61DFDO
Freestanding Dual Fuel Double Oven & Grill
with Automatic Programmer
For Natural Gas Models

User & Installation Instructions

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

Thank you for choosing a British built appliance by Stoves.

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

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

This appliance must be installed in accordance with the regulations in force, and only in a well ventilated space. Read the instructions before installing or using this appliance.

Your new appliance is designed to be installed flush to base units.

Your 1st Year Guarantee

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

Please note that the guarantee, and Service availability, only apply to the UK and Republic of Ireland.

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

Gas & Electrical connection

Please refer to installation instructions for the Gas & Electrical Safety Regulations and the Ventilation Requirements.

In your own interest, and that of safety, it is the law that all gas appliances be installed by competent persons, who will ensure that the installation is in accordance with “The Gas Safety (Installation & Use) Regulations 1994”, & the “The Gas Safety (Installation & Use) (Amendment) Regulations 1996”. Failure to comply with these Regulations is a criminal offence.

Corgi registered installers undertake to work to satisfactory standards.

Disconnection of gas and electric appliances should always be carried out by competent persons.

Warning: This appliance must be earthed.

To replace a light bulb

Caution: Switch off the electricity supply to the cooker at the socket, and wait until the oven is cool before removing the oven shelves.

Grasp the lens cover on the light fitting and pull it away from the side of the oven. Unscrew the bulb.

Please note that the oven light bulb is not covered by the guarantee. Replacement bulbs can be ordered from your local supplier, or bought from a hardware store.

There are two side lights in each cavity.
INTRODUCTION

- Unscrew the lens cover (turn anticlockwise). Unscrew the bulb and replace. Replace lens cover. Replace oven back.

Environment Protection
Glen Dimplex Cooking is committed to protecting the environment and operates an Environmental Management System which complies with BS EN ISO 14001:1996.

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

Caution: Packaging materials can pose a risk of suffocation - keep away from children.

Ventilation
The use of a gas cooking appliance results in the production of heat and moisture in the room in which it is installed. Ensure that the kitchen is well ventilated: keep natural ventilation holes open or install a mechanical ventilation device (mechanical extractor hood). Prolonged intensive use of the appliance may call for additional ventilation, for example, opening of a window, or more effective ventilation, for example increasing the level of mechanical ventilation where present.

Stability bracket
If the cooker is to be fitted with a flexible inlet connection, a stability bracket should also be fitted to engage in the back of the cooker. Make sure this is re-engaged whenever you move the cooker for cleaning.

If the ignition fails:
- Check there is a spark when the ignition button is depressed. If there is no spark, check that the electricity supply is switched on at the cooker control box.
- Check that the gas supply is switched on.

Moving the cooker
Do not attempt to move the cooker by pulling on the doors or handles. Open the door and grasp the frame of the cooker, taking care that the door does not shut on your fingers.
Take care to avoid damage to soft or uneven floor coverings when moving the appliance. Some cushioned vinyl floor coverings may not be designed to withstand sliding appliances without marking or damage.
BE SAFE - NOT SORRY

When you are cooking, keep children away from the vicinity of the appliance.

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

- Remove all packaging, protective films and oils from the appliance before using for the first time.
- Make sure you read and understand the instructions before using the appliance.
- Keep electrical leads short so they do not drape over the appliance or the edge of the worktop.
- Keep all flammable materials (such as curtains, furnishings & clothing) away from the appliance.
- Parts of the appliance may be hot during or immediately after use. Care should be taken to avoid touching heating elements inside the oven. Allow sufficient time for the appliance to cool after switching off.
- Never use the appliance for heating a room.
- Do not drape tea towels over the flue vents or doors, as this creates a fire hazard.
- When opening the appliance door, take care to avoid skin contact with any steam which may escape from the cooking.
- Do not use aluminium foil to cover the grill pan, or put items wrapped in foil under the grill as this creates a fire hazard. The high reflectivity can also damage the element.
- Do not use the oven with the door inner glass panel removed (glass oven doors only).
- Use oven gloves when removing hot food / dishes from the oven or grill. The oven / grill and utensils will be very hot when in use.
- Do not use foil on oven shelves, or allow it to block the oven flue, as this creates a fire hazard, and prevents heat circulation.
- When cooking heavy items - eg; turkeys - do not pull the oven shelf out with the item still on the shelf.
- Switch off the electricity supply before replacing the oven light bulb, to avoid the risk of electric shock.

Warning: This appliance must be earthed.

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

Ignition
Push in and turn the selected control knob anticlockwise to the 'full on' position and press the ignition switch (if fitted), or hold a lighted match or taper to the burner, until the burner lights. Turn the control knob to the required setting. Adjust the burner flame so that it does not extend over the pan base.

To turn off, push in the control knob and turn clockwise until the dot on the control knob is below the dot on the facia panel.

To simmer
The simmer position is marked by the small flame symbol.
Once lit turn the selected control knob anticlockwise past the large flame symbol (FULL ON) to the small flame symbol.

You may hear a slight popping noise when the hob burners are operating and this is quite normal, but if anything about the cooker appears unusual, such as change in flame appearance, or the operation of controls - seek expert advice.

