

Users Guide & Installation Handbook



Stoves 60 - 70 - 90cm
Hob Touch UK

Part No 082757507

Date 05/09/2017

CONTENTS & INTRODUCTION

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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 appliance, 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. Their number is located on the back page of this book.

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.

Alternatively, general information, spares and service information is available from our website. The address is located on the back page of this book.

WARRANTY

Your new appliance comes with our 12-month guarantee, protecting you against electrical and mechanical breakdown. To register your appliance please call **0844 481 0182**, complete the registration form included or register online at the web address located on the back page of this book.

For full terms & conditions of the manufacturer's guarantee, refer to the website on the back of this book.

European Directives

As a producer and a supplier of cooking appliances we are committed to the protection of the environment and are in the compliance with the WEEE directive. All our electric products are labelled accordingly with the crossed out wheeled bin symbol. This indicates, for disposal purposes at end of life, that these products must be taken to a recognised collection points, such as local authority sites/local recycling centres

This appliance Complies with European Community Directives (CE) for household and similar electrical appliances and Gas appliances where applicable.

This appliance conforms to European Directive 2009/125/EC regarding Eco design requirements for energy-related products

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.

WARRANTY EXCLUSIONS

Damage or calls resulting from transportation, improper use or the replacement of

CONTENTS & INTRODUCTION

removable parts.

Costs incurred for calls to put right an appliance which is improperly installed.

Appliances found to be in use within a commercial environment, plus those which are subject to rental agreements.

Before using the hob

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

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

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

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

SAFETY

WARNING

- If the hob surface is cracked, broken or shattered, switch off the appliance to avoid the possibility of electric shock and call for a service engineer's visit.
- The appliance and its accessible parts become hot during use. Care should be taken to avoid touching heating elements. Children less than 8 years of age shall be kept away unless continuously supervised. This appliance can be used by children aged from 8 years and above and persons with reduced physical sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning the use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
- Do not use a steam cleaner on any cooking range, hobs and oven appliances.
- The appliance is not intended to be operated by means of an external timer or separate control system.
- Unattended cooking on a hob with fat or oil can be dangerous and may result in fire.
- NEVER try to extinguish a fire with water, but switch off the appliance and then cover the flame with a lid or damp cloth.
- Danger of fire: Do not store items on the cooking surfaces.
- Only use hob guards designed by the manufacturer of the cooking appliance or indicated by the manufacturer of the appliance in the instructions for use as suitable or hob guards incorporated in the appliance. The use of inappropriate hob guards can cause accidents.
- During use the appliance becomes hot. Care should be taken to avoid touching heating elements.
- Do not modify this appliance.
- Do not place articles on or against the appliance.
- Servicing should be carried out only by authorised personnel.

CAUTION

- The cooking process has to be supervised. A short term cooking

process has to be supervised continuously.

- This appliance must not be installed behind a decorative door in order to avoid overheating.

- **Fire Safety Advice**

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

If you have an electrical fire in the kitchen:

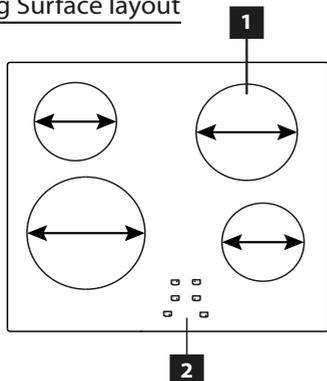
- Pull the plug out, or switch off the power at the fuse box - this may be enough to stop the fire immediately
- Smother the fire with a fire blanket, or use a dry powder or carbon dioxide extinguisher
- Remember: never use water on an electrical or cooking oil fire.

- **Other Safety Advice**

- 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.
- This appliance must be earthed.
- 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.
- **GAS WARNING!** - If you smell gas: Do not try to light any appliance, Do not touch any electrical switch. Contact your local gas supplier immediately.

