

User and Installation Instructions

Stoves
SEH600i13AMP



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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 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 YOUR 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.
- **Solid Plate:** Prime and Season the Hob cast iron elements, refer to instructions in cleaning section of this book
- **Radiant Ceramic:** Apply a thin coat of ceramic hob cleaner to the hob to help maintain and protect it.
- See the customer care section for details of how to obtain all the available cleaning products.

SAFETY

Fire Safety Advice

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

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

Don't let yourself be distracted while cooking.

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

If a pan catches fire:

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

Deep-fat frying presents more dangers in your kitchen.

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

If you have an electrical fire in the kitchen:

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

SAFETY

Hob Safety

- 1) Parts of the appliance may become hot while in use. Always make sure that children are supervised when they are near to the appliance.
- 2) Always position pans over the centre of the cook zone, and turn the handles to a safe position so they cannot be accidentally knocked or grabbed.
- 3) Don't leave pans on the hob when you're not around - take them off the cook zone if you have to leave the kitchen even if you think it will only be for a moment, while you answer the door or phone.
- 4) If you use a griddle plate ensure it is completely cool before attempting to lift it from the hob as residual heat may cause burns, Always use oven gloves to protect your hands.
- 5) The appliance has a glass hob top, make sure you do not drag pans across the ceramic surface as this will lead to scratches and damage.
- 6) Do not use the hob surface as a chopping board or food preparation area as this may lead to it becoming damaged.
- 7) **Warning:-** Do not use the hob if the glass is cracked, as electrical parts are directly beneath. To avoid the possibility of electric shock, turn off the electricity supply to the hob at the socket and arrange a service call.
- 8) The glass ceramic can get hot whilst cooking; even though the cook zone itself does not generate heat. The heat generated is conducted back from the hot pans.
- 9) Keep electrical leads from trailing over or going near the hob.
- 10) **Warning:-** Metallic objects such as knives, forks, spoons and lids should not be placed on the hob surface since they can get hot.
- 11) **Warning:-** Ensure you switch off the appropriate cook zone individually or by the central on/off key when you have finished cooking, do not rely upon the automatic pan detection system as your means of switching "off" the appliance.
- 12) The appliance must never be disconnected from the mains supply during use as this will seriously affect the safety and performance, particularly in relation to surface temperatures becoming hot and component parts not working efficiently. The cooling fan (if fitted) is designed to run on after the control has been switched off.
- 13) This induction hob complies with the applicable EMC and EMF standards. Therefore it should not interfere with other electronic units. Persons fitted with a pacemaker or any other electrical implant should clarify with their doctor or the producer of the implant, whether their implant is adequate and fail-safe, **the pacemaker must be designed in compliance with the appropriate regulations.**

USING THE HOB

Touch Controls

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

Important Notice:-

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

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

Failure to observe the above will result in the hob not functioning correctly, 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.

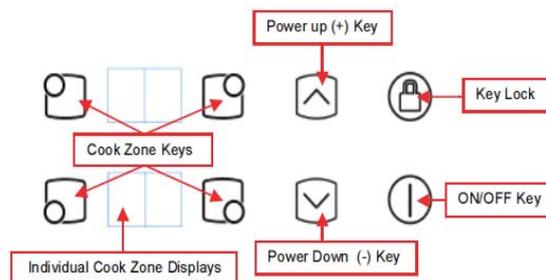
Using the Touch Controls

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

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

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

Basic Control Functions



Key Lock



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

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

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

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

The Key Lock is automatically activated when power is initially applied to the Hob.

USING THE HOB

Central On/Off switch.

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

To switch on the hob

The hob is switched On by touching the "ON/OFF" key for 1 sec. A beep sounds and all the heater displays show a full stop in the cook zone display.

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

The hob is switched Off by touching the "ON/OFF" key for 1 sec. A beep sounds and all the heaters are switched Off.

Switching on an individual Hob Cook zone.

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

1) Touch the required cook zone key for approx 1s a beep sounds and the heater display shows the power level with normal brightness.

The heaters that are not selected are dimmed. When the cook zone selection is finished after 10 seconds, a beep sounds and all the heater displays that were dimmed show the power levels with normal brightness.

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

Switching off an individual Hob Cook zone.

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

Power Boost



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

Quick Operation

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

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

Pan Detection



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

The above "U" symbol appears when a zone has been activated but no pan has been placed on the cook zone. If the "U" symbol does not disappear when a pan is placed on the zone it indicates that the pan is not suitable for induction cooking.

