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Users Guide & Installation Handbook

Duel Fuel Range Cooker (Sterling, Richmond & Gourmet)

Gas hob with electric ovens and grill

All sizes included

Please read carefully and retain for future reference

Introduction

Thank you for buying this high quality appliance from us

We would like to congratulate you on choosing this cooker, and hope you find it to be an attractive and beneficial addition to your kitchen. We hope you will enjoy many years of cooking with this appliance, whether you are cooking for yourself, your family or your friends!

This hard working cooker can handle many culinary tasks, leading to ambitious and creative cooking all round.

This handbook is designed to help you through each step of owning your new cooker, from installation, to use.

Please read through all of this guide carefully before you start using your cooker, as we have endeavoured 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 the Stoves Customer Care team who will be only too happy to assist you on:

0870 444 9929

In addition you could always try the website for frequently asked questions and more Customer Care information.

In addition, you have also been provided with a card for registering your appliance for it's one year guarantee, and a leaflet for extended warranty.

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.

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Your range cooker

Our range cookers come in the following dimensions:

Width:	Height	Depth:
70cm	90 - 91.5cm	60cm
80cm	90 - 91.5cm	60cm
90cm	90 - 91.5cm	60cm
100cm	90 - 91.5cm	60cm
110cm	90 - 91.5cm	60cm
120cm	90 - 91.5cm	60cm

Please note:

The height of you appliance can only be adjusted if it has adjustable feet.

These measurements are nominal and meant as a guide only.

The specification table:

We have supplied a specification table at the front of this handbook which shows all of the products covered by this guide, please read this carefully as it will identify your appliance and it's features. Please do not worry if some of the sections in this book don't apply to you, just read thoroughly the parts which do.

If you smell gas:

Do not try to light any appliance. Do not touch any electrical switch.

Call the Gas Emergency Helpline at TRANSCO on: **0800 111999**

Specifications

	Sterling Contemporary 800DF	Sterling Contemporary 1000DF	Sterling Contemporary 1100DF	Richmond Traditional 1000DF
Hob burners: <i>For ratings see Technical Data</i>				
Auxillary	✓	✓	✓	✓
Semi Rapid	✓	✓	✓	✓
Rapid	✓	✓	✓	✓
Wok	✓	✓	✓	✓
Timer:				
LED/Programmer?	✓	✓	✓	✓
LED/Min. Minder?				
Top oven:				
Grill?				
Top oven & Grill?				✓ Top LHS
Main oven:				
Conventional?				
Fanned?		✓ Top RHS	✓ Top RHS	✓ Top RHS
Multifunction?	✓ Top LHS	✓ Top LHS	✓ Top LHS	✓ Bottom LHS
Slow Cook?	✓ Top RHS	✓ Bottom RHS	✓ Bottom RHS	✓ Bottom RHS
Size? (cms)	80	100	110	100
Features:				
Fascia cooling?	✓	✓	✓	✓
Oven lights?	✓	✓	✓	✓
Pristine enamel interior?	✓	✓	✓	✓
Cook Clean interior?				
Auto ignition?	✓	✓	✓	✓
Storage compartment?	✓	✓	✓	

Specifications

	Richmond Traditional 1100DF	Gourmet Professional 900DF	Gourmet Professional 1100DF	
Hob burners: <i>For ratings see Technical Data</i>				
Auxillary	✓	✓	✓	
Semi Rapid	✓	✓	✓	
Rapid	✓	✓	✓	
Wok	✓	✓	✓	
Timer:				
LED/Programmer?	✓			
LED/Min. Minder?				
Top oven:				
Grill?				
Top oven & Grill?	✓ Top LHS			
Main oven:				
Conventional?				
Fanned?	✓ Top RHS		✓ Top RHS	
Multifunction?	✓ Bottom LHS	✓	✓ LHS	
Slow Cook?	✓ Bottom RHS			
Size? (cms)	110	90	110	
Features:				
Fascia cooling?	✓	✓	✓	
Oven lights?	✓	✓	✓	
Pristine enamel interior?	✓	✓	✓	
Cook Clean interior?				
Auto ignition?	✓	✓	✓	
Storage compartment?		✓	✓	



Before using this appliance please make sure that you have removed all packaging and wrapping. Some of the furniture inside this appliance may have additional wrapping.

It is also advised that you turn the ovens and/or grill on for a short while, this will burn off any residues left from manufacturing. There may be a smell which accompanies this process - but this is nothing to worry about and is harmless. We also recommend that you wash the oven shelves, the baking tray, the grill pan, and the grill pan trivet before their first use in hot soapy water, this will remove the protective oil coating.

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 any injury.

Before installation we advise that these instructions are read thoroughly, this will allow for preparation and will save time and labour. Always use a registered installer for this appliance.

Introduction

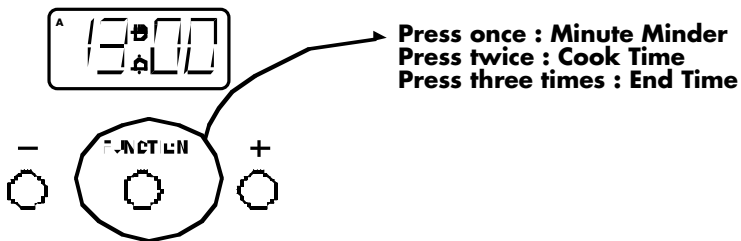
This appliance comes with an automatic programmer and clock. Through your programmer you will be able to set the time of day, set the minute minder, and semi and fully automatically cook. The programmer is vital to the working of your appliance, and reading this section will make sure that you get the most out of your ovens.

The programmer buttons

— minus

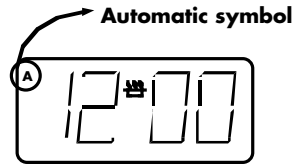
+ plus

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

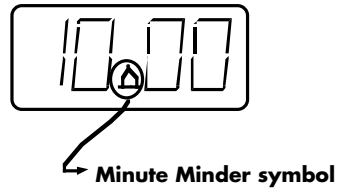


Symbols on the display.

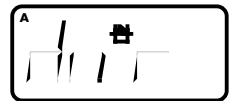
This 'A' symbol appears when either a semi, or fully automatic program is selected. This symbol will flash while a program is being set. Once a program is set the symbol will light up, and remain lit until the alarm sounds, or the program is cancelled



This 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.



This 'dur' 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.

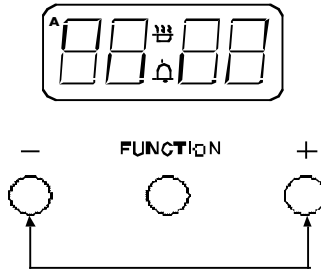


This 'End' message and 'A' symbol appear when you are asked to enter in an end time, or when you would like the oven to switch itself off.



Setting the time of day

Before you do anything with your ovens, you must set the correct time of day. This will enable you to make the most of all the ovens functions.



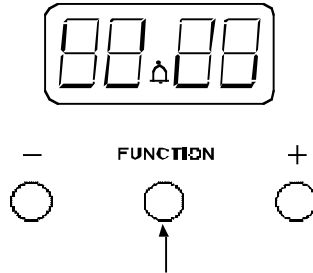
- Press the Plus and Minus buttons together for a few seconds, and release.
- The '●' in between the numbers on the LED Display will begin to flash.
- While the '●' is flashing it is possible to adjust the time using the Plus and Minus buttons. Once the time has been set, allow approximately 30 seconds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

Setting 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.

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, or under cooked.

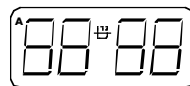
Care must be taken when selecting foods for this function, it is not recommended for certain food items which may spoil, or are sensitive to being left.

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

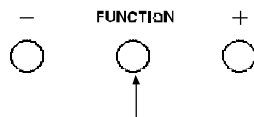
Semi - Automatic Cooking

The Duration method

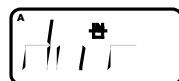
◆ Press the Function button twice, which will skip past the Minute Minder.



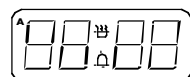
◆ The display will flash the word 'dur', and the 'A' will flash on the left hand side of the display.



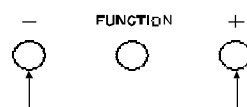
◆ Use the Plus and Minus buttons to set the length of time you want to cook for. This must be done within 5 seconds or the time of day will show again.



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

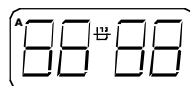


To switch off the alarm, press any button. To view any remaining time press the function button twice.

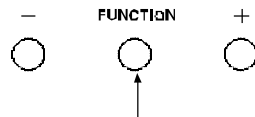


The End Time method

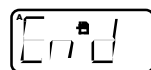
◆ Press the Function button three times, which will skip past the Minute Minder and the Duration programmer.



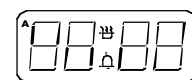
◆ The display will flash the word 'End' and the 'A' will flash on the left hand side of the display.



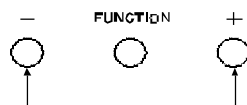
◆ Use the Plus and Minus buttons to select the time the oven is required to turn off.



Once this is done the oven will turn itself off at the time you have selected.



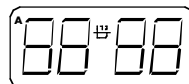
To switch off the alarm, press any button.



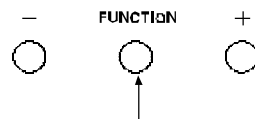
Important: Once the oven has switched itself off please make sure you turn to oven controls to the 'off' position and set the oven to manual by pressing the Cook Time and Ready Time buttons together.

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.



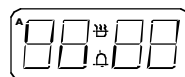
- ◆ Press the function button twice to select the length of time your food will need.



- ◆ The 'A' on the left hand side will flash and the 'dur' message will flash up.



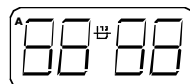
- ◆ Using the Plus and Minus buttons set the time you require within 5 seconds of the 'dur' message.



