287 00**.

INSTALLATION INSTRUCTIONS - 70CM

Method 2: Housing unit with internal height less than 710mm

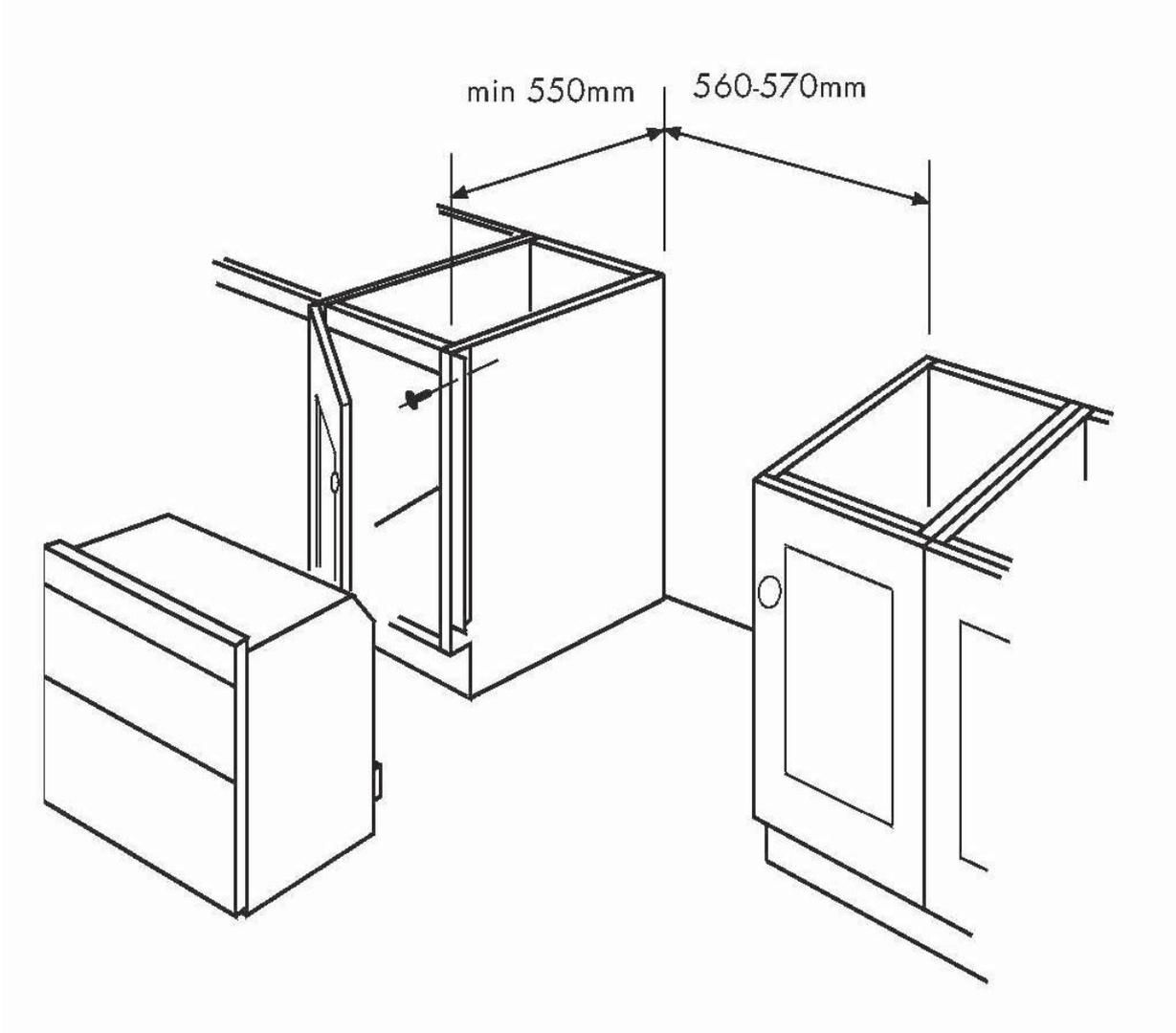
Shown with fixing kit



INSTALLATION INSTRUCTIONS - 70CM

Method 2: Housing unit with internal height less than 710mm

Shown without fixing kit

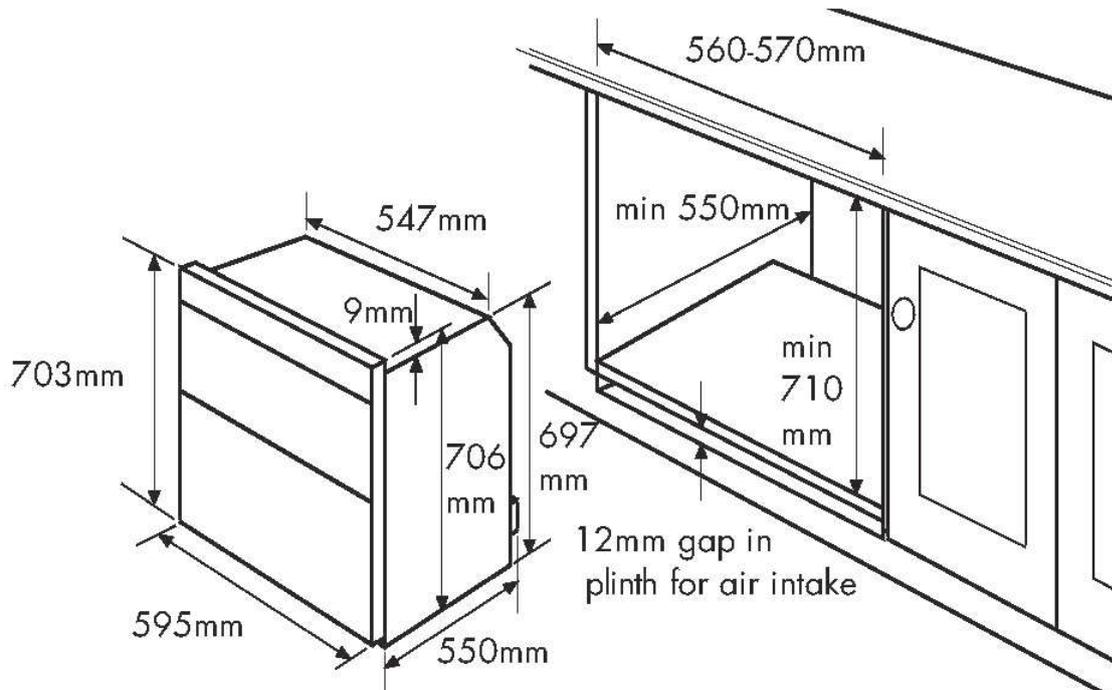


INSTALLATION INSTRUCTIONS - 70CM