Note

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

USING THE HOB

Pans and cookware for induction hobs.

Pans and Cookware for induction cooking zones must be made of ferrous material such as cast iron and have magnetic properties. The base must also be of the correct diameter.

It's important that good quality flat bottomed pans are used.

If a pan creates a large air gap over the middle of the cooking zone, the accuracy of the temperature sensing can be affected.

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

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

Beware:- Not all induction pans are of the same quality due to their construction. Pans that use enameled/laminated/encapsulated bases can be difficult to detect, especially small pans (e.g. milk pans)

This problem is not with induction hob but with the pan type, **they can have bases which are magnetic but are not thick enough!** If you experience problems with small pans we recommend that you try a larger pan or a pan of a different construction. Solid cast iron pans give the best performance.

Pans unsuitable for Induction:

Pans made of copper, stainless steel, aluminium, oven proof glass, wood, ceramic and terracotta

Induction Cook Zone	Smallest Recommended Diameter (mm)
LHF	150
LHR	120
RHR	150
RHF	120

USING THE HOB

Overheat Pan Protection

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

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

If there is an overheat situation the hob will display the appropriate code detailed in the "hob status codes table".

Approx Glass Temperature °C	Hob Action
190	Automatic Power Reduction
220	Power Automatically Shutdown

Note:-

The safety temperature control of the pans is only possible with quality flat bottomed pans suitable for induction cooking; Poor quality pans can create air gaps between the glass and the pan, which affects the accuracy of the temperature control.

Residual Heat Indicators

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

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

Note:

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

Auto Stand by

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

Power Level	Maximum Operation Time hours
1	10
2	5
3	5
4	4
5	3
6	2
7	2
8	2
9	1
P (Power Boost)	Max 10mins

USING THE HOB

Troubleshooting

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

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

Pans make a noise during cooking!!

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

The hob makes a slight clicking sound

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

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

To cool down the electronics.

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

The electricity supply is not reaching the appliance (faulty supply or connection); Check the fuses and the cut-out switch. Refer to Troubleshooting chart and if problems persist call, the customer service hotline for further assistance.

Hob Status Codes	Hob Status Description	Action
r	Max power setting reached (only on 13Amp versions)	Reduce power setting on other zones, refer to user section.
U	Indicates no pan or suitable pan on cook zone	Ensure correct pan size and that the pan is suitable for induction use (Check with a magnet)
H/C	Heater Over Temperature Product will auto reset, Indicates pan overheat,	Allow hob to cool
C/P	Heater Over Temperature Product will auto reset, Pan overheat	Allow hob to cool
H/c	Induction Generator Over Temperature	Check installation and free air flow to hob
H	Residual Heater	No Fault " H" will switch off when glass surface drops below 55°C

USING THE HOB

Appliance Errors	Fault Description	Action
F0	Software Error	Switch the power off and on, system should reset
FA	Safety key Error	Switch the power off and on, system should reset
FC	Safety key Error	Switch the power off and on, system should reset
FE	Touch Ntc Error	Switch the power off and on, system should reset
Ft	Touch Ntc Error	Switch the power off and on, system should reset
Fc	Touch Ntc Error T<90oC	Advice do not put hot pans on control area, system should automatically reset when allowed to cool.
FH	EPROM Checksum Error	Switch the power off and on, system should reset
FJ	Security Key Error	Switch the power off and on, system should reset
FL	Keyboard Error, Light Condition	Switch off any lighting, before applying power to the hob unit, (lights can affect the touch control initial calibration process)
FU	Security Key Error	Switch the power off and on, system should reset
Heater Errors	Fault Description	Action
F5	Communication Error	Switch the power off and on, system should reset
F1	Induction heater NTC error closed	Switch the power off and on, system should reset
F2	Induction Heater Ntc Error Open	Switch the power off and on, system should reset
F7	Induction Ntc Error	Switch the power off and on, system should reset
F8	Induction Ntc Error	Switch the power off and on, system should reset
F9	Induction Relay Error	Switch the power off and on, system should reset
F3	Induction Ntc Error, Closed circuit	Switch the power off and on, system should reset
F4	Induction Ntc Error, Open circuit	Switch the power off and on, system should reset
F6	Induction Error	Ask installer to confirm correct connection to power supply, ensuring link is in place.