Pans
For optimum safety and performance, we recommend the use of flat bottomed pans with a base diameter of minimum 100mm (4") and maximum 250mm (10").
Do not use traditional style double pans (excluding steamer pans), rim based pans, old misshapen pans or any pan which is unstable when placed on a flat surface.
Position pans over the centre of the burners, resting on the pan supports. If positioned off centre, smaller pans may be unstable.

When cooking with fat or oil, never leave unattended.
Turn pan handles to a safe position, so they are out of reach of children, not overhanging the appliance, and cannot be caught accidentally.
Commercial simmering aids should not be used as they create excessive temperatures that can damage the surface and may cause a hazard.

Pan supports
Always make sure the pan supports are replaced correctly, and located in the hob spillage well.
USING THE HOB

To save gas

- Use the size of pan most suited to the size of the burner - ie; larger pans on the larger burners, smaller pans on the smaller burners.
- Adjust the flames so that they do not lick up the sides of the pan.
- Put lids on saucepans and only heat the amount of liquid you need.
- When liquids boil, reduce the control setting to maintain a simmer.
- Consider the use of a pressure cooker for the cooking of a complete meal.
- Potatoes and vegetables will cook quicker if chopped into smaller pieces.

The fold down lid

Caution: Glass lids may shatter when heated. Turn off all the burners before shutting the lid.

When opening and closing the lid, use the cooler outer sides of the lid trim.

The lid must be opened fully, so there is no danger of it closing while the hob is being used.

The appliance is fitted with a switch-back system, which will automatically turn off the hotplate controls if they are inadvertently left on as the lid is closed.

The lid is not intended to be used as a work surface, as it becomes hot when any part of the cooker is in use, and the surface may be scratched if items with rough or sharp surfaces are placed on it.
Using the Grill

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

To switch on the grill
Open the top oven / grill door.
Turn the top oven control knob anti-clockwise to the single grill symbol, or the dual grill symbol.
The dual grill uses all of the top element, and the single economy grill setting uses the inner part of the element only.

Important: The door must be kept open when the grill is used.
Note that the grill will not operate if the top oven is switched on.

Preheating
Always preheat the grill for about 3 minutes for best cooked results.

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 only. The fan will continue to operate for a period after the grill control has been switched off.

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 indicators.

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

Grilling
The grill has two fixed heat settings. For grilling smaller quantities of food, the (single element) economy grill can be utilised. For grilling larger quantities of food, the (dual element) full grill can be utilised.

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

For toasting, and for cooking 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.

Grilling may also be adjusted by changing the grill pan trivet position, as detailed below.

There are three different grilling positions, as the grill trivet - which is in the grill pan - may be inverted to give a high or low position or the trivet may be removed.

1. The HIGH trivet position is suitable for toasting bread.
2. The LOW trivet position is suitable for grilling all types of meat and fish.
3. 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.

Aluminium foil
Using aluminium foil to cover the grill pan, or putting items wrapped in foil under the grill creates a fire hazard, and the high reflectivity may damage the grill element.
USING THE TOP OVEN

Accessible parts may be hot when the oven is used. Young children should be kept away. The top oven is a conventional oven.

To turn on the top oven
Turn the top oven / grill control knob clockwise to the required temperature setting.
The red thermostat indicator (if fitted) will come on until the selected temperature is reached and then go off; it will turn on and off periodically as the thermostat operates to maintain the selected temperature.
To switch off, return the control knob to the “off” position.

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.

Important: Never put items directly on the base of the oven with foil, as this may cause the element to overheat. Always position items on the shelf.

Caution: The top element gets extremely hot when in use, so take extra care to avoid touching it.

Preheating
The oven must be preheated when cooking frozen or chilled foods, and we recommend preheating for yeast mixtures, batters, soufflés and whisked sponges.
Preheat the oven until the indicator light switches off for the first time - this will take up to 20 minutes depending on the temperature selected.
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 cooling fan
When the top oven or grill is switched on, you will hear the cooling fan come on - this keeps the fascia and control knobs of the appliance cool during cooking or grilling only.
The fan will continue to operate for a period after the oven control has been switched off.
Should any fault occur with the cooling fan, the appliance will need to be serviced - contact Customer Care.
USING THE TOP OVEN

Top oven baking guide

Cooking times
These times are based on cooking in a preheated oven.
These cooking times are approximate, because the size and type of cooking dish will influence time as will personal preferences.

Shelf positions
As a general guide, when cooking frozen or chilled food, use the highest possible shelf position, while allowing some clearance between the food and the top element. Follow the instructions given on packaging.

Cooking temperatures
The temperature settings and times given in the Baking Guides are based on dishes made with block margarine. If soft tub margarine is used, it may be necessary to reduce the temperature setting. If a recipe gives a different temperature setting to that shown in the guide, the recipe instruction should be followed.
Because the top oven is more compact, it may be necessary to reduce cooking temperatures specified in recipes by up to 20°C.
Use the baking guide as a reference for determining which temperatures to use.