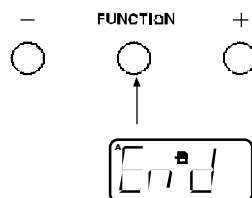
The automatic cooking symbol will appear to show that the oven is no longer in manual mode but in automatic mode.

Fully Automatic Cooking (example)

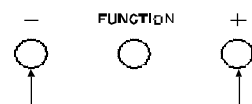
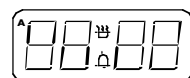
- ◆ Press the function button three times to select an end time.



- ◆ The 'End' message will be displayed.



- ◆ Using the Plus and Minus buttons, set the time you would like the oven to switch off.



- ◆ 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.

Important: Once the oven has switched itself off please make sure you turn to oven controls to the 'off' position and set the oven to manual by pressing the Cook Time and Ready Time buttons together.

Automatic cooking

These notes below are to help you with using the automatic cooking facility. Please make sure that you read them carefully before you start using the automatic functions.

Do

- Familiarise yourself with the use of the programmer.
- 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, especially when the weather is hot.
- Make sure that meat, poultry and uncooked food are thoroughly thawed before placing them in the oven.
- Cover dishes with lids or foil, as they may be left standing in the oven for some time before cooking.

Do not

- Never place warm food in the oven for delayed cooking - eg; stews prepared by frying meat first must be thoroughly cooled before placing in the oven.
- Do not cook dishes containing left over cooked meat or poultry, or pastry dishes with wet fillings, as they are not suitable for automatic cooking.
- Do not put food items intended for delayed cooking into a warm oven - allow the oven to cool before setting for delayed 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 refrigerate.

Always make sure before you start using the hob that the burner caps, rings and pansupports are correctly placed. This will prevent pans becoming unstable while in use, and ensure an uninterrupted gas flow.

Using the hob safely

- ✓ Always make sure that children are supervised when they are near to the hob when it is turned on.
- ✓ Always ensure that pan bases are dry, and flat based before using them on the hob.
- ✓ Always position pans over the centre of the hotplate, and turn the handles to a safe position so they cannot be knocked or grabbed - failure to do this may lead to accidents and injury.
- ✓ Always use pans which are no smaller than 100mm (4"), or larger than 250mm (10"). Pans which are larger, or smaller than this may result in slower cooking times.
- ✗ Never use double pans, rimbased pans, old or misshapen pans, or any pan which is not stable on a flat surface.
- ✗ Never leave cooking fat, or oil unattended.
- ✗ Never use commercial simmering aids, or heat diffusers, as they create excessive heat and can damage the surface of the hob.
- ✗ Never use the hob for any other purpose than cooking food. This could lead to accidents, and will invalidate any guarantee or warranty you may have taken out.

Getting started

Always make sure the lid (if fitted) on your cooker has been lifted before starting to use the hob, if the lid falls while the hob is in use the SBS will cut off the gas supply - **please do not use this as a method of turning off your appliance.**

Place your pan onto the pansupports above the burner you wish to use.

Push in and turn the control knob for your selected burner, to the full on symbol. The control knobs on these range cookers act as the ignition buttons, to ignite push in the control knob and hold until the burner lights.

To simmer, turn the control knob to the small flame symbol. This will ensure that the flame is just large enough to gently heat the contents of the pan.

Note: You might hear a slight popping noise while using the hob burners, this is quite normal. However, if anything appears unusual about the appliance i.e. a change in the flame appearance or the operation of the controls - seek expert advice before continuing to use.

Always make sure that your pans are place correctly on the burners as shown below:



The fold down lid - if fitted

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 may be 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.

Caution: Accessible parts may be hot when the griddle is used. Young children should be kept away.

The appliance may be supplied with a griddle.

Only use the griddle which has been approved for use on this appliance. Do not use any other griddle, as this may be hazardous.

Please read these instructions thoroughly before using the griddle for the first time.

Refer to the cleaning section for griddle care and cleaning instructions.

For instructions on griddle cooking, please refer to the accompanying cooking guide.

Before using the griddle for the first time

Wash the griddle thoroughly in hot soapy water (see "Cleaning" section).

Season sparingly with a minimum amount of cooking oil (see below).

Heat the griddle on full rate for 3 minutes. The griddle plate is now ready for use.

Seasoning the griddle

The griddle is made of quality cast iron, and has a non-stick cooking surface.

Regular seasoning will prolong the life of the griddle and prevent rusting. If the griddle shows signs of rust, wash and re-season.

To season;

- After cleaning, dry the griddle thoroughly.
- Rub the cooking side of the griddle sparingly with a minimum amount of unsalted vegetable oil. Note that olive oil is unsuitable for seasoning.

Using the griddle

The griddle should only be positioned **front-to-back** over the burners indicated by the griddle symbol on the fascia panel.

Do not use the griddle over the large burners.

Place the griddle carefully on the pan support over the burners, using the locating feet on the underside of the griddle. Take care to avoid damage to the surface of the pan supports.

Before cooking, preheat the griddle for 3 minutes on full rate, which is indicated on the control knobs by a large flame symbol.

After preheating, turn the control knobs to the small flame symbol.

The griddle is now ready for cooking.

Do not use metal implements, as they may damage the non-stick surface.

After cooking, allow the griddle to cool before moving or cleaning it.

Energy Saving

To save energy:

- Position pans centrally over the burners.
- Only heat the amount of liquid you need.
- Once liquids have been brought to the boil, reduce the heat setting to a simmer.
- Consider using a pressure cooker if possible.
- Vegetables in small pieces will cook quicker.
- Use a pan which is a close match to your burner size.
- Smaller burners are ideal for simmering and stewing in smaller pans, while the larger burners are ideal for frying and boiling.

Choice of pans

Always use flat based pans which are the correct size for your burners, we recommend the following sizes:

100mm or 4" minimum.

250mm or 10" maximum.

Using pans smaller or larger than this may lead to slower cooking times.

Care and Cleaning

In order to keep your hob looking good, and working efficiently, it is important that you make sure it remains clean. Sometimes when a hob is not working well, it is because it needs cleaning.



Important: Always make sure that the hob is totally cooled before cleaning.

Vitreous enamel parts

hob spillage wells (enamel models only)

- Use a mild cream cleaner for example 'Cif'. Stubborn marks can be removed with a soap filled pad.

Cast iron parts

griddle, pansupports (if fitted)

- Ensure the griddle or pansupports have fully cooled and scrape off any stubborn marks, and bits of food with a plastic, or wooden cooking implement. Rinse in warm soapy water and dry with a tea towel.
- **Seasoning the griddle:** To season before use, and after cleaning use cooking oil with no added salt. Pour a drop of oil onto the cooking side of the griddle and wipe over with kitchen paper.

Olive oil is not suitable for seasoning. Regular seasoning will prolong the life of the griddle and prevent rusting.

Stainless steel surfaces

hob spillage wells (stainless steel models only)

- Only use a clean cloth wrung out with warm, soapy water and dried off with a soft cloth. For stubborn marks use a specialist stainless steel cleaner.
- **Do not** use undiluted bleaches, or chlorides as these can permanently damage stainless steel. **Do not** use steam cleaners.
- Sharp implements and objects can mark the surface of stainless steel, however they do become less noticeable in time.

To maintain a the finish of stainless steel - use a few drops of Baby Oil on a dry cloth or kitchen towel. Don't use too much, and don't use cooking oil as it might contain salt.

Care & Cleaning (cont'd)

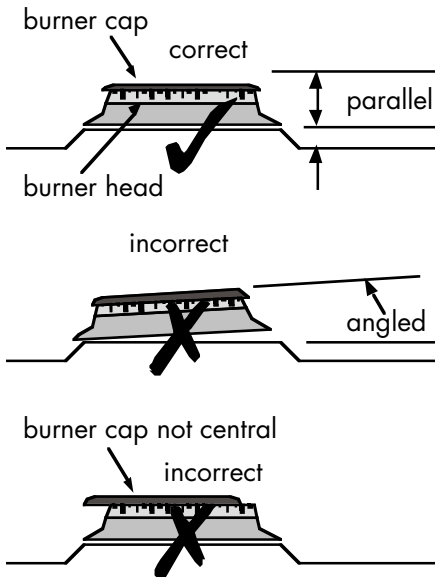


Important: Always make sure that the hob is totally cooled before cleaning.

Burner caps and heads

For the burners to work safely, and efficiently the slots in the burner head when the flames burn should be cleared of deposits.

- Clean with a nylon brush, rinse and then dry thoroughly. There may be brownish coloured markings on your burners, these are carbon deposits or fat stains and can be removed using a soap filled pad.
- **Do not** put burners in the dishwasher or soak them. Using dishwasher powders, washing up liquids and caustic pastes can damage the burners. **Do not** clean with hard implements, wire wool or abrasive cleaning pads.



Burner caps and heads must be repositioned correctly so that they sit squarely on to the hob as shown on the the left.

This is particularly important with stainless steel models as failure to reposition the caps correctly may result in discolouration of the stainless steel around the burners.

Using your grill safely

**Warning: Accessible parts may become hot when the grill is in use.
Children should be kept away.**

- ✓ Always make sure children are supervised if they are near the grill when it is in use.
- ✓ Always keep a close eye on the food you are grilling to prevent burning and a potential fire hazard.
- ✓ Always take care when removing food from the grill as the area around the grill may be hot.
- ✓ Always use oven gloves when handling any utensils which have been under the grill as they will be hot.
- ✓ Always use the detachable grill pan handle when sliding the grill pan out from under the grill, and take care not to slide the grill out too quickly.
- ✓ Always make sure that the grill shelf is resting in the correct position in between two runners. Do not place the grill pan on top of the highest runner, this will lead to spillage and injury if the grill pan falls.
- ✗ Do not place items on the grill door while it is open.
- ✗ Do not wrap foil around the grill shelf, or the grill pan.
- ✗ Do not drape tea towels near the grill while it is on, this will cause a fire hazard.
- ✗ When cleaning the grill pan, please allow it to cool a little. If you wish to empty the grill pan of fat, please use oven gloves and lift the pan, do not use the handle.