Method 3: Housing unit with internal height 710mm or more

Note: You will not need the 4 runners and 2 trims that are packed with the oven for this installation.

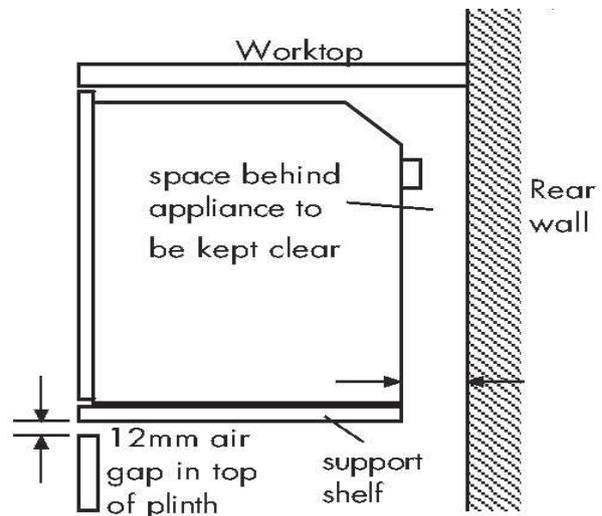
Remove any fixings that may prevent entry of the oven into housing, or obstruct the gas inlet pipe. The cabinetry should be kept structurally sound by fixing to adjacent cabinets, floor or worktop.