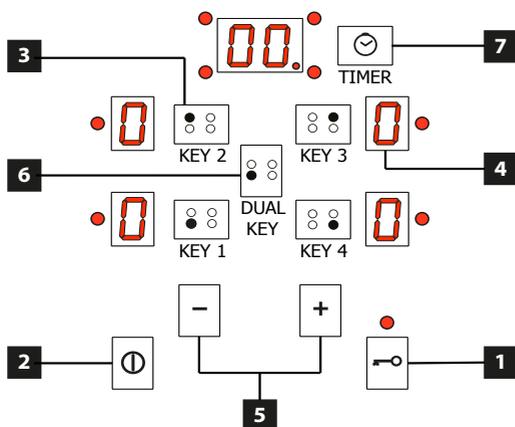
USING THE HOB - ELECTRIC (CERAMIC)

Cooking Surface layout



- 1** COOKING ZONES
- 2** TOUCH CONTROLS

Touch Control Layout



- 1** KEYLOCK
- 2** CENTRAL ON/OFF KEY
- 3** COOK ZONE KEYS (1 - 4)
- 4** POWER LEVEL/COOK ZONE DISPLAY
- 5** POWER LEVEL ADJUST (+ / -)
- 6** DUAL ZONE KEY (IF FITTED)
- 7** TIMER KEY

Note; Generic illustrations shown above your appliance may visually differ.

Touch Controls

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

Using The Touch Controls

Use the flat of your finger, not the tip, the controls respond to touch, so you don't

need to apply any pressure. The touch control keys take approximately 1 second to respond to your touch.

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

A beeping sound will be activated and will keep on beeping every 10 seconds, to attract your attention, please remove any objects and clean the area as appropriate.

USING THE HOB - ELECTRIC (CERAMIC)

Applying Power To The Hob

Before switching on the power supply to the appliance, switch off any bright lights (Such as a cooker hood) and ensure the appliance is not in direct sunlight.

This is to enable the electronic controls to calibrate its sensitivity against the natural ambient lighting (Approx 30 seconds).

Failure to observe the above will result in the hob not functioning correctly, (Display showing "FL"). To rectify remove all strong lighting sources and re-apply power.

The hob should complete the calibration procedure satisfactorily and lighting such as cooker hoods can be used normally.

When power is first switched on the hob will always start up with the Key Lock activated.

Key Lock

A Red Led indicates when the key lock is active, to deactivate/activate, touch the Key Lock key for 1 second.

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

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

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

Note: The Key Lock is automatically activated every time the electricity supply is switched off and back on to the hob.

To avoid unintentional switching on of the appliance, e.g. by small children and pets, we recommend activation of the key lock feature.

Central On/Off key

The central on off key activates the cooking zone selection keys and enables all of the cooking zones to be switched off simultaneously at a touch of one key.

Switching On (Individual Cook Zone)

1, Ensure the Key lock is deactivated.

2, Touch the On/Off Key for 1 second a beep sounds and the cook zone displays become illuminated.

3, Touch the required cook zone key, it will start to flash.

4, Whilst flashing adjust the cook zone power level as required by using the Up+/down- keys.

5, Then either touch the cook zone key again to confirm the setting or after 5-10 seconds the hob will auto set the hob power and will beep and stop flashing.

Note: Quick operation with the power level at 0 touch the down (-) key will take the hob straight to power level 9.

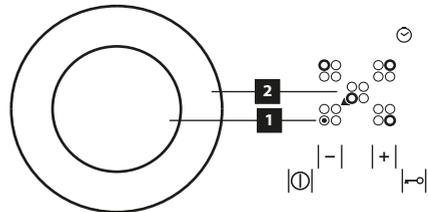
6, To adjust the power setting follow steps 3-5 above.

7, Repeat the above as necessary for the other zones.

Note: During cooking, the elements will cycle on and off. This is normal.

Dual Zone (If fitted)

Note: The dual zone is only available on 70cm and 90cm appliances, and is where the inner ring of the heating element can be controlled separately.



1 COOK ZONE KEY (INNER ONLY)

2 CENTRAL DUAL ZONE KEY (INNER & OUTER)

Note; Generic illustration shown above your appliance may visually differ.

USING THE HOB - ELECTRIC (CERAMIC)

To operate the dual cook zone

- Select the appropriate cook zone and set the power level as per the single zone
- Whilst the heater display is still flashing press the central dual zone key, a red LED will illuminate next to the cook zone to indicate it has been activated.
- The power level of the cook zone will stop flashing and the power level is set.