USING THE HOB (13 AMP PLUG VERSIONS)

13Amp Plug Operation.

Your hob has been designed to allow you to plug into the mains socket and is suitable for a variety of installations not possible with conventional electric hobs, such as direct replacement for a gas hob without the need to install a 32Amp cooker socket, thus eliminating the need for an expensive rewire of the kitchen.

How it works

Each time you operate the hob, the total power level of the hob is calculated. If the total power requested reaches 2.8kW the energy management system warns you that the limit is reached. Signalled by a letter "r" in the zone window (Lasts for 3 seconds) and an audible "Beep". The hob cook zones can be used in any combination or setting until the 2.8kw power setting is reached. (See Tables Below)

Any further power increase is not allowed!

To use any new zones requires you to reduce the power of one of the other selected cook zones.



13 Amp Plug Power Setting Examples					
Set Cook Zone	Examples Of Possible Power Setting Combinations				
Left Hand Front	9	6	1	6	Off
Left Hand Rear	9	6	3	Off	P
Right Hand Front	1	5	4	4	9
Right Hand Rear	Off	5	P	9	Off

"13 Amp Plug" Power Management Check	
Set Cook Zone	Correct Power Setting Check "13 Amp Plug"
Left Hand Front	9
Left Hand Rear	9
Right Hand Front	1
Right Hand Rear	"r" and warning "Beep" when zone is activated
<p>Warning! If you can set a power level on the right hand cook when the other zones are set as above. Please switch off and contact customer service for advice.</p>	

CLEANING

Cleaning and maintenance of your Ceramic Glass Hob Surface

Cleaning up spillages

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

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

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

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

INSTALLATION INSTRUCTIONS

General information

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

Please keep to the following points most carefully;

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

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

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

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

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

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

Choosing your installation

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

Installing the hob over a unit with a drawer or door

Air outlet is underneath work surface.

If necessary, remove the front crosspiece of the unit.

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

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

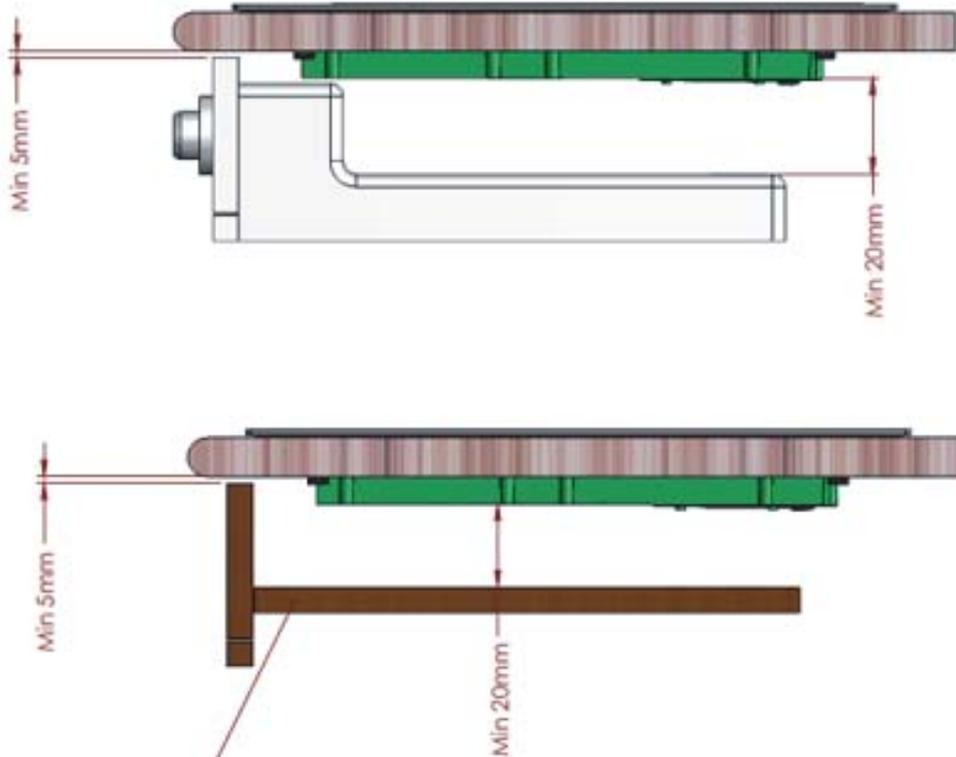
The hob can be fitted into a work top less than 38mm deep, but the 20mm gap between hob base and appliance must be maintained.