These instructions are for the following appliances: **Sterling 800DF, 1000DF & 1100DF. Gourmet 900DF & 1100DF**

The conventional grill

Do not leave the grill unattended while it is in use. Before you use the grill, make sure you have placed the grill shelf in the position you need as once the grill is on you may injure yourself if you try and move the shelf.

This is a dual circuit grill, which allows you to choose the half grill (for smaller portions / quantities) and the full grill (for larger portions / quantities). Speed of grilling can be changed by adjusting the heat setting and, by choosing a high or low shelf setting.

You can use the grill with the grill door open, or closed.

If you are grilling with the door **closed**, the neon will cycle on and off as the temperature inside the cavity is maintained by the thermostat. If you are grilling with the door **open**, the neon will not cycle on and off.

Switching on the conventional grill

- Open the oven door and make sure the shelf is where you would like it to be.
- Turn the selector control knob to the grill setting.
- Turn the grill control knob anti-clockwise for half grill, or clockwise for the full grill, and select the heat setting you want. This grill is fully variable, and the heat settings are between 1 (low) and 5 (high) for both half and full grilling.
- The fascia cooling fan will come on to keep the control panel and control knobs cool - it will run for some time after the grill has been turned off.
- To switch off, turn the control knob to the 'off' position.

For best results, pre-heat the grill for about three minutes.

These instructions are for the following appliances: **Sterling 800DF, 1000DF & 1100DF. Gourmet 900DF & 1100DF**

The fanned grill

Do not leave the grill unattended while it is in use. Before you use the grill, make sure you have placed the grill shelf in the position you need as once the grill is on you may injure yourself if you try and move the shelf.

The fanned grill uses the half grill as well as the fan, fanned grilling may be faster than conventional grilling because air is being circulated around the food. Thin portions of food, such as bacon or fish fillets, may not need turning.

You must always use the fanned grill with the door **closed**.

Switching on the fanned grill

- Open the oven door and make sure the shelf is where you would like it to be.
- Always keep the door closed while using the fanned grill.
- Turn the selector control knob to the fanned grill setting.
- Turn the control knob to the fanned grill symbol and select the heat setting you require 1 (low) to 5 (high).
- The fascia cooling fan will come on to keep the control panel and control knobs cool - it will run for some time after the fanned grill has been turned off.
- To switch off, turn the control knob to the 'off' position.

For best results, pre-heat the grill for about three minutes.

These instructions are for the following appliances: **Richmond 1000DF & 1100DF - Main Oven**

The Richmond main oven grill uses the half grill only.

Conventional grill

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

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

- Turn the selector control knob to the conventional grill setting.
- Turn the temperature control knob to the desired temperature for grilling, similar to oven function. However, do not set to a temperature greater than 220°C.

Fanned grill

The door must be closed when the fanned grill is used.

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

- Turn the selector control knob to the fan grill setting.
- Turn the temperature control knob to the desired temperature up to 220°C.

The fanned grill uses the half grill as well as the fan, fanned grilling may be faster than conventional grilling because air is being circulated around the food.

Thin portions of food, such as bacon or fish fillets, may not need turning.

Note that when grilling, the door must remain closed before and after grilling, and the temperature control must not exceed 220°C.

Grilling in the main oven

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

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

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

For best results, preheat for about three minutes.

These instructions are for the following appliances: **Richmond 1000DF & 1100DF - Top Oven**

The conventional grill

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

Do not leave the grill unattended while it is in use. Before you use the grill, make sure you have placed the grill shelf in the position you need as once the grill is on you may injure yourself if you try and move the shelf.

This is a dual circuit grill, which allows you to choose the half grill (for smaller portions / quantities) and the full grill (for larger portions / quantities). Speed of grilling can be changed by adjusting the heat setting and, by choosing a high or low shelf setting.

While the grill is in use the both the oven and grill neons will illuminate, normally they will not cycle on and off, unless the door is inadvertently closed - this is because the thermostat is maintaining the temperature in the cavity.

To switch on the grill

- Open the top oven / grill door.
- Turn the top oven control anti-clockwise, the grill symbols (full and half), are before the top oven temperature settings.
- The dual grill uses all of the top element, and the single economy grill setting uses the inner part of the element only. Heat setting for the conventional grill are 1 (low) to 8 (high).
- To switch off, return the control knob to the off position.

For best results, preheat for about three minutes.

Cooling fan

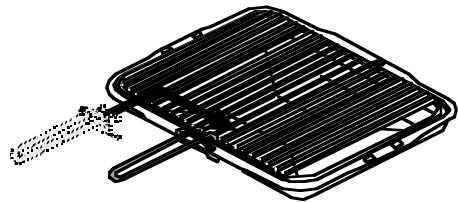
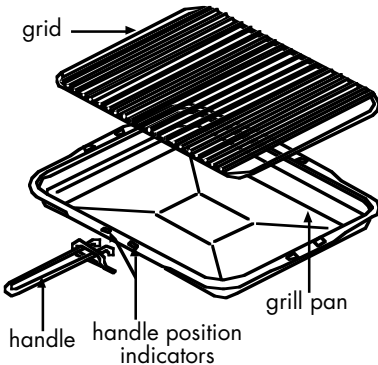
The grill comes with a cooling fan which is designed to keep the fascia and controls cool while the grill is in use. The fan comes on automatically once the grill is in use and will continue for around 10 minutes after the grill has been switched off. If the cooling fan fails to come on, please call the Customer Care Centre to arrange an engineers visit.

The grill pan

This appliance comes with a grill pan, grill pan handle and a trivet. The handle of the grill pan is detachable to allow you to remove it while the pan is in use, this stops it from getting hot.

To attach the handle:

Place the handle over the narrow edge of the grill pan and slide to the centre as shown in the diagrams below:



Please note: the grill pan handle is designed for sliding the grill pan into and out of the grill cavity. It is not to be used for lifting the pan.

Using the Top Oven safely

During use the oven becomes hot. Please take care not to touch the heating elements inside the oven.

- ✓ Always make sure children are supervised if they are near the top oven when it is in use.
- ✓ Always take care when removing food from the top oven as the area around the top oven may be hot.
- ✓ Always use oven gloves when handling any utensils which have been in the top oven as they will be hot.
- ✓ Always use the Minute Minder if you are leaving the top oven unattended, this reduces the risk of food burning.
- ✓ Always make sure that the top oven shelf is resting in the correct position in between two runners. Do not place the top oven shelf on top of the highest runner, this will lead to spillage and injury if the baking tray, or dish falls.
- ✗ Do not place items on the door while it is open.
- ✗ Do not wrap foil around the top oven shelf.
- ✗ Do not drape tea towels near the top oven while it is on, this will cause a fire hazard.
- ✗ Do not pull heavy items out from the top oven on the shelf, as they may overbalance and fall.

Not all appliances have a top oven, please check with the specification at the front of this book, or, check against the brochure or literature you used to help you make your purchase.

The following appliances have a Top Oven: **Richmond 1000DF & 1100DF**

Getting started

This is a secondary oven and is ideal for smaller dishes.

The top oven is a conventional oven

Switching on the oven

Important!

Never place food, or dishes on the base of the top oven - the element is here and it will cause over heating.

- Turn the control knob anti-clockwise, towards the conventional oven setting, and select the temperature you require.
- The thermostat indicator will come on to show that the oven is heating, and once the temperature is achieved, it will go out.
- Throughout the duration of your cooking the neon will come on and off, this shows that the thermostat is maintaining your heat choice.
- To switch off the top oven, simply turn the control knob back to the '●' position.
- As with the grill, the cooling fan will come on as soon as the top oven is turned on, and it continues to run for around 10 minutes after use.

Pre-heating

To get the best results from your conventional top oven, we recommend pre-heating for around 5 to 15 minutes before placing your dishes in. This is especially important for items which are chilled, frozen, batter based, yeast based or whisked sponges.

Oven and bake ware

In addition to pre-heating, it is also important that you use good quality cookware, poor quality trays and tins can warp in the heat of the oven, producing uneven results. In addition it is important to make sure that any dishes placed in the oven are oven proof and suitable for periods of heating, and are not cracked or damaged as this may lead to shattering.

Times & Temperatures

As the top oven is more compact, you may need to reduce the temperature by 20 °C when cooking certain foods.

When cooking chilled or frozen meals, always pre-heat the oven and use the recommended temperatures on the packages.

The timing given on any packaging can be adjusted to suit personal taste - but ensure food is piping hot throughout before eating.

Always follow the manufacturers instructions on the packaging.

Food Type	Temp. Setting °C	Time Approx.	Shelf Position
Conv			
Cakes			
Small cakes	165	15 - 25	1
Whisked sponge	175	20 - 25	2
Swiss roll	185	10 - 12	2
Victoria sandwich	145	20 - 25	1
Genoise sponge	165	20 - 25	2
Madeira	155	1 1/4 - 1 1/2 hrs	1
Semi rich fruit cake	130	2 1/2 - 3 hrs	1
Dundee cake	130	2 1/2 - 3 hrs	1
Pastry			
Flaky/Puff	190 - 200	timing	top - middle
Shortcrust	190 - 200	depends on	top - middle
Choux	190 - 200	recipe type	top - middle
Plate tarts	190 - 200	& filling	top - middle
Biscuits			
Shortbread rounds	155	10 - 20	1
Nut brownies	165	30 - 40	2
Brandy snaps	175	8 - 12	2
Flapjacks	175	25 - 40	2
Ginger nuts	165	15 - 20	2
Puddings			
Rice pudding	140	2 - 2 1/2 hrs	1
Baked custard	135	1/2 - 1 hr	1
Bread & butter	160	1 - 1 1/2 hrs	1
pudding	190	50mins - 1hr	1
Fruit crumble			
Miscellaneous			
Yorkshire pudding:			
large	205	40 - 45	1
small	205	15 - 20	1
Toad in the hole	205	40 - 45	1
Bread:			
2 x 1lb loaves	205	20 - 30	1
Bread rolls	205	10 - 15	2

Cleaning the top oven / grill



Always allow the oven to cool before cleaning.