1. When installed in a typical 600mm deep built in housing unit, the false back should be removed from the housing unit to provide the necessary depth for installation.

2. When the false back is removed, it is normally the case that the support shelf for the appliance leaves a gap between the back edge and the wall of approximately 80mm.

3. If no gap occurs between the back edge of the shelf and the wall behind the unit, you must create a gap of at least 30mm by shortening the shelf.



INSTALLATION INSTRUCTIONS - 90CM

Step 1 : Prepare installation

Do not lift the appliance by the door handle.

Remove the fixing screws from the polythene bag on the top of the appliance, but leave the appliance in the base tray packaging until you are ready to install it.

Whilst every care is taken to eliminate burrs and raw edges from this appliance, please take care when handling - we recommend the use of protective gloves during installation.

Please note that the weight of this appliance is approximately **48kg** (unpacked). Take care when lifting it into the housing unit - always use an appropriate method of lifting.

Note: When removing the appliance from the base tray packaging care should be taken to ensure the appliance is not damaged.

Siting the appliance

If this appliance is to be installed near to a corner where the adjacent cabinets run at right angles forward of the appliance, there must be a gap of at least 90mm between the appliance and the cabinets, to prevent overheating of the cabinets.

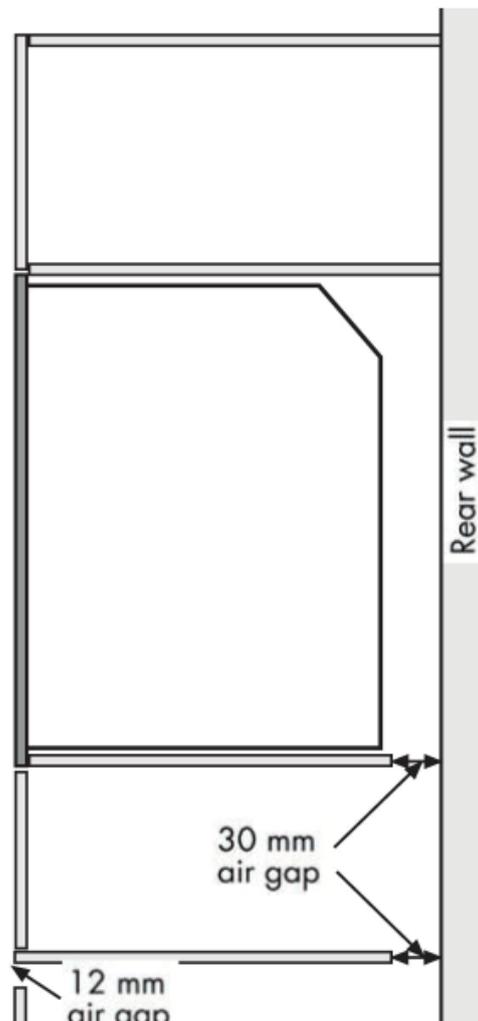
When installed in a typical 600mm deep built in housing unit, the false back should be removed from the housing unit, to provide the necessary depth for installation.

When the false back is removed, it is normally the case that the support shelf for the appliance leaves a gap between the back edge of the support shelf and the rear wall of approximately 80mm.

If no gap occurs between the back edge of the shelf and the wall behind the unit, you must create a gap of at least 30mm by shortening the shelf and any other shelf below the appliance.

Cut 12mm from the top of any plinth that may be fitted (see diagram).

Important: Do not modify the outer panels of this appliance in any way.