INSTALLATION INSTRUCTIONS

Installation above an oven

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

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



Wooded dividing panel required if being fitted above a drawer.

In the case of a pyrolytic oven

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

INSTALLATION INSTRUCTIONS

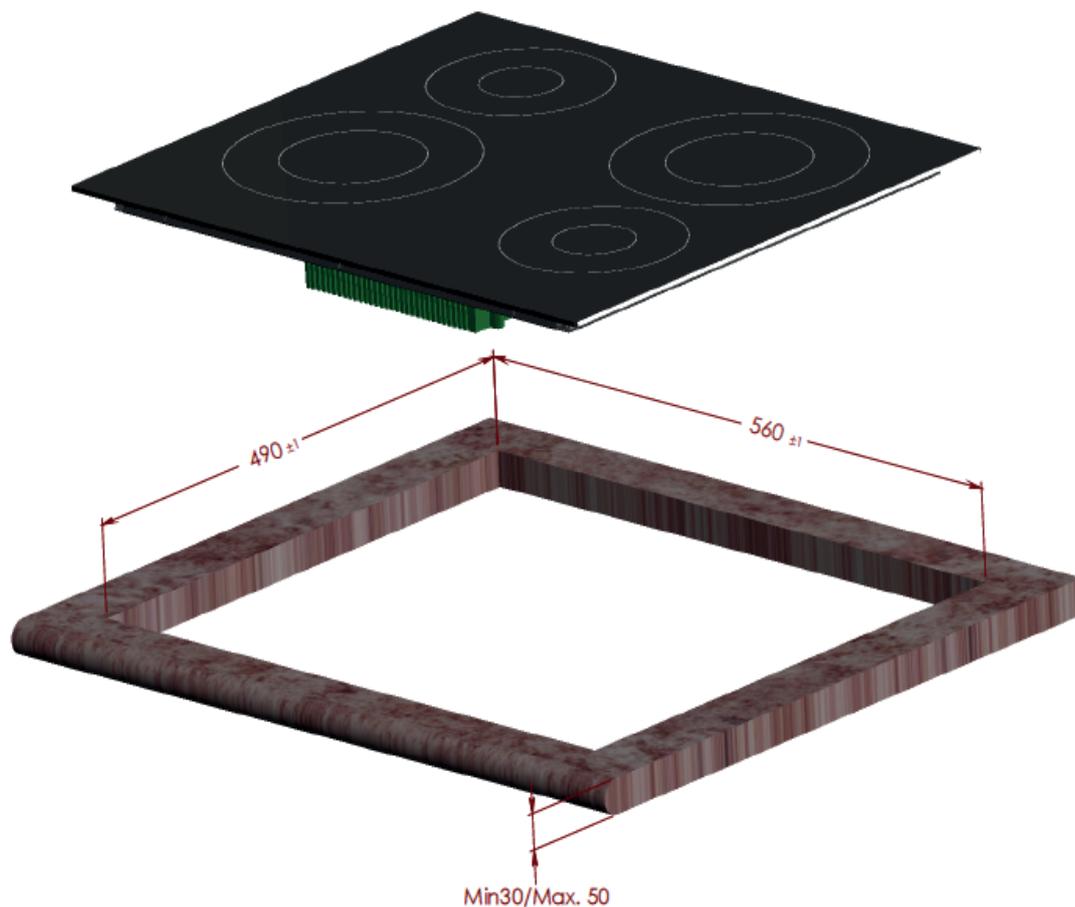
Clearances and dimensions – requirements

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

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

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

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



INSTALLATION INSTRUCTIONS

Fitting into worktop

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

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

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

Protecting the cut-out;