Some foods can cause fat to spit, especially if you have open roasted, this leaves the inside of the cavity greasy. It is important to clean the oven cavity as a build up of fat can damage the appliance and may invalidate your guarantee.

Using a trivet while roasting may help to reduce fat splashes.

Chrome plated parts.

Grill shelves & Shelf runners.

- Use a moist soap filled pad, or place in a dishwasher.
- Shelf runners can be removed to enable you to clean them thoroughly. Grasp the runners and slide out of their hanging holes.

Pristine enamel surfaces.

Oven cavity, grill pan & roasting tin

- The enamel can be cleaned by wiping the surfaces with a clean cloth which has been wrung out in hot, soapy water.
- If larger splashes of fat do not readily disappear, you can use a mild cream cleaner to remove them. More stubborn marks can be removed using a soap filled pad.
- Rinse well.

Do not use:











Caustic cleaners.
Corrosive or abrasive cleaners.
Bleaches.
Coarse wire wool.
Hard implements.

These will damage your appliance.

Using the Main Oven safely

During use the oven becomes hot. Please take care not to touch the heating elements inside the oven.

- ✓ Always make sure children are supervised if they are near the oven when it is in use.
- ✓ Always take care when removing food from the oven as the area around the top oven may be hot.
- ✓ Always use oven gloves when handling any utensils which have been in the oven as they will be hot.
- ✓ Always use the Minute Minder if you are leaving the oven unattended, this reduces the risk of food burning.
- ✓ Always make sure that the oven shelves are resting in the correct position in between two runners. Do not place the oven shelves on top of the highest runner, this will lead to spillage and injury if the baking tray, or dish falls.
- ✗ Do not place items on the door while it is open.
- ✗ Do not wrap foil around the oven shelves, or allow it to block the flue.
- ✗ Do not drape tea towels near the oven while it is on, this will cause a fire hazard.
- ✗ Do not pull heavy items, such as turkeys, or large joints of meat, out from the oven on the shelf, as they may overbalance and fall.
- ✗ Do not use this appliance to heat anything other than food items, and do not use it for heating the room.

Main Oven Function		Recommended Uses
	Base Heat Only	Used to finish off the bases of food following cooking using the conventional or fanned modes. The base heat can be used to provide additional browning for pizzas, pies and quiche. Use this function towards the end of cooking.
	Top Heat Only	The heat is ideal from browning off the tops of food as it is not as fierce as the grill following conventional or fanned cooking. Provides additional browning for dishes like Lasagna or Cauliflower cheese. Use this function towards the end of cooking.
	Conventional Oven	This function works on the principle that heat rises. It is ideal for traditional roasting. The meat is placed in the middle of the oven, roast potatoes towards the top, and puddings towards the base
	Intensive Bake	Suitable for food with a high moisture content, such as quiche, bread and cheesecakes. It also eliminates the need for baking pastry blind.
	Fanned Grill	The fan allows the heat to circulate around the food. Ideal for thinner foods such as bacon, fish and gammon steaks. Foods do not require turning. Use with the oven door closed.
	Fanned Oven	The even temperature in the oven makes this function suitable for batch baking, or batch cooking foods. In addition it can be used as a quick preheat boost.
	Defrost	To defrost foods, such as cream cakes/gateaux, use with the oven door closed. For cooling dishes prior to refrigeration, leave the door open.
	Dual Grill	This function cooks food from the top and is ideal for a range of food from toast to steaks. As the whole grill is working, you can cook larger quantities of food.
	Economy Grill	For smaller quantities of food, but is still ideal for anything from toast to steaks.
	Base Heat with Fan	Used to cook open pies (such as mince pies) the base element ensures that the base is cooked while the fan allows the air to circulate around the filling - without being too intensive.

The following appliances have a Multifunction Oven: **Sterling 800DF, 1000DF & 1100DF. Richmond 1000DF & 1100DF. Gourmet 900DF & 1100DF.**

Important:

Never place food, or dishes on the base of the main oven - the element is here and it will cause over heating.

Getting started

The Multifunction oven may be controlled by the programme (see The Programmer/Clock for details). The programmer must be set to manual before it can be used, or programmed. Please check the specification at the front of this handbook to see which oven is your Multifunction oven. For more information see page 36 (Your Fanned oven), as this applies to the fanned oven function also.

Switching on the oven

- Select your oven function referring to the symbol guide on the previous page, and select the temperature you require with the temperature selection control knob.
Note: You can change function during cooking if you wish, as long as the oven is in manual mode.
- The thermostat indicator will come on to show that the oven is heating, and once the temperature is achieved, it will go out.
- Throughout the duration of your cooking the neon will come on and off, this shows that the thermostat is maintaining your heat choice.
- To switch off the main oven, simply turn the control knob back to the '●' position.
- As with the top oven, the cooling fan will come on as soon as the top oven is turn on, and it continues to run for around 10 minutes after use.

Pre-heating

To get the best results from your oven, we recommend pre-heating for around 5 to 15 minutes before placing your dishes in. If however you have selected the fan oven, or the intensive bake, pre-heating is not always necessary - the fan will heat the oven quickly and efficiently,

We do recommend that you **always** pre-heat if you are cooking frozen or chilled foods, and for sensitive items such as batter based dishes or whisked sponges.

To save time and energy: It is possible to use the fan oven to kick start your appliance, rather than pre-heat. Once the oven has heated a little, simply select the function you require.

Oven and bake ware

In addition to pre-heating, it is also important that you use good quality cook-ware, poor quality trays and tins can warp in the heat of the oven, producing uneven results. In addition it is important to make sure that any dishes placed in the oven are oven proof and suitable for periods of heating, and are not cracked or damaged as this may lead to shattering.

Times & Temperatures

When cooking chilled or frozen meals, always pre-heat the oven and use the recommended temperatures on the packages.

The timing given on any packaging can be adjusted to suit personal taste - but ensure food is piping hot throughout before eating.

Always follow the manufacturers instructions on the packaging.

The following appliances have a Fanned Oven: **Sterling 1000DF& 1100DF. Richmond 1000DF & 1100DF. Gourmet 1100DF.**

There is also a fan assisted main oven, which allows you to cook quicker and without preheating in some cases. The specification at the front of this hand-book will let you know which oven is your fanned oven, as not all appliances have a fanned oven, however you can use this section for more information on using the fanned oven function of the multifunction oven.

You may notice an emission of steam when you open the oven door following cooking - this is because the door seal has been keeping the heat inside. Please take care when opening the door to avoid any injury.

This is a high efficiency oven so please take care to read the following details about the oven:

- There are no zones of heat within a fanned oven - unlike gas or conventional electric, the fan at the back of the cavity ensures an even heat throughout the oven.
- Foods are cooked at a lower temperature - between 10°C and 20°C - than a conventional oven, so some recipe temperatures may need to be lowered.
- There is no flavour transfer within the oven - allowing you to cook a greater variety of foods without worrying about it.
- When cooking on two shelves we recommend that you slightly increase cooking time in order to achieve the desired results. Always make sure that you leave enough space between shelves for foods which will rise, and enough space for the air flow to be unrestricted.
- As fan assisted ovens cook at a lower temperature, you may notice less fat splashing when roasting meats.

Switching on the oven

- Use the main oven control to turn your oven on, and select your temperature.
- The thermostat indicator will come on to show that the oven is heating, and once the temperature is achieved, it will go out.
- Throughout the duration of your cooking the neon will come on and off, this shows that the thermostat is maintaining your heat choice.
- To switch off the main oven, simply turn the control knob back to the '●' off position.
- As with the top oven/grill, the cooling fan will come on as soon as the fanned oven is turned on.

Pre-heating

To get the best results from your oven, we recommend pre-heating for around 5 to 15 minutes before placing your dishes in. This is especially important for items which are chilled, frozen, batter based, yeast based or whisked sponges.

To save time and energy: It is possible to use the fan oven to kick start your appliance, rather than pre-heat. Once the oven has heated a little, simply select the function you require.

Oven and bake ware

In addition to pre-heating, it is also important that you use good quality cookware, poor quality trays and tins can warp in the heat of the oven, producing uneven results. In addition it is important to make sure that any dishes placed in the oven are oven proof and suitable for periods of heating, and are not cracked or damaged as this may lead to shattering.

Times & Temperatures

When cooking chilled or frozen meals, always pre-heat the oven and use the recommended temperatures on the packages.

The timing given on any packaging can be adjusted to suit personal taste - but ensure food is piping hot throughout before eating.

Always follow the manufacturers instructions on the packaging.

Note: as this is a high efficiency oven, some adjustment will have to be made to conventional cooking temperatures. The table below shows conventional cooking temperatures, 'A' efficiency fanned temperatures and gas marks. For optimum results using the fanned oven setting, conventional temperatures need to be converted to the 'A' efficiency temperatures.

For example an item which would cook at 180°C will now cook at the 'A' efficiency temperature of 160°C.

This is a high efficiency oven, you may notice an emission of steam when the door is opened.