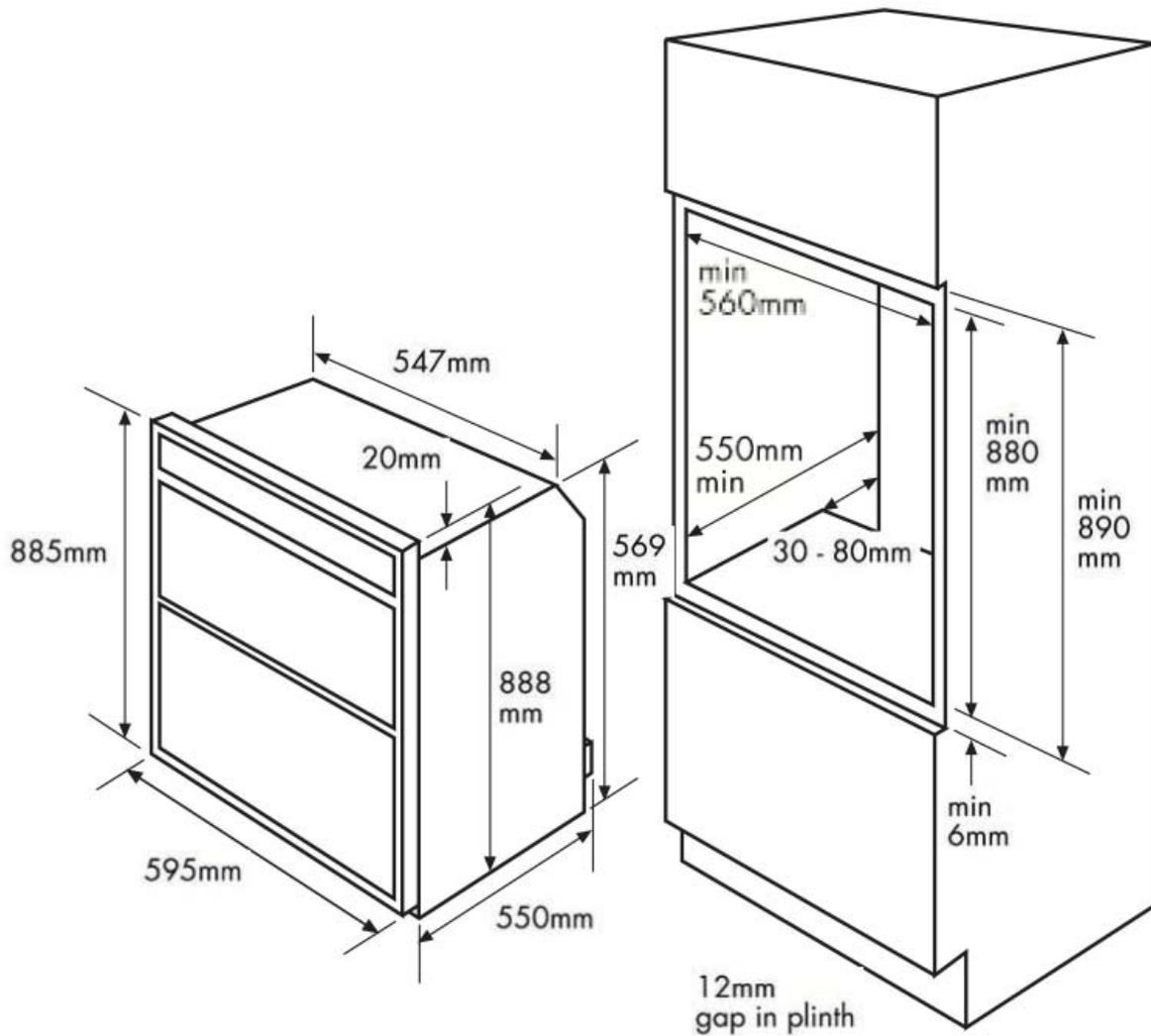


INSTALLATION INSTRUCTIONS - 90CM

Dimensions

The appliance is designed to fit into a standard 600mm wide housing unit, with minimum internal dimensions as shown.

Note: All sizes are nominal, some variation is to be expected.



INSTALLATION INSTRUCTIONS

Step 2 : Connect to gas supply

1. The inlet to the appliance is ISO 7 - Rp ½" internal thread situated towards the top right hand rear corner.
2. Fit the bayonet connection to the wall in shaded area as shown.