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

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

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

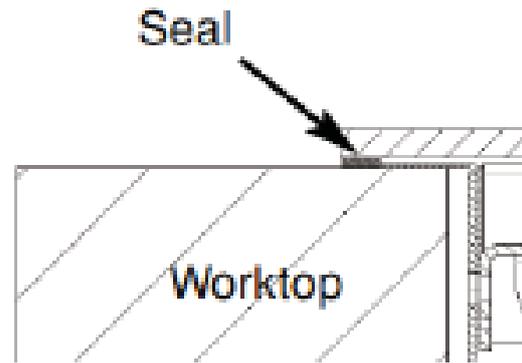
Conventional Installation

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

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

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

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



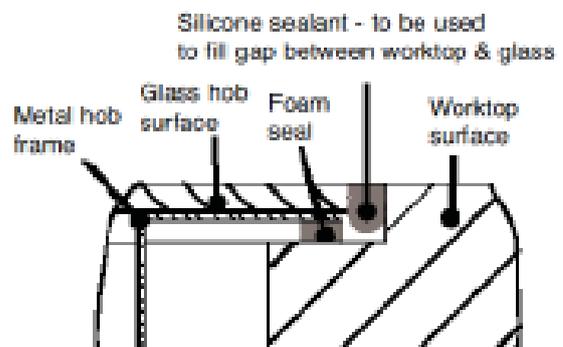
Recessed Method (selected models)

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

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

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

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



INSTALLATION INSTRUCTIONS

Fixing Brackets

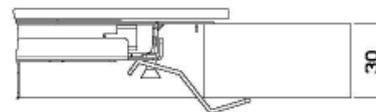
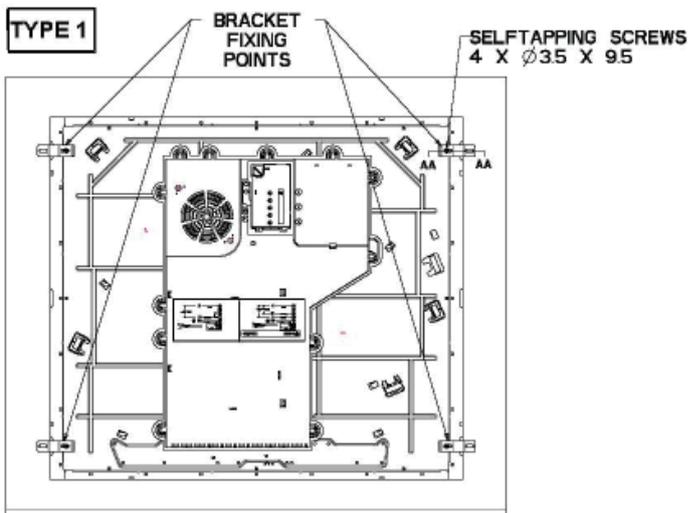
Installation advice - cabinetry

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

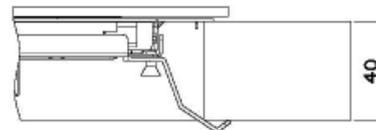
Depending on the cabinets, the worktop thickness and the hob positioning, it is possible for the hob base and/or the clamp brackets to interfere with parts of the cabinet.

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

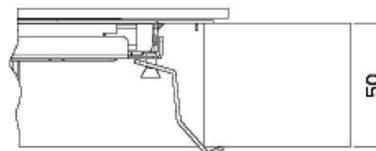
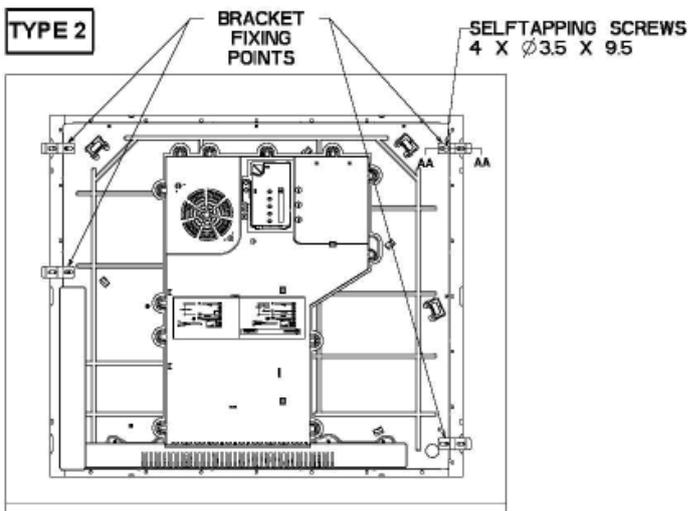
FINAL ASSEMBLY



SECTION AA



SECTION AA



SECTION AA

NOTE:
REMOVE 4 X SELFTAPPING SCREWS
AND FIT BRACKET AS REQUIRED.