Conventional temperatures (°C)	'A' Efficiency oven (°C)	Gas mark
100	100	1/4
110	110	1/4
130	120	1/2
140	130	1
150	140	2
160	150	3
180 - 190	160	4 - 5
200	170	6
220	180	7
230	190	8
250	200	9

Food Type	Temp. Setting °C			Time Approx.	Shelf Position
	Conv	Fanned	Intensive		
Cakes					
Small cakes	190	160	-	15 - 25	7 & 13
Whisked sponge	190	160	-	15 - 20	9
Swiss roll	200	170	-	10 - 12	5
Victoria sandwich	180	160	-	20 - 30	7
Genoise sponge	180	160	-	20 - 25	8
Madeira	180	160	-	1 - 11/4hrs	5
Semi rich fruit cake	150	130	-	21/2 - 3hrs	5
Christmas cake	150	130	-	21/2/ - 3hrs	3
Dundee cake	150	130	-	21/2 - 3hrs	5
Pastry					
Flaky/Puff	220	180	200	timing	top - middle
Shortcrust	200	170	180	depends on	top - middle
Choux	200	170	180	recipe type	top - middle
Plate tarts	200	170	180	& filling	top - middle
Biscuits					
Shortbread rounds	190	160	-	20 - 25	10
Nut brownies	200	170	-	20 - 25	9
Brandy snaps	180	160	-	10 - 12	11
Flapjacks	180	160	-	20 - 25	9
Ginger nuts	180	160	-	10 - 20	11
Puddings					
Rice pudding	150	130	-	13/4 - 2hrs	6
Baked custard	170	140	-	50 - 60	9
Bread & butter	170	140	-	45 - 1hr	9
pudding	200	170	-	40 - 1hr	9
Fruit crumble					
Miscellaneous					
Yorkshire pudding:					
large	220	180	200	40 - 45	11
small	220	180	200	15 - 20	12
Toad in the hole	220	180	220	40 - 45	11
Bread:					
2 x 1lb loaves	230	190	200	20 - 30	7
Bread rolls	230	190	200	10 - 15	10

Roasting guide

The roasting guide can be used with any oven as there is information on all functions. These can be applied whether your oven is Multifunction, Fanned or Conventional

- Roasting times depend on the weight, shape and texture of the meat, and of course, personal preference. In order to calculate the roasting time, weigh the meat or poultry, **including the stuffing**, and follow the times given in the roasting guide.
- Frozen meat must be **thoroughly** thawed before cooking. For large joints, it is advisable to thaw overnight.
- Frozen poultry must 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.

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 the joint and the proportion of bone.

Helpful hints for roasting

- When cooking stuffed meat or poultry, calculate the cooking time from the **total** weight of the meat **plus** the stuffing.
- Cooking joints in foil, covered roasters, lidded casseroles, or roasting bags will help to reduce meat shrinkage, give a more moist result and may reduce fat splashing. However, a slightly longer cooking time will be required, **add 5 - 10** minutes per 450g (1lb) to the calculated cooking time. When using roasting bags do not exceed the temperatures recommended by the manufacturer, and do not allow the roasting bag to touch the sides or top of the oven.
- Smaller joints weighing less than 1.25kg (2½lb) may require 5 minutes per 450g (1lb) extra cooking time.
- Use of a trivet with the roasting tin will reduce fat splashing during open roasting, and will help to keep the oven interior clean. To further reduce any fat splashing, potatoes or other vegetables can be roasted around the joint.
- The use of a roasting tin larger than that supplied or recommended is not advised, as this may impair performance and lead to extended cooking times.

Oven Roasting Guide

This is an approximate guide only, results can be adjusted depending on taste and personal preferences.

Type of meat	Temp. Setting Approx		Time Approx.	Shelf number	Pre-heat?
Beef	Conv	Fanned	20 - 30 minutes per 450g (1lb) + 20 minutes <i>Depending on taste</i>	2	Yes
	180 - 190 °C	160 °C			
Lamb	180 - 190 °C	160 °C	25 - 30 minutes per 450g (1lb) + 20 minutes <i>Depending on taste</i>	2	Yes
Pork	180 - 190 °C	160 °C	25 - 30 minutes per 450g (1lb) + 20 minutes	2	Yes
Chicken	180 - 190 °C	160 °C	25 - 30 minutes per 450g (1lb) + 20 minutes	2	Yes
Turkey up to 5.5kg / 12lb	180 - 190 °C	160 °C	22 minutes per 450g (1lb)	2	Yes
	180 - 190 °C	160 °C	16 minutes per 450g (1lb)		

Roasting Turkeys

The **maximum** size Turkey for this appliance is: 20lbs / 10kgs.

Please do not attempt to roast a Turkey larger than this, as the results cannot be guaranteed.

Roast turkey

Roasting turkey perfectly 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.

- Turkey should be roasted at 180 - 190°C Conventional/ 160°C Fanned for 20 mins per 1lb, plus 20 minutes.
- The turkey can be open roasted, breast side down, for half of the cook time, and then turned over for the remainder of the cooking time.
- If the turkey is stuffed, **add** 5 minutes per 1lb to the cooking time.
- If roasting turkey covered with foil, **add** 5 minutes per 1lb to the cooking time.

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

Introduction

One of your oven compartments is an electric oven which provides a gentle heat suitable for slow cooking or keeping food warm. The oven is operated by a button at the right hand of the fascia, and a red neon will illuminate to show that the oven is switched on. Please check which side the slow cook oven is on, by looking at the specification at the front of this handbook.

The slow cook element is positioned in the base of the lower compartment - always make sure that the prepared cooking pot is placed centrally on the base of this compartment.

Do not use either compartment to store food or canned items.

Do not use the upper compartment for slow cooking, or food warming.

Cooking times

The cooking time varies according to the type of food being cooked, and experience will show how long foods should be cooked for, according to personal taste and preference.

In general foods should be cooked for at least 5 hours, and may be left up to 8 - 10 hours without spoiling if covered. As a guide, foods cooked using the slow cook oven will take about three times longer than they would in a conventional oven.

Utensils

Any oven proof utensils may be used for slow cooking, provided they have a close fitted lid.

To rectify a badly fitting lid a piece of cooking foil may be placed over the dish, under the lid.

For convenience and to save washing up, the most useful utensils for slow cooking are the flame proof type which can be used over direct heat and for oven cooking, and are sufficiently attractive to use as serving dishes.

Keeping food warm

Turn the oven on, and allow to preheat for 20 minutes before placing the food in the oven. If food is to be kept moist then it is important to cover the dish or plate to prevent food from drying out. This can be done using aluminium foil if the dish does not have a lid.

Do not use cling film to cover food as it cannot withstand the heat produced in the oven.

Some foods are best left uncovered if you wish to keep the food dry and crisp.

Do not add gravy to plated meals until serving.

Carved meat should be placed on one plate and covered, adding just one tablespoon of gravy to keep it moist.

When keeping plated meals warm it is recommended that the food is placed on hot rather than cold plates.

Slow Cooking

Slow cooking has always been the best way to prepare a nutritious hot meal with the minimum of preparation and maximum time away from the kitchen. The benefits of slow cooking have been recognised by cooks for centuries, and are still appreciated by cooks today. The advantages of slow cooking are as follows:

- Food can be left to cook unattended for several hours and will keep hot for several hours if left covered, without spoiling for a further 2 - 3 hours, so foods can be left to cook while you are out for the day, or over night.
- Inexpensive cuts of meat become deliciously tender when slow cooked.
- Slow cooking will also produce moist, tender "roasts" with minimal meat shrinkage and reduced oven soiling.
- Dishes such as soups, vegetables, puddings savoury dishes and preserves are also suitable for slow cooking.
- There is no topping up of steamers, steam filled kitchens or constant checking to do.

Using the slow cook oven

Turn the oven on and preheat for 20 minutes. Always place the prepared cooking pot centrally on the base of the oven. Follow the guide lines for the best results.

- The maximum capacity of ovenproof dishes should be no more than 2.5 litres (4.5 pints). Please note: The more you fill the dish/pot the longer it will take to cook.
- Cooking times will vary depending on the size and shape of the meat, or poultry.
- **Always** bring soups, casseroles and liquids before placing in a preheated oven. To give more colour to meat or poultry, fry the meat to brown and add to stock which is hot.
- All meat and poultry recipes need a minimum of 5 hours to cook.
- Make sure all frozen ingredients are well thawed out.
- **Always** ensure that frozen poultry has thoroughly **defrosted** in a refrigerator and all ice crystals have melted.
- Cut root vegetables into smaller pieces as they take longer than meat to cook. If possible they should be sauteed for 2 - 3 minutes before slow cooking.
- Ensure that root vegetables are always at the bottom of the pan immersed in the cooking liquid.
- A meat thermometer should be used when cooking pork joints and poultry. The internal temperature of the food should reach 88°C,
- Stuffed meat or stuffed poultry should not be slow cooked. Cook any stuffing separately.
- Cover casseroles with a lid, or foil to prevent loss of moisture.
- Adjust seasonings and thickenings at the end of cooking time.
- Dried red kidney beans must be boiled for a minimum of 10 minutes following soaking before inclusion in any dish.
- Opening the door during cooking, leads to heat loss, and will lead to increased cooking times.

Trouble-shooting - Fruit Cakes

PROBLEM	POSSIBLE CAUSE
Fruit sinking to the bottom	Low oven temperature which may cause the cake to take longer to set, allowing the fruit to sink. Or, too much liquid, or raising agent. The fruit may not have been properly washed and dried.
Cake sinking / dipping in the centre	Too much raising agent in the mixture. Too hot, or too cool an oven. Or, not enough liquid or insufficient creaming.
Surface cracks	Too small a tin, or too much mixture in the tin. Too much raising agent in the mix, plus not enough liquid or insufficient creaming. The oven may be too hot.
Hard outer crust with a damp patch inside	Oven too hot, therefore the cake baked too quickly. Too much sugar, or insufficient liquid.
Burnt outside	Oven temperature too high. Oven too small for the size of cake. Insufficient protection around the tin. Cake baked on too high a shelf.
Texture with pronounced holes.	Too much raising agent. Flour unevenly mixed.
Texture too close and cake insufficiently risen.	Not enough raising agent. Not enough liquid. Too cool an oven. Insufficient creaming.
Cake crumbles when cut	Not enough liquid. Baked for too long. Not enough sugar. Too much baking agent.
Too dry	Over baking. Insufficient egg or liquid. Too much raising agent.