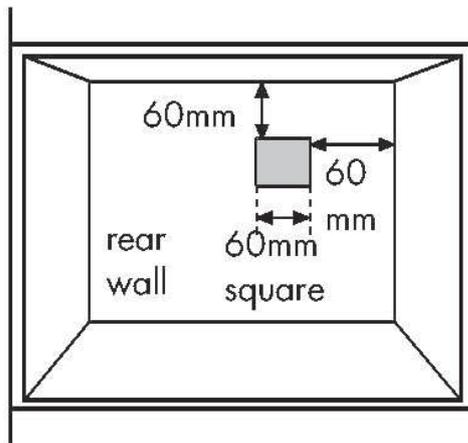
The shaded area shown is applicable to installations in minimum depth cabinets.

If more room is available, the bayonet fixing area can be extended, provided that the flexible tube does not obscure the fan intake.

4. Flexible connections should comply with BS 669. Parts of the appliance likely to come into contact with a flexible connector have a temperature rise of less than 70°C.

5. Rigid connections must be accessible to disconnect for servicing. Cut a 150mm square hole in the right hand rear corner of the support shelf for the supply pipe.

6. Make sure all connections are gas sound.



3. Use a 900mm - 1125mm length of flexible connector. The flexible connector shall be fitted such that it cannot come into contact with a moveable part of the housing unit (eg; drawer) and does not pass through any space susceptible of becoming congested. Make sure that the flexible connector does not block the cooling fan inlet.

INSTALLATION INSTRUCTIONS

Step 3 : Connect to the electricity supply

This appliance must be connected by a competent person, using fixed wiring via a double pole switched fused spur outlet, with a contact separation of 3mm at all poles.

Use a 13 amp fuse.

We recommend that the appliance is connected by a qualified electrician, who will comply with the I.E.E. and local regulations.

Warning: This appliance must be earthed.

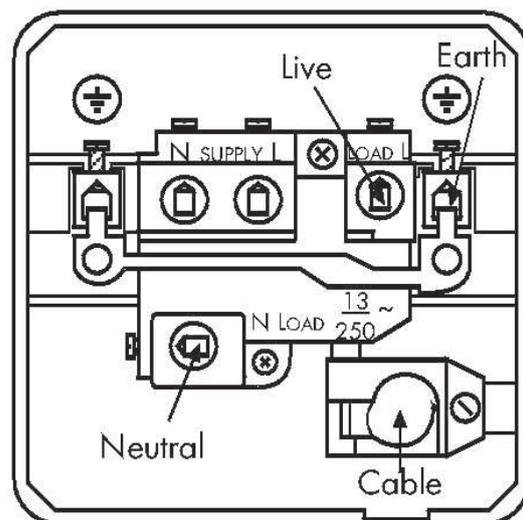
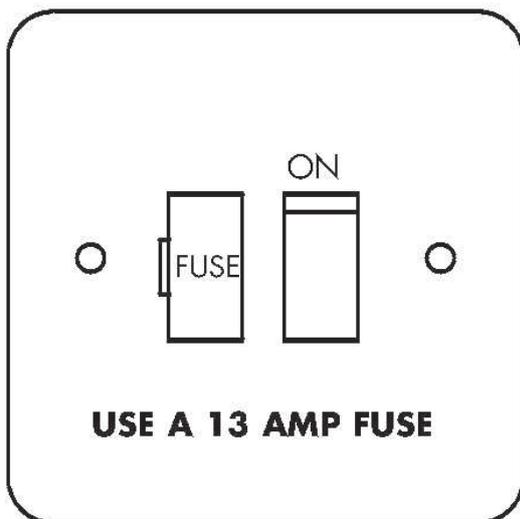
The wires in the mains lead are coloured in accordance with the following code: Green & Yellow = earth, Blue = neutral, Brown = live.

As the colours of the wires in the mains lead for the appliance may not correspond with the coloured markings identifying the terminals in your spur box, proceed as follows:

1. The wire which is coloured green and yellow must be connected to the terminal marked E (Earth) or coloured green.
2. The wire which is coloured blue must be connected to the terminal marked N (Neutral) LOAD or coloured Black.
3. The wire which is coloured brown must be connected to the terminal marked L (Live) LOAD or coloured Red.

If the supply cord is damaged, obtain a special cord from the Customer Support Helpline, which must be fitted by a qualified person.

