



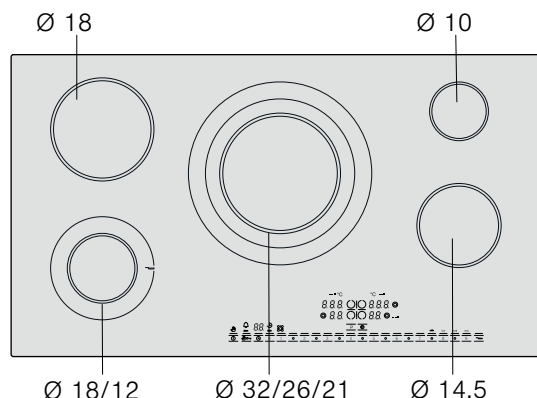
PKD9..N24.., PKV9..N24..  
Hob



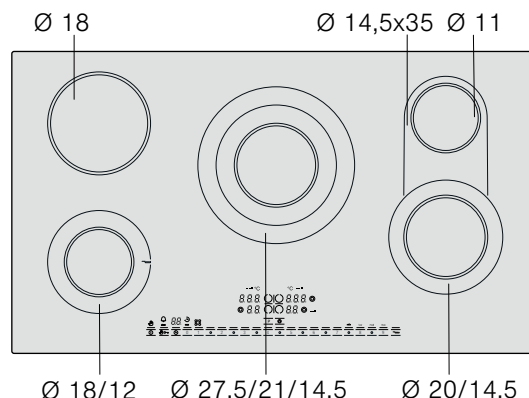
**BOSCH**

[en] Instruction manual

PKD9..N24..



PKV9..N24..



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Additional information on products, accessories, replacement parts and services can be found at [www.bosch-home.com](http://www.bosch-home.com) and in the online shop [www.bosch-eshop.com](http://www.bosch-eshop.com)

## ⚠ Safety precautions

Please read this manual carefully. Please keep the instruction and installation manual as well as the appliance certificate in a safe place for later use or for subsequent owners.

Check the appliance for damage after unpacking it. Do not connect the appliance if it has been damaged in transport.

Only a licensed professional may connect appliances without plugs. Damage caused by incorrect connection is not covered under warranty.

This appliance is intended for domestic use only. The appliance must only be used for the preparation of food and drink. The

appliance must be supervised during operation. Only use this appliance indoors.

Do not use lids or unsuitable child safety grilles. These can cause accidents, due to overheating, catching fire or materials shattering, for example.

This appliance may be used by children over the age of 8 years old and by persons with reduced physical, sensory or mental capacity or by persons with a lack of experience or knowledge if they are supervised or are instructed by a person responsible for their safety how to use the appliance safely and have understood the associated hazards.

Children must not play with the appliance. Children must not clean the appliance or carry out general maintenance unless they are at least 8 years old and are being supervised.

Keep children below the age of 8 years old at a safe distance from the appliance and power cable.

### Risk of fire!

- Hot oil and fat can ignite very quickly. Never leave hot fat or oil unattended. Never use water to put out burning oil or fat. Switch off the hotplate. Extinguish flames carefully using a lid, fire blanket or something similar.
- The hotplates become very hot. Never place combustible items on the hob. Never place objects on the hob.
- The appliance gets hot. Do not keep combustible objects or aerosol cans in drawers directly underneath the hob.
- The hob switches off automatically and can no longer be operated. It may switch on unintentionally at a later point. Switch off the circuit breaker in the fuse box. Contact the after-sales service.

### Risk of burning!

- The hotplates and the area around them get very hot. Never touch the hot surfaces. Keep children away.

## Causes of damage

### Caution!

- Rough pot and pan bases scratch the ceramic.
- Avoid boiling pots dry. This may cause damage.
- Never place hot pots or pans on the control panel, the display area or the surround. This may cause damage.

### Overview

The following table provides an overview of the most frequent kinds of damage:

Damage	Cause	Action
Stains	Food spills	Remove spills immediately with a glass scraper.
	Unsuitable cleaning agents	Only use cleaning agents which are suitable for ceramic
Scratches	Salt, sugar and sand	Do not use the hob as a work surface or storage space.
	Rough pot and pan bases scratch the ceramic.	Check your cookware.
Discolouration	Unsuitable cleaning agents	Only use cleaning agents which are suitable for ceramic
	Pan abrasion (e.g. aluminium)	Lift the pots and pans when moving them.
Blisters	Sugar, food with a high sugar content	Remove spills immediately with a glass scraper.

- The hotplate heats up but the display does not work. Switch off the circuit breaker in the fuse box. Contact the after-sales service.

### Risk of electric shock!

- Incorrect repairs are dangerous. Repairs may only be carried out by one of our trained after-sales engineers. If the appliance is faulty, unplug the mains plug or switch off the fuse in the fuse box. Contact the after-sales service.
- Penetrating moisture may cause an electric shock. Do not use any high-pressure cleaners or steam cleaners.
- A defective appliance may cause electric shock. Never switch on a defective appliance. Unplug the appliance from the mains or switch off the circuit breaker in the fuse box. Contact the after-sales service.
- Cracks or fractures in the glass ceramic may cause electric shocks. Switch off the circuit breaker in the fuse box. Contact the after-sales service.

### Risk of injury!

Saucepans may suddenly jump due to liquid between the pan base and the hotplate. Always keep the hotplate and saucepan bases dry.

- Damage can occur if hard or pointed objects fall on the hob.
- Aluminium foil and plastic containers melt on hot hotplates. Oven protective foil is not suitable for your hob.

# Environmental protection

Unpack the appliance and dispose of the packaging in an environmentally-responsible manner.