Trouble-shooting - Biscuits & Batters

PROBLEM	POSSIBLE CAUSE
Hard and brittle biscuits	Over baking or insufficient liquid
Biscuits spreading during baking	Oven too cool. Baking tray over greased. Too much sugar
Soggy, heavy and tough batter	Batter too thick. Tin too small. Oven too cool or fat insufficiently heated.
Poor rising	Batter too thin. Oven too cool or fat insufficiently heated.

Trouble-shooting Sandwich cakes & Sponges

PROBLEM	POSSIBLE CAUSE
Domed top	Insufficient creaming of mixture. Cake baked on too high a shelf position, or at too high a temperature. Paper liners can cause the outer edge not to rise and the centre to peak.
Hollowed / sunken top	Too much raising agent. Oven temperature too low, or incorrect shelf position. Cake removed from oven before it's cooked. Use of soft tub margarine.
Very pale, but cooked	Oven temperature too low. Baked too low in the oven
Overflowing tin	Tin too small for the amount of mixture

Trouble-shooting Sandwich cakes & Sponges cont'd

PROBLEM	POSSIBLE CAUSE
Close / doughy texture	Too much liquid. Too little flour. Too much sugar. Insufficiently creamed. Not enough raising agent. Ingredients too warm. Insufficient air incorporated during mixing.
Over baked outside, undercooked centre	Oven temperature too high. baked on too high a shelf position.
White sugar spots on the top when baked.	Mixture not sufficiently creamed. Granulated sugar used instead of caster sugar. Insufficient liquid. Cake baked too slowly.
Shrinkage	Insufficient baking powder or sugar. Over mixing.
Ring around the outer edge of the cake	Over-greasing of the baking tin.

Trouble-shooting - Scones & Teabreads

PROBLEM	POSSIBLE CAUSE
Heavy and badly risen	Insufficient raising agent. Heavy handling during kneading. Not enough liquid. Oven too cool, or scones baked on too low a shelf position.
Scones spread out and lost their shape.	Too much liquid. Over-greased tin. Incorrect kneading. Twisting the cutter while stamped out the shapes.
Very rough surface	Insufficient kneading
Pale and doughy	Insufficient baking. Oven temperature set too low or baked on too low a shelf position.

Trouble-shooting - Bread

PROBLEM	POSSIBLE CAUSE
Dough collapses when placed in oven	Over proving
Heavy / Close texture	Insufficient yeasts. Too much salt. Too little water. Insufficient kneading or proving. Oven too cool. Dough proved in too warm an environment.
Uneven texture / holey texture	Insufficient kneading. Too much liquid or salt. Oven too cool.
Top crust breaks away	Under proving. Oven too hot.
Cracked crust	Tin too small for amount of dough. Second proving too short
Crust cracks after removal	Cooling in a draught. Over proving. Oven too hot

Trouble-shooting - Pastry

PROBLEM	POSSIBLE CAUSE
Hard and tough	Insufficient fat. Too much liquid. Over baking. Oven too cool.
Soggy	Too much liquid. Oven too cool. Insufficient baking. Lack of a steam vent. Filling too hot when covered by pastry.
Shrinking	Over-stretched during rolling or shaping. Insufficient resting time.
Blistered crust	Rubbing in process incorrect. Water insufficiently mixed in.

The storage compartment should only be used to store oven furniture.

Baking trays and roasting tins may be stored in the compartment.

The *plate rack* may be used to store plates - but make sure that they are oven proof. Use the slots provided, and take care not to overload the shelf.

- Do not store items with plastic or wooden handles in the compartment, as they may be damaged by heat from the oven.
- Do not store flammable liquids, even when cold, in the storage compartment, as they may catch fire. Do not store flammable items - ie; chip pans.
- Do not store food / canned items in the storage compartment. Do not use the compartment as a food warming facility.

Cleaning the main oven



Always allow the oven to cool before cleaning.

Some foods can cause fat to spit, especially if you have open roasted, this leaves the inside of the cavity greasy. It is important to clean the oven cavity as a build up of fat can damage the appliance and may invalidate your guarantee.

Using a trivet while roasting may help to reduce fat splashes.

Chrome plated parts.

Grill shelves & Shelf runners.

- Use a moist soap filled pad, or place in a dishwasher.
- Shelf runners can be removed to enable you to clean then thoroughly. Grasp the runners and slide out of their hanging holes.

Pristine enamel surfaces.

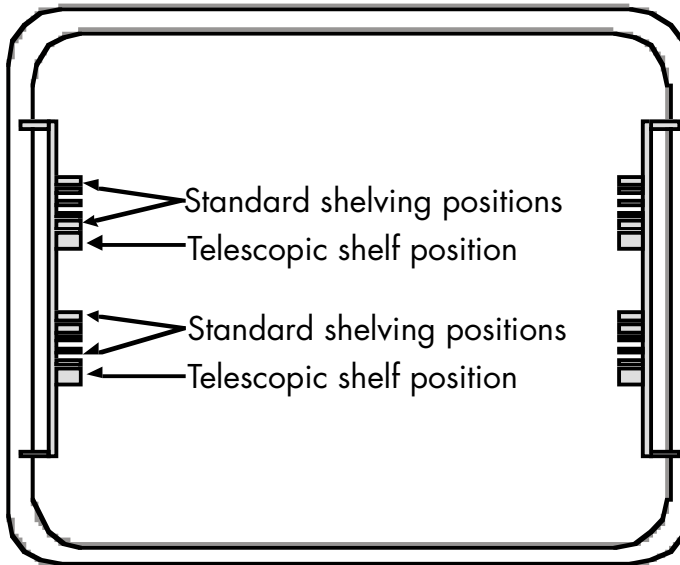
Oven cavity, grill pan & roasting tin

- The enamel can be cleaned by wiping the surfaces with a clean cloth which has been wrung out in hot, soapy water.
- If larger splashes of fat do not readily disappear, you can use a mild cream cleaner to remove them. More stubborn marks can be removed using a soap filled pad.
- Rinse well, and turn on the oven to speed up drying if required.

Do not use:

Caustic cleaners.
Corrosive or abrasive cleaners.
Bleaches.
Coarse wire wool.
Hard implements.

These will damage your appliance.



The telescopic shelving system is a new method of supporting the shelves in your oven and grill.

In addition to the traditional shelving fitted into your appliance, the telescopic shelving system is fitted in the most commonly used location in your cavity.

The shelves with the telescopic system are easier to pull out than traditional shelving, which means the oven door stays open for a shorter period of time. The smooth action also reduces the likelihood of fat, or food, spillage, and gives you extra security.

The telescopic shelving position also provides extra support, which is ideal when cooking a casserole in a heavy dish, or a particularly large roast.

You do not have to use the telescopic shelves all the time, you can place the shelves in the traditional positions if you would like more choice.

The telescopic shelves remove easily from the runner for repositioning or cleaning, but we recommend that you reposition your shelving before cooking, and remove the shelving for cleaning only when the shelves are cold to prevent burning yourself.

To remove the telescopic shelves:

Make sure the shelf is cool enough to touch, or use oven gloves.

Push the oven shelf back into the cavity, until it hits the stop position.

Grasp the shelf bars in the centre, and lift the back of the shelf clear of the stop position.

You can then lift the front of the shelf clear of the retaining tabs.

To replace the telescopic shelves:

Make sure the oven runners are pushed all the way back into the cavity.

Tilt the shelf and make sure the front of the shelf is against the stop position.

Carefully place the shelf back onto the runner and snap in place firmly.

Make sure the back of the self is inside the retaining tabs and slide it in and out of the oven to make sure it works correctly.

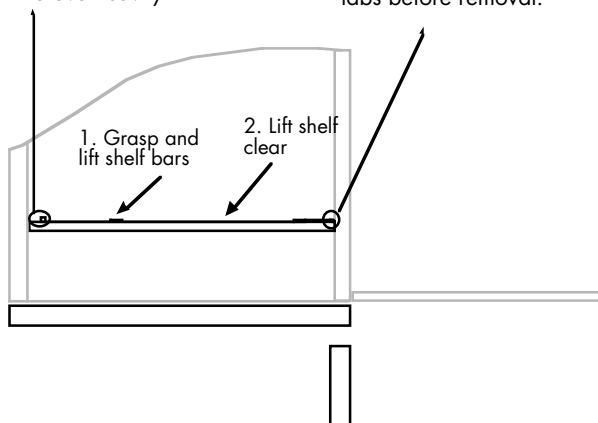
Standard shelves:

Standard shelves are removed by pulling them straight out towards you and are replaced by sliding them straight into the oven to the back of the cavity.

These shelves can be cleaned in the dishwasher.

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

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





Always allow your appliance to cool down before cleaning any part of it.

Painted, plastic, metal finish & gold coloured parts (where fitted)

control knobs & programmer buttons, painted metal door & fascia panels, side panels, handles, grill pan handle

- Only use a clean cloth wrung out in hot soapy water.

Do not use abrasive cleaners such as 'Cif', wire or nylon cleaning pads on these parts.

Take extra care when cleaning over symbols on fascia panels, excessive cleaning can lead to the symbols fading.

Glass parts

glass door panels, glass lid (if fitted)

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

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 inward), 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.

Glass door panels

To meet the relevant Standards of Domestic cooking appliances, all the glass panels on this appliance are toughened to meet the fragmentation requirements of BS 3193. This ensures that, in the unlikely event that a panel breaks, it does so into small fragments to minimise the risk of injury.

Please take care when handling, using or cleaning all glass panels, as any damage to the surfaces or edges may result in the glass breaking without warning or apparent cause at a later date.

Should any glass panel be damaged, we strongly recommend that it is replaced immediately.