Typical example of a double pole fuse spur outlet



INSTALLATION INSTRUCTIONS

Step 4: Secure appliance into housing unit

Note : The unit housing the appliance must be appropriately fixed. Ensure that the appliance is centrally located. Take care not to damage the appliance or cabinetry.

70cm only

Method 1 : Care must be taken to ensure the appliance runners are sufficiently engaged over the top of the runners on the base units.

Method 2 : Insert appliance into the cabinet - ensure that it is engaged over the top of the side runners.

Method 3 : Insert appliance into cabinet

Note: For installation **Method 1**, you will need to drill through the fixing holes into the side trims with a 3.2mm diameter drill.

There are 4/6 black no 8 x 25mm long chipboard screws for securing appliance to cabinet. Insert appliance into cabinet and secure.

60cm ovens

- Open the oven door and screw the 4 fixing screws through the holes in the front frame.

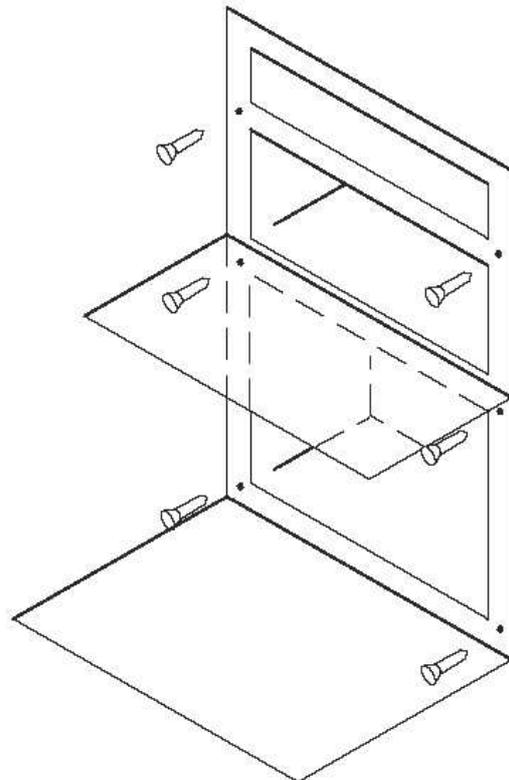
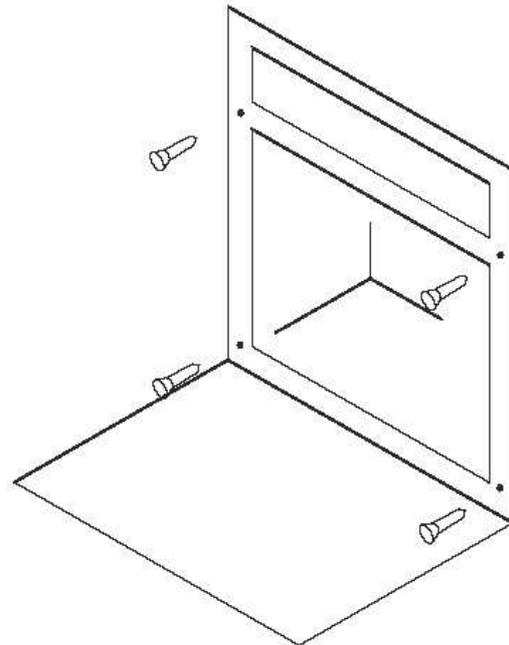
70/90cm ovens

- Open the grill / top oven door, and screw 2 fixing screws through the top corner holes in the front frame.

- With the grill / top oven door still open, screw 2 fixing screws through the holes located under the grill compartment. Close the grill / top oven door.

- Open the main oven door and screw 2 fixing screws through the bottom corner holes in the front frame.