To de-select the dual cook zone

- Touch the cook zone Key, the power level display will start flashing.
- Whilst the power level display is flashing press the centre dual zone key or return the power level to "0" and the red led will disappear and the inner and out elements will be disconnected. i.e. centre element controlled only.

Note: Only the inner ring can be operated on its own, the outer ring can only be operated with the inner ring, match your pan accordingly.

Switching Off (Individual Cook Zone)

- Touch the required cook zone key until the zone display flashes, now either return the power level to 0 by pressing the down(-) key or simultaneously press the down(-) and up (+) simultaneously and it will jump straight to the 0 setting.

Residual Heat Indicators (For Each Cook Zone)

- If the glass surface is hot an "H" will be displayed in the cook zone display until the glass has sufficiently cooled.

Note: "H" and "0" will flash alternatively if the cook zone is hot and another cook zone is in use.

Auto Heat Up

- Select appropriate cook zone and increase to power level 9
- Now press the up (+) key again and until the Red LED is illuminated next to the cook zone.
- The power level will still be flashing, so now select the power level you would like (use the heat up time table for guidance).
- Once set the Red LED is illuminated
- Once the heat up time as elapsed a beep will sound and the Red Led disappears and the heater remains at the reduced level.

	Power Level	Time Min/Sec
Heat up Time (Approx)	1	01:11
	2	02:44
	3	04:47
	4	05:28
	5	06:29
	6	01:11
	7	02:44
	8	02:44

Note: During the heat up time the power level is automatically set at full power until the times detailed above have elapsed.

Cookware

- Cookware made of enamelled steel or with aluminium or copper bottoms can leave discolorations on the ceramic glass surface which are difficult or impossible to remove.
- You can recognise good cookware from the bottoms of the pans. The bottom should be as thick and flat as possible.

USING THE HOB - ELECTRIC (CERAMIC)

Timer (All Cook Zones)

All 4 cooking zones can be operated under the timer independently and at the same time for up to 99 minutes. When the set time expires the timer will beep and the cook zone will switch off automatically.

To Set The Timer To A Cook Zone

1, Set the desired power level to the cook zone.

2, Whilst the cook zone power level is flashing touch the timer key and the timer will illuminate "00" and two Red Leds will illuminate the first one will be flashing on the timer to indicate the activated timed cook zone and the second one "00." Indicates that the time can be adjusted.

3, Set the required time using the up(+) and down(-) keys.

4, To adjust the timer whilst in operation follow steps 2 and 3 above.

Note; Once the time has elapsed, touch the timer key to cancel the alarm. When more than one cook zone is being timed, touch the cook zone key to view the timer.



To cancel the Timer

Either return the time down to zero or switch off the cook zone.

Safety Shut Down

If the power level is not changed for a long period of time the cook zone will automatically turn itself off.

The maximum time a cook zone can stay on depends on the power level.

Power Level	Max Time (Hours)
1	10
2	5
3	5
4	4
5	3
6	2
7	2
8	2
9	1

Trouble Shooting Guide - Ceramic Touch Control Hobs

There is no power to the hob	The mains switch is not switched on	Ensure that the switch to the appliance is switched on and also check the fuse/circuit breakers to see if you are experiencing power failure
The hob has turned itself off	The power has been switched off	Check switches and fuses as above
	The control panel is covered with a cloth or object	Remove any objects and or cloths from the control area
	The hob has been switched off accidentally	Switch on the hob again after completing the above steps
Display of F and Letters	If F and letters appear on the display, your unit has detected a fault, follow the required actions in the Error and hob status codes table.	Follow the directions in the Error Codes and Hob Status Codes Section

Important Information:- If the appliance has been operated/handled incorrectly, the engineers visit will be chargeable, even during the warranty period