<table>
<thead>
<tr>
<th>Item</th>
<th>Temperature °C</th>
<th>Shelf position</th>
<th>Approximate cooking time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Small cakes</td>
<td>180</td>
<td>2</td>
<td>15 - 20 mins</td>
</tr>
<tr>
<td>Victoria sandwich (2 x 180mm / 7”)</td>
<td>160</td>
<td>2</td>
<td>20 - 25 mins</td>
</tr>
<tr>
<td>Swiss roll</td>
<td>200</td>
<td>2</td>
<td>8 - 12 mins</td>
</tr>
<tr>
<td>Semi rich fruit cake (180mm x 7”)</td>
<td>140</td>
<td>1</td>
<td>2¼ - 2½ hours</td>
</tr>
<tr>
<td>Scones</td>
<td>215</td>
<td>2</td>
<td>10 - 15 mins</td>
</tr>
<tr>
<td>Meringues</td>
<td>90 - 100</td>
<td>1</td>
<td>2 - 3 hours</td>
</tr>
<tr>
<td>Shortcrust pastry</td>
<td>200 - 210</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Puff / flaky pastry</td>
<td>200 - 210</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Choux pastry</td>
<td>200 - 210</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Biscuits</td>
<td>160 - 200</td>
<td>3</td>
<td>10 - 20 mins</td>
</tr>
<tr>
<td>Sponge pudding</td>
<td>150</td>
<td>2</td>
<td>30 - 45 mins</td>
</tr>
<tr>
<td>Milk pudding</td>
<td>140</td>
<td>1</td>
<td>2 - 2½ hours</td>
</tr>
</tbody>
</table>
MAIN OVEN CONVERSION GUIDE

Note: this is a high efficiency oven, therefore some adjustment will have to be made to conventional cooking temperatures. The table below shows conventional cooking temperatures, ‘A’ efficiency temperatures and gas marks. For optimum results, conventional temperatures need to be converted to ‘A’ efficiency temperatures.

For example, an item which would normally cook at a conventional temperature of 180 °C, will now cook at the ‘A’ efficiency temperature of 160°C.

<table>
<thead>
<tr>
<th>Conventional temperature (°C)</th>
<th>‘A’ Efficiency Oven (°C)</th>
<th>Gas Mark</th>
</tr>
</thead>
<tbody>
<tr>
<td>100</td>
<td>100</td>
<td>1/4</td>
</tr>
<tr>
<td>110</td>
<td>110</td>
<td>1/4</td>
</tr>
<tr>
<td>130</td>
<td>120</td>
<td>1/2</td>
</tr>
<tr>
<td>140</td>
<td>130</td>
<td>1</td>
</tr>
<tr>
<td>150</td>
<td>140</td>
<td>2</td>
</tr>
<tr>
<td>160</td>
<td>150</td>
<td>3</td>
</tr>
<tr>
<td>180-190</td>
<td>160</td>
<td>4-5</td>
</tr>
<tr>
<td>200</td>
<td>170</td>
<td>6</td>
</tr>
<tr>
<td>220</td>
<td>180</td>
<td>7</td>
</tr>
<tr>
<td>230</td>
<td>190</td>
<td>8</td>
</tr>
<tr>
<td>250</td>
<td>200</td>
<td>9</td>
</tr>
</tbody>
</table>
Caution: Accessible parts may be hot when the appliance is in use - keep children away from the vicinity of the oven.

To switch on the oven
Turn the oven control knob clockwise to the required setting.
The red thermostat indicator (if fitted) will come on until the selected temperature is reached and then go off; it will turn on and off periodically as the thermostat operates to maintain the selected temperature.
To switch off, return the control knob to the “off” position.

Manual operation
Set the programmer to manual operation. See ‘Programmer / Clock’ section.
Turn the selector control knob until the symbol for the desired oven function is showing in the window.
Turn the main oven control knob to the desired temperature.
The red thermostat indicator neon will come on and off until the selected temperature is reached and then go off; it will turn on and off periodically as the thermostat operates to maintain the selected temperature.
To switch off the main oven, return the main oven control knob to the “off” position.

Automatic operation
See ‘Programmer / Clock’ section.

Preheating
When cooking sensitive items such as scouffle’s and Yorkshire puddings or, when cooking bread, we recommend that the oven is pre-heated until the neon switches off for the first time. For any other types of cooking, a pre-heat is not required.

Notes:
As part of the cooking process, hot air is expelled through a vent at the rear 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.
USING THE MAIN OVEN

As this is a high efficiency oven, you may notice the emission of steam from the oven when the door is opened. Please take care when opening the door.

Cooking with a fanned oven

If you are used to cooking with a conventional oven you will find a number of differences to cooking with a fan oven which will require a different approach:

There are no zones of heat in a fan oven as the convection fan at the back of the oven ensures an even temperature throughout the oven. This makes it ideal for batch baking - eg; when planning a party or stocking the freezer - as all the items will be cooked within the same length of time.

Foods are cooked at a lower temperature than a conventional oven, so conventional recipe temperature may have to be reduced. Please refer to the conversion guide.

Preheating is generally not necessary as a fan oven warms up quickly.

There is no flavour transference in a fan oven, which means you can cook strong smelling foods such as fish at the same time as mild foods - eg; milk puddings.

When batch baking foods that will rise during cooking - eg; bread - always ensure that enough space has been left between the shelves to allow for the rise.

To help the air circulate freely

Position the shelves evenly within the oven and maintain a clearance from the oven roof and base.

If more than one cooking dish or baking tray is to be used on a shelf, leave a gap of at least 25mm between the items themselves and the oven interior.

Allow enough space between shelves for food that will rise during cooking.

Do not place items on the oven base as this will prevent air circulating freely.
USING THE MAIN OVEN

Notes:
When 2 or more shelves are being used, it may be necessary to increase the cooking time slightly.