60/70/90 fixing positions



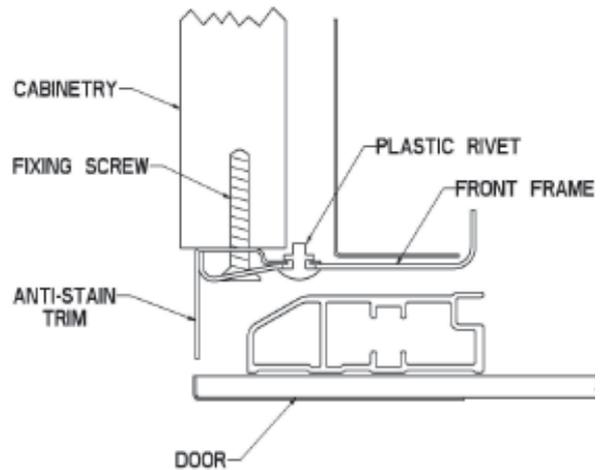
INSTALLATION INSTRUCTIONS

Anti-stain trim

The anti-stain trim is factory fitted to the edges of the appliance front frame. This trim provides the cabinetry with extra protection from any escape of heat.

- When Installing the product, ensure the anti-stain trim is correctly located on the edges of the front frame, before positioning and securing the appliance to the cabinet.
- When securing the appliance, the fixing screws provided are driven through the anti-stain trim into the cabinet.

Note : When supplied the anti-stain trim may be loose and is only supported by plastic rivets. The anti-stain trim will be secured when the fixing screws are fully home into the cabinet. The plastic rivets should not be removed.



INSTALLATION INSTRUCTIONS

Step 5: Commissioning

Pressure test point

Use the oven burner. From inside the oven remove the burner cowl. Remove the small screw at the LHS of the burner cradle. Slide the burner to the left to access the injector.

Connect suitable T-piece (incorporating a 115 injector) to the injector. Connect manometer to the T-piece, and turn oven control to full on to check pressure.

Replace in reverse order.

Burner aeration

All burners have fixed aeration and no adjustment is possible.

Pressure setting

Cat I2H Natural Gas G20 @ - 20mbar

Electrical systems check

In the event of an electrical fault the preliminary electrical system check (earth continuity, short circuit, polarity and resistance to earth) must be carried out.

Oven Ignition

Push in and turn the main oven control knob anti clockwise to the 'FULL ON' position (gas mark 9). The ignition system will spark automatically. Push in the control knob to ignite the gas. The sparking will stop. If after 15 seconds, the burner has not lit, turn off the oven and leave the compartment door open. Wait at least one minute before a further attempt to ignite the burner.

Do not hold the control knob in for more than 15 seconds.

Turn the control knob clockwise to the required setting.

To turn off, return the control knob to the "off" position.

Grill

1. The door must be open for grilling.
2. Push in and turn the control knob clockwise to the grill symbol.

Before leaving the installation

Show the customer how to ignite the oven and operate the grill and give them this handbook. Thank you.

TECHNICAL DATA

Data badge

Lower part of front frame and rear of appliance

Type of gas

This cooker must only be used on Natural Gas only.

Gas category Natural Gas - I2H.

Pressure setting

G20 Natural Gas @ 20 mbar

Appliance class

Class 3, built-in oven and grill

Countries of destination

GB - Great Britain, IE - Ireland

Electrical supply

220 - 240V ~ 50Hz

Warning: This cooker must be earthed.

Gas Data**60cm**

Gas	Burner	Nominal Rate On	Injector Size
Nat Gas	Oven	2.5kW	115
	Grill	-	-
	Total heat input	2.5kW	

70/90cm - Oven & Grill

Gas	Burner	Nominal Rate On	Injector Size
Nat Gas	Oven	2.5kW	115
	Grill	2.4kW	1.12
	Total heat input	4.9kW	

70/90cm - Double Oven

Gas	Burner	Nominal Rate On	Injector Size
Nat Gas	Main Oven	2.5kW	115
	Top Oven	1.8kW	130 Amal
	Grill	-	
	Total heat input	4.3kW	

CUSTOMER CARE

FAQs

What parts of the appliance can be washed in a dishwasher?

- Any enamelled parts such as the grillpan can be cleaned in a dishwasher, as can oven shelves and shelf guides.

What parts must NOT be cleaned in a dishwasher?

- Parts such as burner skirts and caps, control knobs and any cast iron items must not be cleaned in a dishwasher, they should be cleaned with hot soapy water and a nylon brush once they are cool enough.