ERROR CODES

Hob Status Codes	Fault Description	Action
H	Residual Heater	No Fault " H" will switch off when glass surface drops below 60°C
Appliance Errors & Alarms	Fault Description	Action
F0	Touch Control Error	Switch the power off and on, The system will reset and the hob should now be working correctly
FA	Touch Control Error	Switch the power off and on, The system will reset and the hob should now be working correctly
FU	Touch Control Error	Switch the power off and on, The system will reset and the hob should now be working correctly
FJ	Touch Control Error	Switch the power off and on, The system will reset and the hob should now be working correctly
FC	Touch Control Error	Switch the power off and on, The system will reset and the hob should now be working correctly
Fr	Touch Control Error	Switch the power off and on, The system will reset and the hob should now be working correctly
Fc or F	Overheat/Temperature Problems	Allow hob to cool then Switch the power off and on, The system will reset and the hob should now be working correctly
FE	Overheat/Temperature Problems	Allow hob to cool then Switch the power off and on, The system will reset and the hob should now be working correctly
Ft	Overheat/Temperature Problems	Allow hob to cool then Switch the power off and on, The system will reset and the hob should now be working correctly
FL	Poor Ambient Light Conditions	Switch off lighting in area, Clean hob surface, Switch the power off and on, The system will reset and the hob should now be working correctly
<p>If any of the above problems persist please contact the customer service department for further assistance,</p>		

Energy Saving Tips

- Always place cookware on the cooking zone before it is switched on.
- Whenever possible place lids on pans.
- Switch off the cook zones off before the end of the cooking time, taking advantage of residual heat.
- The bottom of the cookware and the cooking zones should be the same size.

CLEANING

ELECTRIC HOB

Ceramic glass hobs

- It is recommended that you clean and wash the hob surface before using for the first time. Apply a thin coat of ceramic hob cleaner to the hob to help maintain and protect it.
- The ceramic hob top can be cleaned using a clean, damp cloth or kitchen paper. Do not use a used dishcloth or sponge as they can leave a film of detergent on the surface which can lead to discoloration. Please ensure that the elements are cooled fully to avoid steam burns.
- You can use a specialist ceramic cleaner to restore the surface, but use sparingly to avoid coating the hob top too thickly. Too much cream cleaner will lead to discolouration. Use a dry, clean cloth to polish the surface.
- For stubborn marks, a specialist hob scraper or cleaner can be used.
- Do not use steam cleaners or high-pressure cleaning equipment.
- Regular cleaning will prevent any salts or minerals from accumulating on your hob and discolouring the glass.
- Wipe any spillage as soon as possible.
- Clean the hob top as regularly as possible, this will prevent any build up of grease which may be a fire hazard.

Solid plate hobs

- Prime and Season - this helps maintain the finish of the elements.
- Use a damp, clean cloth to wipe the solid plate, making sure that you

follow the circular grooves and avoid damaging the red spots. Make sure that you allow the hotplate to dry before use by switching on the elements at a low heat.

- You can restore the hotplates by using a solid plate cleaner but take care to avoid the red spots on elements.
- To prime: Switch on each element in turn for a short while (with no pan on it) at a medium - high setting. This will harden and burn off the coating.
- To season: Heat the element for 30 seconds at a medium setting then switch off. Use a minimum amount of unsalted vegetable oil, on a dry cloth or paper towel, and apply a thin coat of oil to the element surface. Wipe off the excess and heat the element for one minute.

Notes:

- The edge of the ceramic glass will always appear to be a different colour than the top surface due to the ground safety edge.
- Scratches or dark stains on the ceramic glass that cannot be removed do not affect the function of the appliance.

Safety when Cleaning

- For cleaning, the appliance must be switched off and cooled down.

WARNING! Risk of burns from residual heat.

INSTALLATION

General information

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

Please keep to the following points most carefully;

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

The minimum distances to other appliances and units are to be observed.

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

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

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

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

Note: Avoid installing the appliance next to doors and under windows. This will avoid the potential for hot cookware being knocked off the hob when doors and windows are opened (Risk of burns).

Built-in appliances may only be used after they have been built-into suitable built-in units and surfaces that meet the required standards.

CHOOSING YOUR INSTALLATION

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

The hob can be fitted into a work top less than 38mm deep, but the 25mm gap

between hob base and appliance must be maintained.