Because the 2 oven shelves are wider than in many ovens, it is possible to cook 2 items per shelf - eg; 2 victoria sandwiches or 2 casseroles.
Although you need to keep in mind the points 'To help the air circulate freely' with careful choice of dishes and tins, it is possible to cook a complete meal, and perhaps something else for the freezer, in the oven at the same time.

When roasting meats, you will notice that fat splashing is reduced, which is due in part to the lower oven temperatures, and will help keep cleaning of the oven to a minimum.

Because a fan oven has an even temperature throughout the oven, there is no need to worry about which shelf position to use as foods cook in the same way anywhere in the oven. There is no need to interchange dishes onto different shelves part way through cooking, as with a conventional oven.

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

Aluminium foil
Use foil only to cover food or cooking dishes, using foil to cover the shelves or oven base creates a fire hazard.
# USING THE OVENS

## Baking guide

<table>
<thead>
<tr>
<th>Dish</th>
<th>Recommended temperature °C</th>
<th>Approximate cooking time (preheated oven)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scones</td>
<td>180</td>
<td>8 - 15</td>
</tr>
<tr>
<td>Meringues</td>
<td>110</td>
<td>2 - 3 hrs</td>
</tr>
</tbody>
</table>

### Cakes

<table>
<thead>
<tr>
<th>Dish</th>
<th>Temperature °C</th>
<th>Cooking Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Small cakes</td>
<td>160</td>
<td>15 - 25 mins</td>
</tr>
<tr>
<td>Whisked sponge</td>
<td>160</td>
<td>15 - 20 mins</td>
</tr>
<tr>
<td>Swiss roll</td>
<td>170</td>
<td>10 - 12 mins</td>
</tr>
<tr>
<td>Victoria sandwich</td>
<td>160</td>
<td>20 - 30 mins</td>
</tr>
<tr>
<td>(2 x 180mm / 7&quot;)</td>
<td>160</td>
<td>20 - 25 mins</td>
</tr>
<tr>
<td>Genoese sponge</td>
<td>160</td>
<td>1 hr - 1 1/3 hrs</td>
</tr>
<tr>
<td>Madeira (180mm / 7&quot;)</td>
<td>160</td>
<td>2 1/2 - 3 hrs</td>
</tr>
<tr>
<td>Semi rich fruit cake</td>
<td>130</td>
<td></td>
</tr>
<tr>
<td>(205mm / 8&quot;)</td>
<td>130</td>
<td></td>
</tr>
<tr>
<td>Christmas cake</td>
<td>depending on recipe</td>
<td>depending on recipe</td>
</tr>
<tr>
<td>(205mm / 8&quot;)</td>
<td>130</td>
<td></td>
</tr>
<tr>
<td>Dundee cake</td>
<td>130</td>
<td></td>
</tr>
<tr>
<td>(205mm / 8&quot;)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Pastry

<table>
<thead>
<tr>
<th>Dish</th>
<th>Temperature °C</th>
<th>Cooking Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flaky / Puff</td>
<td>180</td>
<td>depending on recipe</td>
</tr>
<tr>
<td>Shortcrust</td>
<td>170</td>
<td>recipe and type of filling</td>
</tr>
<tr>
<td>Choux</td>
<td>170</td>
<td></td>
</tr>
<tr>
<td>Plate tarts (2 x 180mm / 7&quot;)</td>
<td>170</td>
<td></td>
</tr>
</tbody>
</table>

### Biscuits

<table>
<thead>
<tr>
<th>Dish</th>
<th>Temperature °C</th>
<th>Cooking Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shortbread rounds</td>
<td>160</td>
<td>20 - 25 mins</td>
</tr>
<tr>
<td>Nut brownies</td>
<td>170</td>
<td>20 - 25 mins</td>
</tr>
<tr>
<td>Brandy snaps</td>
<td>160</td>
<td>10 - 12 mins</td>
</tr>
<tr>
<td>Flapjacks</td>
<td>160</td>
<td>20 - 25 min</td>
</tr>
<tr>
<td>Ginger nuts</td>
<td>160</td>
<td>10 - 20 mins</td>
</tr>
</tbody>
</table>
**USING THE MAIN OVEN**

**Cooling and defrosting in the main oven**

To **cool** foods after cooking prior to refrigerating or freezing, turn the oven control to the defrost position, and **open** the door.

To **defrost** frozen foods, turn the oven control to the defrost position, place the food in the centre of the oven and **close** the door.

**Defrosting times**

Small or thin pieces of frozen fish or meat - eg; fish fillets, prawns, and mince will take approximately 1 - 2 hours.

Placing the food in a single layer will reduce the thawing time.

A medium sized casserole or stew will take approximately 3 - 4 hours.

A 1½kg / 3lb oven ready chicken will take approximately 5 hours, remove the giblets as soon as possible.

Always check foods are thoroughly defrosted before cooking.

- Defrosting meat, poultry and fish can be accelerated using this method, but make sure they are completely thawed before cooking thoroughly.

  Place meat and poultry on a trivet in a meat tin, to catch the juices from the defrosting process.

**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.

- For roasting joints of meat or poultry and for pot roasts preheat the oven to 160°C - 200°C and cook for 30 minutes, then adjust the oven control to 110°C for the remainder of the cooking time.

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

**Be safe**

- **Do not** defrost stuffed poultry using this method.