There's been a power failure and the product won't work.

- Switch off the electricity supply.
- When the power returns switch the electricity supply back on and re-set any programmer/clock to the correct time of day.

My oven is a single combined oven and grill - can I use both functions together?

- No. You can only use one or the other.

Why is there condensation on the doors?

- Condensation is caused by hot, moist air meeting a cooler surface (i.e. the oven door). You cannot always prevent it, but you can minimise it when it happens by doing the following:
 - o Pre-heat the oven at a high temperature before putting food in the oven, and cover the food you are cooking wherever possible.

- o Whenever you can, cook wet foods at higher temperatures.

- o Don't leave food in the oven to cool down.

- Automatic cooking will normally produce condensation when the oven is cooling down with food inside.

Should the cooling fan continue to run once the appliance has been switched off?

- Yes. This is to make sure that you can always touch the control knobs to make temperature adjustments, and turn your appliance off.

Call Customer Care for a Service Engineer's visit if:

You find that the oven becomes hotter at a particular temperature - the thermostat may need replacing.

The Cooling fan fails to work.

CUSTOMER CARE

Can all gas appliances be converted from Natural Gas to LP Gas?

- Not all gas appliances can be converted. If Category II is stated on the databadge, then the appliance may be converted and a conversion kit must be obtained if not already provided. If in doubt, please contact Customer Care for further advice - do not attempt to convert an appliance if it is not compatible.

Why won't the ignition work?

- Check there is a spark when the ignition button is depressed. If there is no spark, check the electricity supply is switched on at the socket. Check that the gas supply is switched on.

CUSTOMER CARE

CHANGING LIGHT BULBS (where fitted)

Warning: There is a risk of electric shock, so always make sure you have turned off and unplugged your appliance before starting. Always allow the product to cool down before you change a bulb.

Not all appliances have the same number and type of bulbs. Before replacing your bulb, open the oven door and see which type you have. Then use the table to help you change your bulb correctly.

Bulbs can be purchased from hardware stores (always take the old bulb with you).

Please remember that bulbs are not covered by your warranty.

No of Lamps	Bulb location	Oven Type	Instructions
2	Side	All	Remove the oven shelves. Grasp the lens cover on the light fitting and pull it away from the side of the oven. Unscrew the bulb and replace. Replace the lens cover
1	Rear	Fanned/Multifunction	Remove the oven shelves. Remove the loose oven back by unscrewing the 4 securing screws (one at each corner) and remove. Unscrew the lens cover by turning anticlockwise. Remove the bulb and replace. Replace the lens cover and oven back.
1	Rear	Conventional	Remove the oven shelves. Unscrew the lens cover by turning anticlockwise. Remove the bulb and replace. Replace the lens cover.

CUSTOMER CARE

COOKSHOP

To order or enquire about any of these products, please call the Spares Sales team on 0844 815 3745

Product Description	Product Code	Quantity	Where Used
Rectangular carbon filters	082612620	2	Hoods
Round carbon filters	082611571	1	Hoods
Ceramic hob scraper kit	082606781	1	All ceramic glass hobs including induction
Ceramic hob cleaner and conditioner	082606780	1	All ceramic glass hobs including induction
Sealed hotplate conditioner	082606783	1	All sealed / solid plate hobs
Stainless steel cleaner	082606764	1	All stainless steel parts
Oven cleaner spray	082606786	1	All cookers, inside cavities and on glass
Multi-purpose kitchen cleaner	082606782	1	General kitchen cleaner
E-cloth	082813300	1	All cookers, for cleaning glass and stainless steel





CUSTOMER CARE

In case of difficulty within the UK, please call Stoves Customer Care Helpline on
0844 815 3740

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

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Serial No

--	--	--	--	--	--	--	--	--	--

SERVICE RECORD

Date of purchase	Installed by	Installation Date
Place of purchase:		

Date	Part(s) replaced	Engineer's name

For customers outside the UK and Northern Ireland, please contact your local supplier.
Glen Dimplex Home Appliances Limited is the owner of the Stoves brand and is part of
the Glen Dimplex group of companies.

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