Installation above an oven

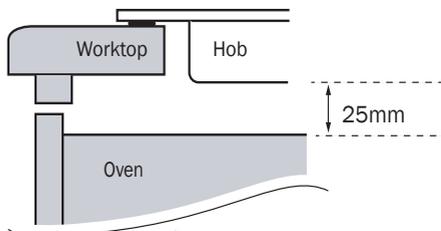
Refer to the manufacturer's instructions for clearances above the oven.

We recommend a 25mm gap between the bottom of the hob and appliance.

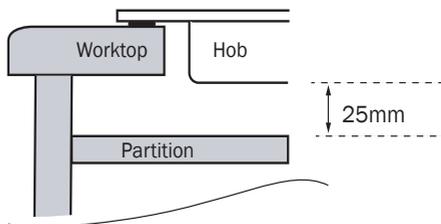
Installation above a unit with a drawer or door

The base of the appliance must be protected from damage e.g. draws may only be installed providing a partition panel is fitted to the required dimensions underneath the appliance.

INSTALLATION ABOVE AN OVEN



INSTALLATION ABOVE A UNIT WITH A DRAWER OR DOOR



INSTALLATION

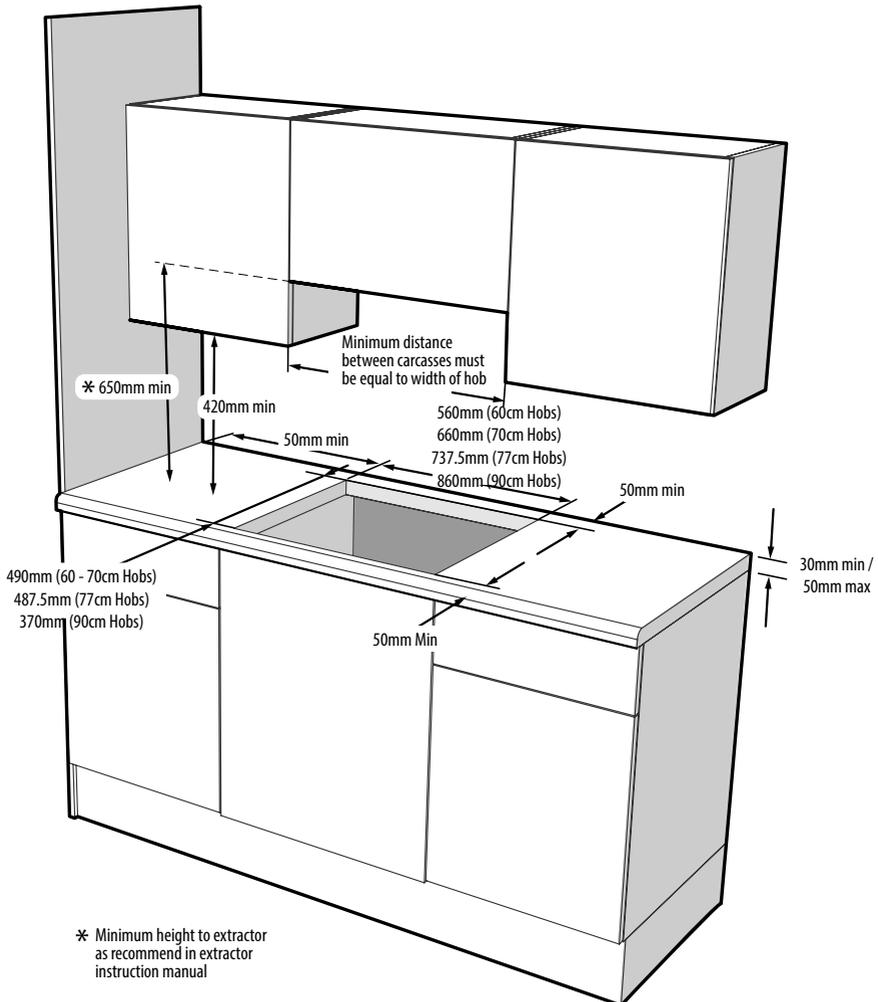
Clearances and dimension – requirements

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

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

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

When installing an extractor hood above the hob, refer to their Manufacturer's instructions.