- **Do not** defrost larger joints of meat and poultry over 2kg / 4lb using this method.

- **Never** place uncooked food for defrosting next to cooked food which is to be cooled, as this can lead to cross contamination.
USING THE OVENS

Baking tray and roasting tins
For best cooked results and even browning, the maximum size baking trays and roasting tins that should be used are as follows;
Baking tray 350mm x 280mm
This size of baking tray will hold up to 20 small cakes.
Roasting tin 370mm x 320mm
We recommend that you use good quality cookware. Poor quality trays and tins may warp when heated, leading to uneven baking results.

Oven shelves
The oven shelf must be positioned at the rear of the oven, with the upstand facing upwards.
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.
Never put items directly on the base of the ovens or cover the oven base with foil, as this can cause the base element to overheat.
**USING THE OVENS**

**Roasting guide**

The times given in the roasting guide are only approximate, because the size and age of the bird will influence cooking times as will the shape of a joint and the proportion of the bone. Frozen meat should be thoroughly thawed before cooking. For large joints it is advisable to thaw overnight. Frozen poultry should be thoroughly thawed before cooking. The time required depends on the size of the bird - eg; a large turkey may take up to 48 hours to thaw.

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

**Notes:**

- When cooking stuffed meat or poultry calculate the cooking time from the total weight of the meat plus the stuffing.
- For joints cooked in foil or covered roasters, and for lidded casseroles, add 5 minutes per 450g (1lb) to the calculated cooking time.
- Smaller joints weighing less than 1.25kg (2½lb) may require 5 minutes per 450g (1lb) extra cooking time.
- Position the oven shelf so that the meat or poultry will be in the centre of the oven.
- It is recommended that the oven is cleaned after open roasting.

<table>
<thead>
<tr>
<th>Cook in oven at:</th>
<th>Approximate Cooking Time (preheated oven)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>160°C - Main Oven</strong> (Fanned)</td>
<td>Beef: 20 minutes per 450g (1lb), plus 20 minutes</td>
</tr>
<tr>
<td><strong>180°C - Top Oven</strong> (Conventional)</td>
<td>Medium: 25 minutes per 450g (1lb), plus 20 minutes</td>
</tr>
<tr>
<td></td>
<td>Well done: 30 minutes per 450g (1lb), plus 30 minutes</td>
</tr>
<tr>
<td></td>
<td>Lamb: 25 minutes per 450g (1lb), plus 25 minutes</td>
</tr>
<tr>
<td></td>
<td>Medium: 30 minutes per 450g (1lb), plus 30 minutes</td>
</tr>
<tr>
<td></td>
<td>Well done: 35 minutes per 450g (1lb), plus 35 minutes</td>
</tr>
<tr>
<td></td>
<td>Pork: 30 minutes per 450g (1lb), plus 30 minutes</td>
</tr>
<tr>
<td></td>
<td>Poultry: 20 minutes per 450g (1lb), plus 20 minutes</td>
</tr>
</tbody>
</table>
USING THE OVENS

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.

- Follow the temperatures recommended in the recipe and then adjust accordingly to the conversion table on page 11.
- 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.
- To protect a very rich fruit cake during cooking, tie 2 layers of brown paper around the tin.
- We recommend that the cake tin is not stood on layers of brown paper, as this can hinder effective circulation of air.
- Do not use soft tub margarine for rich fruit cakes, unless specified in the recipe.
- Always use the correct size and shape of tin for the recipe quantities.

Roast turkey
Roasting turkey involves cooking two different types of meat - the delicate light breast meat, which must not be allowed to dry out, and the darker leg meat, which takes longer to cook.
The turkey must be roasted long enough for the legs to cook, so frequent basting is necessary. The breast meat can be covered once browned.

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

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

Automatic cooking (main oven)
The automatic cooking facility is controlled by the programmer (see ‘Programmer / Clock’ section) and allows complete meals or individual dishes to be cooked while you are out of the house, to be ready for when you return.
The ‘READY TIME’ should be set as close as possible to, or just after, your anticipated return, so food is not left standing in a warm oven.

Do
• Select foods which are as fresh as possible, and as cold as possible - ie; preferably straight from the refrigerator.
• Choose foods which are suitable for cooking from a cold start, as some dishes will be affected by being left uncooked, at room temperature, perhaps for several hours - eg; a wet filling on a pastry base.
• Make sure that meat and poultry are thoroughly thawed (but still cold from the refrigerator) before placing them in the oven, and avoid using rolled joints of meat, which can be more susceptible to the growth of food poisoning organisms.
• Cover dishes with lids or foil to keep the food moist, and protect from possible contamination; the food can be uncovered towards the end of cooking to crisp and brown.

Do not
• Warm food should never be placed in the oven if there is a delay period.
• Stews prepared by frying the meat and vegetables first should be cooked as soon as possible, or cooled and refrigerated prior to placing in the oven.
• Some dishes are not suitable for cooking on automatic - eg; dishes containing left over meat or poultry, dishes containing eggs, cooked rice, or seafood.
• Do not put food items (intended for automatic cooking) into a warm oven. Allow the oven to cool before setting for automatic cooking.
• Do not over-fill dishes containing liquids, as they might boil over.
• Never leave food in the oven to cool slowly after cooking; serve immediately or cool and refrigerate.
• Never use the automatic facility to reheat ‘cook chill’ foods, as they should go straight from the refrigerator into a preheated oven.
USING THE OVENS

Important:
Food is more susceptible to the growth of food poisoning organisms in warm conditions. If the weather is hot, either take care to ensure that food is not left standing in a warm oven, or avoid using the automatic cooking facility.