Aluminium surfaces *(Aluminium finish models only)*

fascia panel, door handles, doors

- Use a clean cloth wrung out in hot soapy water, and dry with a soft cloth.
- More stubborn marks can be removed using **diluted** liquid cleaner in the correct concentration (according to manufacturers instructions. We recommend that you clean the whole of the aluminium area to maintain a uniform finish.
- Do not use cream cleaners, as they will mark the surface.
- Do not use undiluted bleach or any products containing chlorides as they can permanently damage the aluminium.

Wipe any spillage immediately, taking care to avoid burning your hands.

Stainless steel surfaces *(Stainless steel finish models only)*

fascia panel, door handles, doors

- Only use a clean cloth wrung out in hot soapy water, and dry with a soft cloth.
- Stubborn marks can be removed using a stainless steel cleaner. 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, any products containing chlorides or abrasive cleaners such as 'Cif' as they can permanently damage the steel.
- *Take extra care when cleaning over symbols on fascia panels, excessive cleaning can lead to the symbols fading.*

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 Baby Oil.

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

Some foods are corrosive eg; vinegar, fruit juices and especially **salt** - they can mark or damage aluminium if they are left on the surface.

Always make sure that your appliance is fitted correctly, by a competent installer. Failure to do this will invalidate any warranty, or guarantees and will lead to you being charged for labour and parts.

This is a Class 1 appliance regarding installation requirements.

Before you start

Always make sure that you have carefully read through the installation pages of this book - careful planning at the beginning will ensure a quick and easy installation.

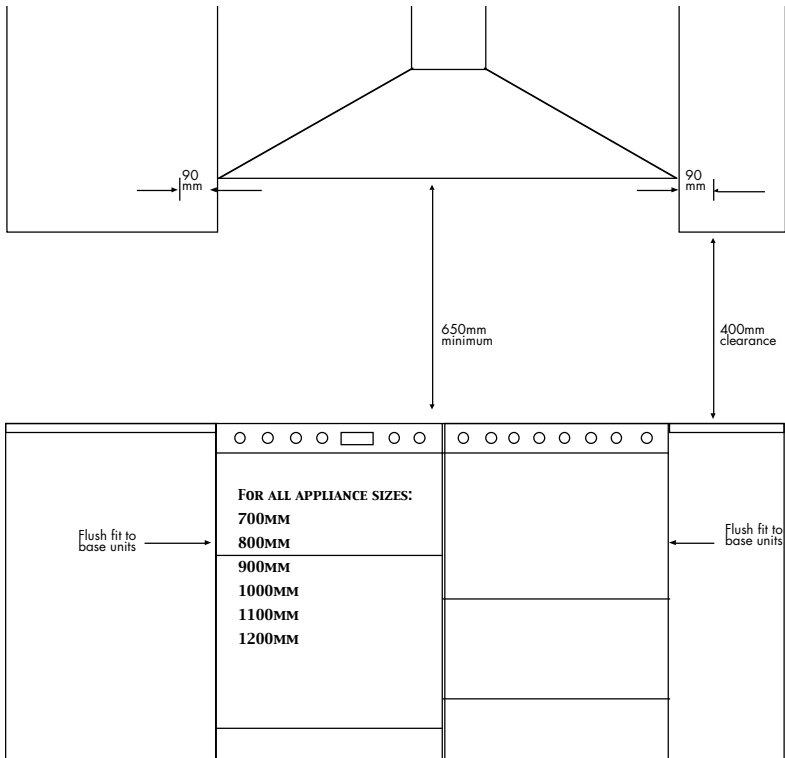
- Take care when moving this appliance, it may be heavier than it looks! If you need to lift the appliance, make sure you use an appropriate lifting method.
- Soft, or uneven flooring may be damaged unless the appliance is moved with care.
- Do not attempt to move the cooker by pulling on the handles or doors, we recommend that you open the door and grasp the frame of the cooker. Please wear protective gloves for this, and make sure the door cannot trap your fingers.

The full dimensions of your appliance are shown in the introduction section of this book - please make sure that you have enough space for your appliance. Clearances and more installation details are given on the following page.

Clearances

This cooker may be fitted flush to the base units of your kitchen.

- No shelf, overhang, cupboard, or cooker hood should be less than 650mm above the hob top, but please check this with the hood manufacturers instructions.
- If your appliance has a side opening door, we recommend a side clearance of 60mm to allow the oven door to fully open.
- The cooker must have a side clearance above hob level of 90mm up to a height of 400mm.
- The important dimensions are those around the appliance.



The information below is crucial to installing this appliance correctly and safely.

Ventilation Requirements

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

- All rooms require an openable window, or equivalent, and some will require additional venting also.
- For room volumes up to 5m^3 an air vent of 100cm^3 is required.
- If the room has a door which opens directly to the outside, or exceeds 10m^3 - no air vent is required.
- If there are other fuel burning appliances in the same room, BS 5440:Part 2 should be consulted to determine the air vent requirements.
- This appliance must not be fitted into a bed sitting room of less than 20m^3 or into a bath or shower room.

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.

Windows and vents should not be blocked or removed without first consulting a competent engineer.

LPG only - do not install this appliance below ground level. This does not preclude installation into rooms which are basements with respect to one side of the building, but open to ground level on the opposite side.

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

The information below is crucial to installing this appliance correctly and safely.

UK Regulations & Standards

always refer to the most recent issue of the standards

- Gas Safety Regulations.
- Building Regulations - issued by the Department of the Environment.
- Building Standards (Scotland) (Consolidated) - issued by the Scottish Development Department.
- I.E.E. Wiring Regulations.
- Electricity at Work Regulations.
- BS 6172 Installation of Domestic Gas Cooking. For LP Gas, refer to BS 5482 Part 1, Part 2 or Part 3 as relevant.
- Installation and 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.

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

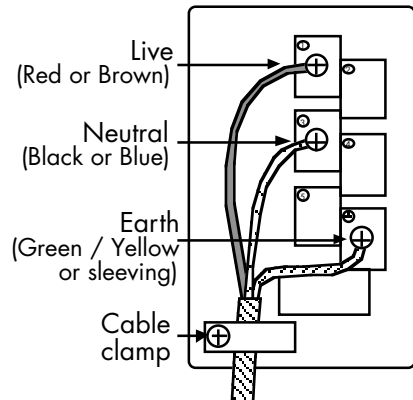
Connecting the electricity supply

All appliances, excluding Gourmet 900DF

Equipment you will need:
Flat bladed screw driver

This appliance must be earthed!

- This appliance must be fitted using a double pole unit of 30 ampere minimum capacity with 3mm minimum contact at all poles.
- Access to the mains terminal is gained by opening the terminal block cover at the rear of the appliance - use a flat bladed screw driver for this.
- Connection should be made with a 6.0mm² twin and earth cable.
- First strip the wires. then push the cable through the cable clamping the terminal block cover.
- Connect the cable to the terminal block and tighten the cable clamp screw - see diagram.
- Close the terminal box, ensuring that the cover is engaged on the locking tabs.



- Sufficient cable should be used to allow the cooker to be pulled out, but must hang clear of the floor so it does not become twisted or trapped when the cooker is pushed back.

Please ensure that the user has this copy of the handbook, and the appliance is in place. Thank you.

Connecting the electricity supply

Gourmet 900DF only

This appliance must be earthed!

The flexible mains lead is supplied connected to a BS 1363 fused plug, having a fuse of 13 amp capacity.

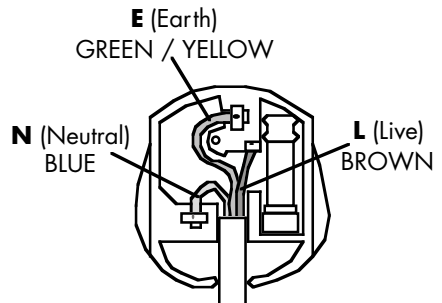
If this plug does not fit the socket in your home, it should be replaced with a suitable plug as outlined below.

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

Green and yellow = Earth,


Blue = Neutral,

Brown = Live.



Use a 13amp fuse in a 13 amp plug

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

Connecting to the gas supply

The inlet to the cooker is 1/2" BSP internal situated at the rear right corner. Fit the bayonet connection. This should be located so as to ensure that the flexible hose does not kink.

Use a 900mm - 1125mm length of flexible hose.

Ensure that all pipe work is of the correct rating.

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

LP Gas - For flexible connections use a bayonet type hose, suitable for use on LP Gas up to 50mbar pressure rise and 70 °C temperature rise. The flexible hose should be coloured black with a red stripe, band or label. If in doubt, contact your supplier.

After installation make sure all connections are gas sound.

Commissioning - all appliances

Pressure settings:

G20 Natural Gas @ 20mbar

G30 Butane @ 28-30mbar

G31 Propane @ 37mbar

Hob

Turn on gas supply and check for soundness at the hotplate injector. Light two burners and check that the pressure is correct.

Grill

Turn the control knob to the full on position and ignite, allow the grill to operate for a few minutes.

Oven

Turn the control knob to the full on position and ignite, allow the oven to operate for a few minutes.

A Conversion Kit for changing to LP Gas should have been included with this appliance, if for any reason it is not with the appliance please call our Spares

Team on:

0870 458 9961

and order part number:

08 xxxxxx 00

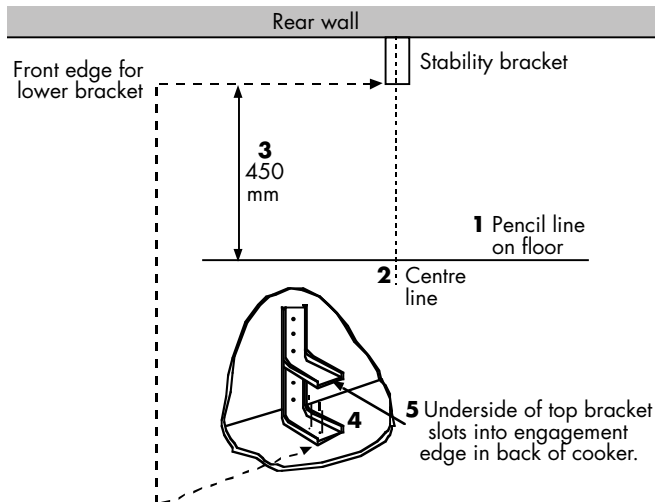
Stabilising and Securing

Your cooker may come with a stability chain, if it does not we recommend that you buy a stability bracket from your local supplier, this will keep the cooker from moving and will prevent damage to the flexible hosing at the back of the cooker.