INSTALLATION

Fitting into worktop

Cut a hole in the work surface to the required size. The worktop must be of heat-resistant material or covered with heat-resistant material.

Protecting the cut-out;

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

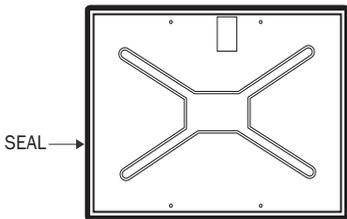
Apply a suitable sealant to the cut edge to protect it from moisture ingress.

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

Self adhesive seal

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

UNDERSIDE OF HOB



Conventional Installation

Refer to the installation bracket advice to determine your installation type. Place the hob in the aperture, checking the hob glass is covering the work top along all four sides.

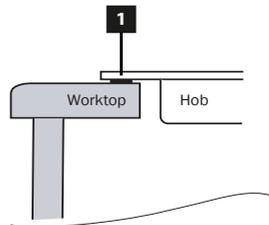
Set the front edge of the appliance parallel with the front of the work top. Locate and attach the securing clamps as required, Tighten the screws so that the hob is pulled down firmly against the worktop, thus ensuring a good seal.

Recessed Method

Recess the work top to the appropriate depth (Approx 5mm) and shape to fit the hob (add 1mm to overall glass size). Refer to the installation bracket advice to determine your installation type. Insert the hob into the recess, ensuring that the foam seal is sitting correctly. Locate and attach the securing clamps as required, Tighten the screws so that the hob is pulled down firmly against the worktop, thus ensuring a good seal. You may want to fill any gap between the hob top glass and the work top surface with silicone sealant.

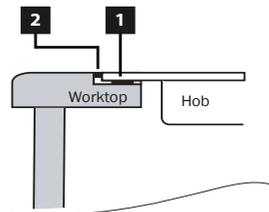
DO NOT fit silicone sealant under the glass hob instead of the self adhesive seal.

CONVENTIONAL INSTALLATION



1 SELF ADHESIVE SEAL

RECESSED METHOD



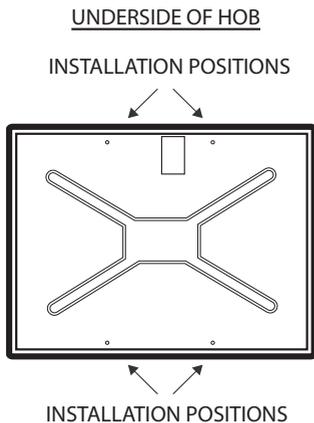
1 SELF ADHESIVE SEAL

2 SILICONE SEALANT

INSTALLATION

Installation Bracket Advice

Secure the hob to the worktop by means of the brackets provided, taking the thickness of the worktop into account.

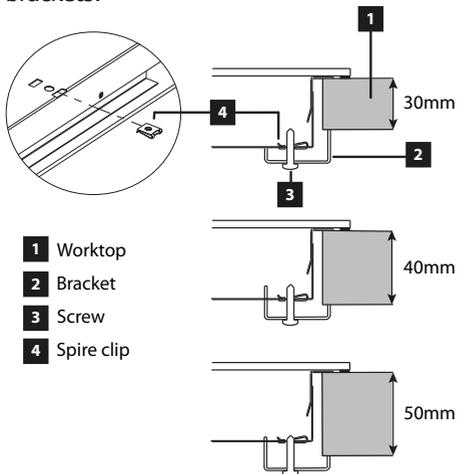


Depending on your appliance it will be supplied with one of the following installation packs;

Installation pack 1

4 x "U" shape installation brackets
4 x Spire clips
4 x No8 Screws

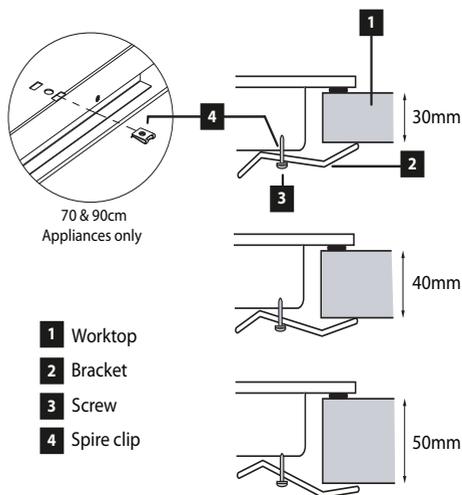
The spire clips must be fitted to the base of the hob prior to fitting the installation brackets.