Hints for automatic cooking

• Food is placed in a cold oven so you will need to add about 10 - 15 minutes onto the cooking time to allow for the oven to reach the selected temperature.

• Wine or beer may ferment, and cream may curdle during the delay period, so it is best to add these ingredients just before serving.

• Potatoes should be parboiled or brushed with oil to prevent discolouration during the delay period.

• Meat can be brushed with oil to prevent it drying.

• Lemon juice can be added to certain fruit and vegetables such as apples, pears, turnips and parsnips to prevent discolouration during the delay period.
PROGRAMMER / CLOCK

The programmer buttons

- minus
+ plus

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

This Bell symbol appears when the Minute Minder function has been selected. While the Minute Minder is being set, the Bell symbol flashes. Once the length of time is set, the Bell symbol remains lit until the time runs down, or the function is cancelled.

Symbols on the LED display.

This ‘A’ symbol appears when either a semi, or fully automatic program is selected. This symbol will flash while a program is being set. Once a program is set the symbol will light up, and remain lit until the alarm sounds, or the program is cancelled.

This message and ‘A’ symbol appear when you are asked to set the length of time you require the oven to cook automatically for. Using the Plus and Minus buttons adjusts this accordingly.

This message and ‘A’ symbol appear when you are asked to enter an end time, or when you would like the oven to switch itself off.
To set the time of day

- Press the Plus and Minus buttons together for a few seconds, and release.
- The ‘[]’ in between the numbers on the LED Display will begin to flash.
- While the ‘[]’ is flashing it is possible to adjust the time using the Plus and Minus buttons. Once the time has been set, allow approximately 30 seconds before using any of the other timer functions. This ensures that the time will remain correct.

To select an alarm tone

There are three tones to chose from.

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

Setting the minute minder

- To set the Minute Minder, press the Function button once. The bell symbol will appear and start flashing. The flashing only lasts for 5 seconds so the time must be set within this time frame.
- Use the Plus and Minus button to set the length of time required. Once this has been done, the Minute Minder is set.
- When the desired length of time has counted down the alarm will sound.
- To cancel the tone, press any of the buttons.
- To cancel the Minute Minder at any time, press the Plus and Minus buttons together.
PROGRAMMER / CLOCK

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

Fully automatic cooking

This function incorporates both a duration and an end time and is meant to be used when you wish to delay the start time.

We recommend that the first few times this function is used you are in the house, this will familiarise you with your oven and prevents food from being over cooked or under cooked.

Care must be taken when selecting foods for this function, it is not recommended for certain food items which may spoil, or are sensitive to being left.

It is also advisable to set the end time to be as close to your return as possible to prevent food being left standing.
PROGRAMMER / CLOCK

Semi-automatic cooking

The Duration method

1. Press the Function button twice,(1)
which will skip past the Minute
Minder.

2. The LED display will flash the word
‘dur’, (2) and the ‘A’ will flash on the
left hand side of the display.

3. 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.

4. Once this is done the oven will auto-
matically switch off once the time has
elapsed, and the alarm will sound.

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

The End Time method

1. Press the Function button three times,
which will skip past the Minute Minder
and the Duration programmer. (4)

2. The LED display will flash the word
‘End’ and the ‘A’ will flash on the left
hand side of the display. (5)

3. Use the Plus and Minus buttons to
select the time the oven is required to
turn off. (6)

4. Once this is done the oven will turn
itself off at the time you have selected.
To switch off the alarm, press any
button.
**PROGRAMMER / CLOCK**

**Fully automatic cooking** (example)

This programming method is best suited for when a delayed start time is required. Unlike the semi automatic methods this requires both the duration and the end time to be entered. The timer will work out the start time and begin cooking.

- Press the function button twice to select the length of time your food will need. (7)
- The ‘A’ on the left hand side will flash and the ‘dur’ message will flash up. (8)
- Using the Plus and Minus buttons set the time you require within 5 seconds of the ‘dur’ message. (9)
- Press the function button three times until the ‘A’ flashes again and the ‘End’ messages appears. (10) & (11)
- Using the Plus and Minus buttons, set the time you would like the oven to switch off. (12)
- Set the temperature of the oven and place the food inside.

While the automatic function is running, the ‘A’ will appear statically on the display, with the time.

Try to keep the end time as close to when you expect to return, this will prevent cooked food from being left standing in a warm oven. The timer will calculate the appropriate start time.
CLEANING

Caution: Any cleaning agent used incorrectly may damage the appliance.
Always let the cooker cool before cleaning.

Some cooking operations generate considerable amount of grease, this combined with spillage can become a hazard if allowed to accumulate on the cooker through lack of cleaning. In extreme cases this may amount to misuse of the appliance and could invalidate your guarantee.

It is recommended that the appliance is cleaned after open roasting.

Do not use caustic pastes, abrasive cleaning powders, coarse wire wool or any hard implements, as they will damage the surfaces.

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

Burner caps and heads

Important: Allow burners to cool before cleaning.

Caution: Hotplate burners can be damaged by soaking, automatic dishwashers (or dishwasher powders / liquids), caustic pastes, hard implements, coarse wire wool, and abrasive cleaning pastes.