Your stability bracket

- You can buy a stability bracket from your supplier and it can fitted as follows:
- Place the cooker in position and draw a pencil line level with the front edge.
- Mark the centre of the cooker to give the centre line for the bracket.
- Remove the cooker and mark off 450mm from the pencil line to locate the front edge of the lower bracket.
- Fix the bracket to the floor. Measure from floor level to engagement edge in the back of the cooker and add 3mm.
- Assemble the underside of the top part of the bracket to this height.

Once the cooker is stable, ensure it is level - see the previous page.



General Data							
Appliance	Gas Category	Gas Type & Pressure setting	Factory Set Gas Type	Oven Lights	Electrical Supply	Countries of Destination	Maximum load W
Sterling 800DF	II2H3+	G20@ 20mbar (NG) G30@ 28mbar (LPG) G31@ 37mbar (LPG)	G20@ 20mbar NG	25W (each)	220-240V ~ 50Hz	GB	2950
Sterling 1000DF	II2H3+	G20@ 20mbar (NG) G30@ 28mbar (LPG) G31@ 37mbar (LPG)	G20@ 20mbar NG	25W (each)	220-240V ~ 50Hz	GB	5275
Sterling 1100DF	II2H3+	G20@ 20mbar (NG) G30@ 28mbar (LPG) G31@ 37mbar (LPG)	G20@ 20mbar NG	25W (each)	220-240V ~ 50Hz	GB	5275
Richmond 1000DF	II2H3+	G20@ 20mbar (NG) G30@ 28mbar (LPG) G31@ 37mbar (LPG)	G20@ 20mbar NG	25W (each)	220-240V ~ 50Hz	GB	7470
Richmond 1100DF	II2H3+	G20@ 20mbar (NG) G30@ 28mbar (LPG) G31@ 37mbar (LPG)	G20@ 20mbar NG	25W (each)	220-240V ~ 50Hz	GB	7565
Gourmet 900DF	II2H3+	G20@ 20mbar (NG) G30@ 28mbar (LPG) G31@ 37mbar (LPG)	G20@ 20mbar NG	25W (each)	220-240V ~ 50Hz	GB	2735
Gourmet 1100DF	II2H3+	G20@ 20mbar (NG) G30@ 28mbar (LPG) G31@ 37mbar (LPG)	G20@ 20mbar NG	25W (each)	220-240V ~ 50Hz	GB	5115

	Top Oven	Grill
Appliance	Rating @ 230V	Rating @ 230V
Sterling 800DF	N/A	N/A
Sterling 1000DF	N/A	N/A
Sterling 1100DF	N/A	N/A
Richmond 1000DF	1250W	1655 - 2480W
Richmond 1100DF	1290W	1655 - 2575W
Gourmet 900DF	N/A	N/A
Gourmet 1100DF	N/A	N/A

Dual Circuit - electric

Oven Ratings - all								
Appliance	Slow cook	Top oven - base	Top oven - top	Fan oven	Multifunction - base	Multifunction - top	Multifunction - grill	Multifunction - fan
Sterling 800DF	200W				1000W	1010W	1655 - 2655W	2300W
Sterling 1000DF	160W			2300W	1000W	1010W	1655 - 2655W	2300W
Sterling 1100DF	160W			2300W	1000W	1010W	1655 - 2655W	2300W
Richmond 1000DF	160W	700W	1250W	2300W	1000W	1010W	1655W	2300W
Richmond 1100DF	160W	700W	1290W	2300W	1000W	1010W	1655W	2300W
Gourmet 900DF	N/A				1000W	1010W	1655 - 2655W	2300W
Gourmet 1100DF	N/A				1000W	1010W	1655 - 2655W	2300W

Appliance	Auxiliary				Semi Rapid			
	Nominal Heat	Injector	Butane (g p/h)	Propane (g p/h)	Nominal Heat	Injector	Butane (g p/h)	Propane (g p/h)
Sterling 800DF	1 x 1kW	77 (NG) 50 (LPG)	73	72	2 x 2kW	104 (NG) 70 (LPG)	145	143
Sterling 1000DF	2 x 1kW	77 (NG) 50 (LPG)	73	72	3 x 2kW	104 (NG) 70 (LPG)	145	143
Sterling 1100DF	2 x 1kW	77 (NG) 50 (LPG)	73	72	3 x 2kW	104 (NG) 70 (LPG)	145	143
Richmond 1000DF	2 x 1kW	77 (NG) 50 (LPG)	73	72	3 x 2kW	104 (NG) 70 (LPG)	145	143
Richmond 1100DF	2 x 1kW	77 (NG) 50 (LPG)	73	72	3 x 2kW	104 (NG) 70 (LPG)	145	143
Gourmet 900DF	1 x 1kW	77 (NG) 50 (LPG)	73	72	2 x 2kW	104 (NG) 70 (LPG)	145	143
Gourmet 1100DF	2 x 1kW	77 (NG) 50 (LPG)	73	72	3 x 2kW	104 (NG) 70 (LPG)	145	143

Appliance	Rapid				Wok			
	Nominal Heat	Injector	Butane (g p/h)	Propane (g p/h)	Nominal Heat	Injector	Butane (g p/h)	Propane (g p/h)
Sterling 800DF	1 x 3kW	129 (NG) 87 (LPG)	218	215	1 x 3.5kW	121 & 63 (NG) 87 & 35 (LPG)	254	250
Sterling 1000DF	1 x 3kW	129 (NG) 87 (LPG)	218	215	1 x 3.5kW	121 & 63 (NG) 87 & 35 (LPG)	254	250
Sterling 1100DF	1 x 3kW	129 (NG) 87 (LPG)	218	215	1 x 3.5kW	121 & 63 (NG) 87 & 35 (LPG)	254	250
Richmond 1000DF	1 x 3kW	129 (NG) 87 (LPG)	218	215	1 x 3.5kW	121 & 63 (NG) 87 & 35 (LPG)	254	250
Richmond 1100DF	1 x 3kW	129 (NG) 87 (LPG)	218	215	1 x 3.5kW	121 & 63 (NG) 87 & 35 (LPG)	254	250
Gourmet 900DF	1 x 3kW	129 (NG) 87 (LPG)	218	215	1 x 3.5kW	121 & 63 (NG) 87 & 35 (LPG)	254	250
Gourmet 1100DF	1 x 3kW	129 (NG) 87 (LPG)	218	215	1 x 3.5kW	121 & 63 (NG) 87 & 35 (LPG)	254	250

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

Please remember that bulbs are not covered by your warranty.

Warning: There is a risk of electric shock, so always make sure your appliance is switched off and unplugged.

Bulbs can be purchased from hardware stores (always take the old bulb with you), or you can call the Spares Sales team on 0870 458 9961.

Number of bulbs	Position & details	Changing instruction
2	Sides Top Oven 25W bulb	<ul style="list-style-type: none">● Switch off the electricity supply, and make sure the oven cavity is cool and remove the shelves.● Grasp the lens cover and pull away from the side of the oven. Unscrew the bulb and replace.
1 Gourmet 900DF only	Rear Main Oven 25W bulb	<ul style="list-style-type: none">● Switch off the electricity supply, and make sure the oven cavity is cool and remove the shelves.● Unscrew the lens cover (anti clockwise), unscrew the bulb and replace the bulb.● Replace the lens cover and the oven back.
2	Sides Main oven 25W bulb	<ul style="list-style-type: none">● Switch off the electricity supply, and make sure the oven cavity is cool and remove the shelves.● Grasp the lens cover and pull away from the side of the oven. Unscrew the bulb and replace.

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

To order or enquire about any of these products, please call the Spares Sales team on **0870 458 9961**.

Customer Care Information



Should you need it

Inside the paperwork which has come with this appliance, there is a leaflet and card explaining the terms of our extended warranty and guarantee.

In order to apply for our five year guarantee, simply fill in the details on the card and post it off, this will register your appliance.

Should you wish to take out extended warranty, please fill in the details on the leaflet and post this off.

Alternatively, you can register, and apply for extended warranty on line at:
www.stoves.co.uk/contact/warranty.

If your appliance is covered by the warranty and guarantee, you will not be billed for work undertaken should your appliance be faulty, terms and conditions do apply, so please read through the literature carefully.

Our Customer Care Centre can be called on:

0870 444 9929

We aim to answer calls as quickly as possible, and in strict rotation as soon as one of our Customer Care team become free.

Our Customer Care Centre opening hours are:

Monday - Friday	8.00am - 8.00pm
Saturday	8.30am - 6.00pm
Sunday	10.00am - 4.00pm

Please ensure that you have available your appliances model number and serial number, there is a space at the back of this book for recording that information.

Alternatively visit the web site as detailed on the front cover of the handbook.

Outside the UK and Northern Ireland, please contact your local supplier.

Contact Us

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

0870 444 9929

Our Customer Care Centre is open during the hours below:

Monday to Friday	8am - 8pm
Saturday	8.30am - 6pm
Sunday	10am - 4pm

Please have to hand your appliances Model Number and Serial Number, which can be found on the databadge inside you cooker and recorded here for future reference.

Model Number									
Serial Number									



Glen Dimplex Home Appliances Limited is the owner of the Stoves brand and is part of the Glen Dimplex group of companies.

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