INSTALLATION INSTRUCTIONS

Connect to the electricity supply (For Fixed Wiring only)

Warning: This appliance must be earthed.

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

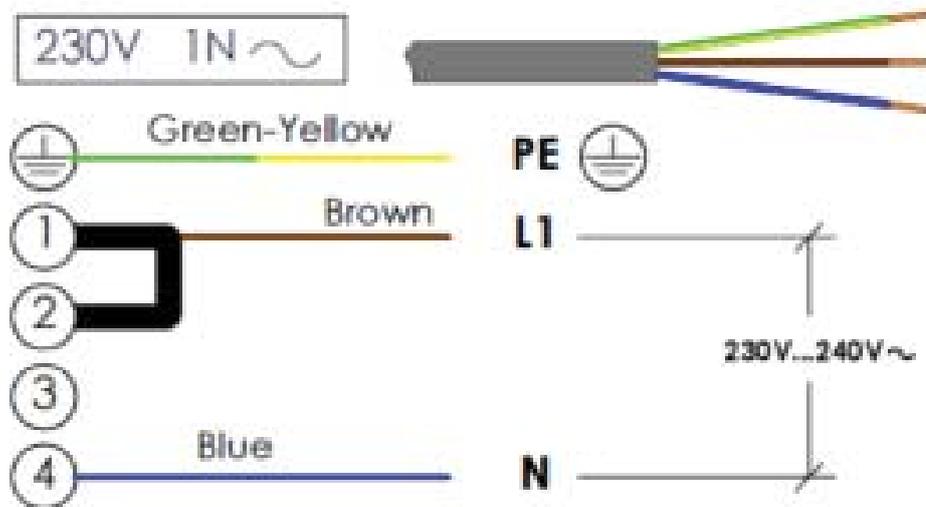
We recommend that the appliance is connected by a competent person who is a member of a "Competent Person Scheme" who will comply with the required local regulations.

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

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

Fit the cable clamp & secure with the screw provided.

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



INSTALLATION INSTRUCTIONS

Connect to the electricity supply

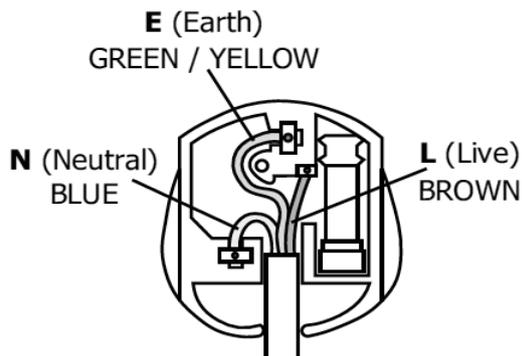
For hobs that are supplied/manufactured with a 13Amp supply cord and Plug only.

Warning: Ensure that the power rating of the appliance is compatible with a 13Amp supply before connecting to the electricity supply. i.e. 2.8kW.

Warning: This appliance must be earthed.

The flexible mains lead is supplied connected to a BS 1363 fused plug, the plug is fitted with the correct fuse.

Replace only with a fuse of the same rating and type.



The wires in the mains lead are coloured in accordance with the following code:

Green and 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 plug, 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), or coloured Black.

3. The wire which is coloured brown must be connected to the terminal marked L (Live), or coloured Red.

The plug and socket must be accessible after installation. Should the mains lead of the appliance ever require replacing, we recommend that this is carried out by a qualified electrician who will replace it with a lead of the same size and temperature rating.

Important: - ensure that you route all mains and electrical cables and flexible tubing well clear of any adjacent heat source.

Under no circumstances should the mains electric cable be allowed to come into contact with hot oven flues or similar surfaces and keep well clear of any moving parts that may be in the vicinity of the installation, such as cooling fans on adjacent appliances.

TECHNICAL DATA

MAX Total Power Rating @ 220 -240V ~ 50Hz 2.8kW	
Individual Cook Zone Power Ratings	
Cook Zone	Normal Power Rating kW
LHF	1.5
LHR	1.2
RHR	1.5
RHF	1.2
Hob Dimensions (W X D x H) mm	580 X 510 X 65
Cut Out Required (W x D) mm	560 X 490

CUSTOMER CARE

Customer Care Webshop

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

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

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

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

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

For all enquires please visit our Web shop detailed in the introduction section or call the Spares Sales team on 0844 815 3745, for countries outside the UK please contact your local service agent.

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

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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 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