Clean with a moist soapy pad - eg; “Brillo”.

For the burners to work safely, the slots in the burner head where the flames burn need to be kept clear of deposit. Clean with a nylon brush, rinse, and dry thoroughly.

Important: The burner caps and heads must be repositioned correctly so that they sit squarely onto the hob as shown.

Vitreous Enamel parts

GRILL PAN, HOB TOP & PAN SUPPORTS, MAIN OVEN COMPARTMENT FLOOR, TOP OVEN / GRILL COMPARTMENT

Use a mild cream cleaner - eg; “Cif”.

Stubborn marks may be removed with a moistened “Brillo” pad.

The pan supports and grill pan may be cleaned in a dishwasher, or with a nylon brush in hot soapy water.
CLEANING

Easy care surfaces
OVEN CAVITIES, GRILL PAN & ROASTING TIN
If you do a lot of open roasting, or roast at temperatures above 200°C, we recommend regular cleaning. Use of a trivet in a roasting tin when roasting will help reduce fat splashing.

Caution: Most types of cleaning agent will damage these surfaces. Only use a few drops of washing up liquid in hot water. Wipe the surfaces with a clean cloth wrung out in hot soapy water - if larger splashes of fat do not readily disappear, scrub the area with a nylon brush or nylon pan scourer and hot soapy water. Rinse well and heat the oven to dry the surfaces.

Painted, plastic and metal finish parts
OVEN DOOR FRAME & HANDLE, GRILL PAN HANDLE, FACIA PANEL & CONTROL KNOBS
Only use a clean cloth wrung out in hot soapy water.

Cast iron parts
PANSUPPORTS
The pansupports can be cleaned with hot soapy water and a nylon brush. If any food residue is left on the griddle, leave it to soak for a few minutes in hot soapy water before attempting to clean it. Do not use caustic pastes, abrasive cleaning powders, coarse wire wool or any hard implements, as they will damage the surface.

Do not clean in a dishwasher.

After cleaning, dry thoroughly.

Glass parts
GLASS DOOR PANELS, LID GLASS
Do not use abrasives or polishes as they will scratch and damage the glass.

Use a mild cream cleaner - eg; “Cif”. Rinse away excess cleaner and dry with a soft cloth.

Warning: Do not operate the appliance without the glass panel correctly fitted.

Important: The inner door glass panel can be removed for cleaning but it must be replaced the right way up (so the reflective side - if fitted - faces inwards), and pushed fully in to the stop position. To remove the glass panel, open the door wide, hold the top and bottom edges and slide out.

Chrome plated parts
OVEN SHELVES & OVEN SHELF RUNNERS, GRILL PAN TRIVET
Do not use abrasives or polishes, use a moist soap pad - eg; “Brillo”.

Note: Oven shelf runners can be removed for cleaning. Grasp the runners, and slide out of the hanging holes as shown.

Note: These items may also be cleaned in a dishwasher.
CLEANING

**Stainless steel surfaces**

FASCIA PANEL, DOOR HANDLE, HOB SPILLAGE
WELL, OVEN SIDES, DOOR

Only use a clean cloth wrung out in hot soapy water, and dry with a soft cloth.

Stubborn marks can be removed using “Luneta”. We recommend that you clean the whole of the stainless steel area to maintain a uniform finish. Supplies can be purchased from the Customer Care Centre.

Do not use undiluted bleach or any products containing chlorides as they can permanently damage the steel.

Extra care should be taken when cooking food in salted water. Some foods are corrosive eg: vinegar, fruit juices and especially **salt** - they can mark or damage stainless steel if they are left on the surface. Wipe any spillage immediately, taking care to avoid burning your hands.

Sharp objects can mark the surface of stainless steel, but will become less noticeable with time.

To maintain the finish of the stainless steel, or to remove any greasy marks, rub the stainless steel surface sparingly with a minimum amount of “Johnsons’ Baby Oil”.

Do not use cooking oils, as these may contain salt which can damage the stainless steel surface.
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. CORGI 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:
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 1989.
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.

Ventilation Requirements

The room containing the appliance should have an air supply in accordance with BS 5440: Part 2: 1989:

- All rooms require an openable window, or equivalent, and some rooms will require a permanent vent as well.
- For room volumes up to 5m$^3$ an air vent of 100cm$^2$ is required.
- If the room has a door that opens directly to the outside, or the room exceeds 10m$^3$, NO AIR VENT is required.
- For room volumes between 5m$^3$ and 10m$^3$ an air vent of 50cm$^2$ is required.
- If there are other fuel burning appliances in the same room, BS 5440: Part 2: 1989 should be consulted to determine the air vent requirements.
- This appliance must not be installed in a bed sitting room of less than 20m$^2$ or in a bathroom or shower room.

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

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

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.

Moving the cooker
Please note that the weight of this appliance is approximately 60kg (unpacked).
Take care if the appliance needs to be lifted during installation - always use an appropriate method of lifting.
Do not attempt to move the cooker by pulling on the doors or handles. Open the door and grasp the frame of the cooker, taking care that the door does not shut on your fingers.
Take care to avoid damage to soft or uneven floor coverings when moving the appliance. Some cushioned vinyl floor coverings may not be designed to withstand sliding appliances without marking or damage.