Installation pack 2

4 x Cranked installation bracket
4 x Spire clips (70/77/90cm appliances only)
4 x No8 Screws

Depending on your appliance the cranked bracket may or may not require the spire clips detailed in pack 1. If your appliance is not supplied with spire clips, the installation brackets screw directly into the base of the hob in the ported holes provided.



Important;

Do not modify this appliance.

INSTALLATION

CONNECT TO THE ELECTRICITY SUPPLY

WARNING: This appliance must be earthed. Only connect to the electrical mains terminal with the power switched off. The electrical mains terminal is live.

Follow the terminal block connection schematic

Loose and inappropriate connections can make the terminal overheat.

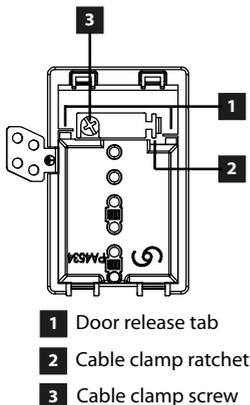
Ensure the cable clamp is fitted correctly and securely.

A device must be provided in the electrical installation which allows the appliance to be disconnected from the mains at all poles with a contact opening of at least 3mm.

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

Connection should be made with a suitable cable.

- Firstly open the terminal block cover using a small flat bladed screwdriver in the door release tabs shown below.

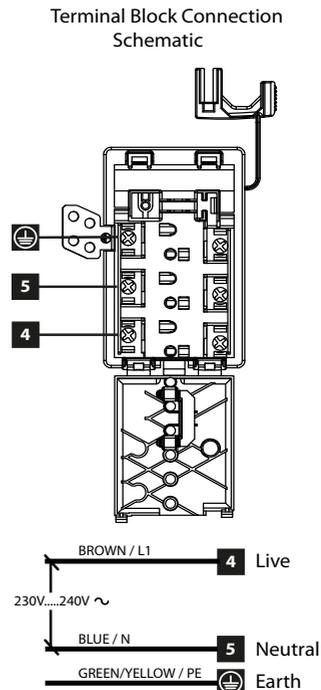


- Remove the cable clamp screw and release the cable clamp retaining arm.

Note;

The cable clamp has a ratchet type mechanism on the right hand side of the retaining arm.

- Strip the wires & connect to the terminal block as appropriate:-



- Fit the cable clamp & secure with the screw provided.
- Close the terminal box, ensuring that the cover is closed and all screws are tight and in place.

Important: Ensure that you route all mains electrical cables well away from any adjacent heat source, such as the base of the hob an oven or grill.

TECHNICAL DATA

SUPPLY: 220 -240V ~ 50Hz 5.04kW - 8.2kW

Refer to the data badge on the under side of your hob for specific power rating of your model

CUSTOMER CARE

CUSTOMER CARE WEB SHOP

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

We offer an extensive range of accessories, components and cleaning products which, will instantly give your cooker a good as new look.

In addition to the list of our most popular products below, we also have an exciting

range of Bake ware and Cookware essentials including Roasting Pans, Cake Tins and Non-Stick Cooking Liners.

For all enquires, please visit our Web Shop at www.gdhaonline.co.uk or call the Spares Sales Team on **0844 815 3745**. For countries outside the UK, please contact your local service agent.

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

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

CUSTOMER CARE

To contact Stoves about your appliance, please call

Warranty Registration

0800 952 1065

to register your appliance

Customer Care Helpline

0344 815 3740

in case of difficulty within the UK

Alternatively general, spares and service information is available from our website at
www.stoves.co.uk

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

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

Enter appliance numbers here for future reference:

Model No

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

Serial No

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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, Stoney Lane, Prescot, Merseyside, L35 2XW