Clearances & dimensions

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

depth: 600mm
width: 600mm
height (adjustable): 900 - 915mm
height with lid raised: 1430mm

Clearances
No shelf or overhang or cooker hood should be closer than a minimum of 650mm, but check with cooker hood manufacturer’s recommendations.
The cooker must have a side clearance above hob level of 90mm up to a height of 400mm.
Check that there are no projections in the rear wall which will prevent the lid (where fitted) being raised to the vertical position.
This cooker may be fitted flush to base units. However, for models with side opening doors, we recommend a side clearance of 60mm between the cooker and any side wall.

This is a type X appliance regarding installation requirements.

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

Stability bracket
If the cooker is fitted with a flexible connection, a stability bracket should be fitted to engage in the back of the cooker. A stability bracket can be bought from your local supplier.

A stability bracket can be fitted as follows:
1. Place the cooker in position and draw a PENCIL LINE level with the front edge.
2. Mark the centre of the cooker to give the CENTRE LINE for the bracket.
3. Remove the cooker and mark off 450mm from the PENCIL LINE to locate the front edge of the lower bracket.
4. Fix the bracket to the floor.
   Measure from FLOOR LEVEL to ENGAGEMENT EDGE in the back of the cooker and add 3mm.
5. Assemble the underside of the top part of the bracket to this height.

Levelling
Place a spirit level on a baking sheet onto an oven shelf.
The cooker is fitted with levelling feet at the front and rear.
**INSTALLATION INSTRUCTIONS**

**Connect to the electricity supply**

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

The appliance must be installed by a competent electrician using a double pole control unit of 32 ampere minimum capacity with 3mm minimum contact separation at all poles.

We recommend that the appliance is connected by a qualified electrician who is a member of the N.I.C.E.I.C. and who will comply with the I.E.E. and local regulation.

1. Access to the mains terminal is gained by opening the terminal block cover at the rear of the appliance (use a small flat-bladed screwdriver).
2. Connection should be made with 6mm² twin and earth cable.
3. First strip the wires, then push the cable through the cable clamp in the terminal block cover.
4. Connect the cable to the terminal block and tighten the cable clamp screw (see diagram).
5. Close the terminal box, ensuring that the cover is engaged on the locking tabs.
INSTALLATION INSTRUCTIONS

Connect to the gas supply
The inlet to the cooker is ¼” BSP internal situated at the rear right corner. Fit the bayonet connection. This should be located so as to ensure that the flexible connector hose does not kink. Use a 900-1125mm length of flexible connector.
Ensure that all pipe work is of the correct rating for both size and temperature. 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.

After installation, make sure all connections are gas sound.

Commissioning

Burner aeration
All burners have fixed aeration and no adjustment is possible.

Pressure setting
G20 Natural Gas @ 20 mbar

Pressure test point
Use the oven injector

Hob - Turn the control knob to the FULL ON position, wait a second before pressing the ignition switch or holding a lighted match or taper to the burner.

Before leaving the installation
1. Place all the loose parts of the cooker into position.
2. Show the customer how to operate the cooker and give them this handbook. Thank you.
TECHNICAL DATA

Data badge
On the bottom of the front frame behind the oven door.

Type of gas
This cooker must only be used with Natural Gas only, as specified on the appliance data badge.

Gas category
Natural Gas - 12H

Pressure setting
G20 Natural Gas @ 20 mbar

Pressure test point
Use the oven injector

Aeration - Fixed

<table>
<thead>
<tr>
<th>Fuel</th>
<th>Burner / Element</th>
<th>Nominal Rate Qn</th>
<th>Injector Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Natural Gas</td>
<td>Hob - LHF</td>
<td>1.0kW</td>
<td>77</td>
</tr>
<tr>
<td></td>
<td>Hob - LHR &amp; RHR</td>
<td>2.0kW</td>
<td>104</td>
</tr>
<tr>
<td></td>
<td>Hob - RHF</td>
<td>3.0kW</td>
<td>130</td>
</tr>
<tr>
<td></td>
<td>Total heat input</td>
<td>8.0kW</td>
<td>-</td>
</tr>
<tr>
<td>Electric</td>
<td>Main Oven</td>
<td>2300W</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Top Oven</td>
<td>1290W</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Single grill</td>
<td>1655W</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Dual grill</td>
<td>2665W</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Stir fan</td>
<td>30W</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Cooling fan</td>
<td>10W</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Oven light x 4</td>
<td>25W</td>
<td>-</td>
</tr>
<tr>
<td>Maximum load</td>
<td></td>
<td>5105W</td>
<td>-</td>
</tr>
</tbody>
</table>

Electrical supply
220 - 240V ~ 50Hz
Spark generator: Mains operated 6 outlet controlled by a single rocker switch at the LHS of the facia to individual electrodes. 2 outlets shorted to earth.

Warning: This cooker must be earthed.

Hob - Burners have burner heads and caps which are removable for cleaning. Concealed electrodes to each burner.

Countries of destination
GB - Great Britain, IE - Ireland
STOVES CUSTOMER CARE

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

0151 432 7838

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.

Opening Hours for Customer Care Centre
Monday to Friday 8am - 8pm
Saturday 8.30am - 6pm
Sunday 10am - 4pm

Enter appliance numbers here for future reference:

<table>
<thead>
<tr>
<th>Model No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Serial No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

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

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

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