## Environmental protection



This appliance is labelled in accordance with the European Directive 2002/96/EU concerning used electrical and electronic appliances (WEEE – waste electrical and electronic equipment). The guideline determines the framework for the return and recycling of used appliances as applicable.

## Tips for saving energy

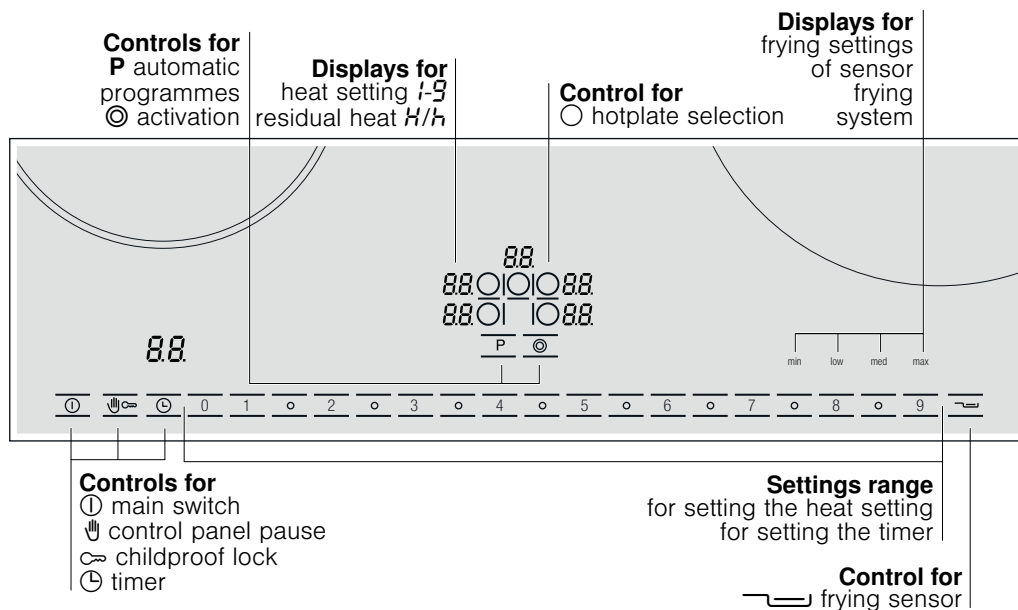
- Always use a correctly fitting lid for the pan. Cooking without the lid requires four times as much energy. A glass lid allows you to observe the cooking without having to lift the lid off.

- Use pots and pans with level bases. Using cookware with unlevel bases increases energy consumption.
- The diameter of the base of your pot or pan should match the size of the hotplate. In particular, if pots that are too small are placed on a hotplate, energy is wasted. Please note: Cookware manufacturers often specify the diameter of the top of the pan. This is usually bigger than the diameter of the base of the pan.
- Use a small pan for small quantities of food. A large saucepan containing little food requires more energy.
- Use only a little water when cooking. This will save energy. It also preserves vitamins and minerals in vegetables.
- Switch to a lower heat setting as soon as possible.
- Use the residual heat of the hob. For longer cooking times, you can switch the hotplate off as early as 5 - 10 minutes before the end of the cooking time.

# Getting to know your appliance

The instruction manual is the same for various different hobs. An overview of the models with their dimensions is given on page 2.

## The control panel



## Controls

When you touch a symbol, the respective function is activated.

## Notes

- The settings will remain unchanged if you touch several symbols at once. This allows you to wipe up spills on the control panel.
- Always keep the controls dry. Moisture reduces their effectiveness.

## The hotplates

Hotplate	Activating and deactivating
○ Single-circuit hotplate	
⊙ Dual-circuit hotplate	Select the hotplate and touch the ⊙ activation symbol
⊚ Tri-circuit hotplate	Select the hotplate, touch the ⊙ activation symbol; the 2nd filament circuit is activated Touch the ⊙ activation symbol again; the 3rd filament circuit is activated

When the hotplate is activated: the corresponding indicator lights up.

When the hotplate is switched on: the last selected size is automatically selected again.

### ⚙ Hotplates with bridge heating element

Two individual hotplates can be interconnected with a bridge heating element to create one large extended cooking zone

Under normal operation, these hotplates both work as normal single-circuit and dual-circuit hotplates.

To activate the bridge heating element: the single-circuit hotplate must be switched off.

1. Switch on the dual-circuit hotplate.
2. Touch the ⊙ symbol. The outer filament circuit on the dual-circuit hotplate is activated. The indicator light comes on.
3. Touch the ⊙ symbol again. The extended cooking zone is activated. The indicator light comes on.

To deactivate the extended cooking zone: touch the ⊙ symbol again. The indicator light goes out. The extended cooking zone is deactivated.

You can also change the heat setting using the control panels for the two hotplates.

### Residual heat indicator

The hob has a two-stage residual heat indicator for each hotplate.

If *H* appears in the display the hob is still hot. It may be used, for example, to keep a small meal warm or to melt cooking chocolate. As the hotplate cools down further, the display changes to *h*. The display remains lit until the hotplate has cooled sufficiently.

## Setting the hob

This section informs you how to set the hotplates. The table shows heat settings and cooking times for various meals.

### Switching the hob on and off

The main switch is used to switch the hob on and off.

To switch on: touch the ① symbol. A signal sounds. The indicator above the main switch and the ○ hotplate indicator light up. The hob is ready for use.

To switch off: touch the ① symbol until the display above the main switch and the hotplate indicators ○ go out. All hotplates are switched off. The residual heat indicator remains on until the hotplates have cooled down sufficiently.

**Note:** The hob switches off automatically if all hotplates have been switched off for more than 15 seconds.

### Setting a hotplate

Set the required heat setting in the settings range.

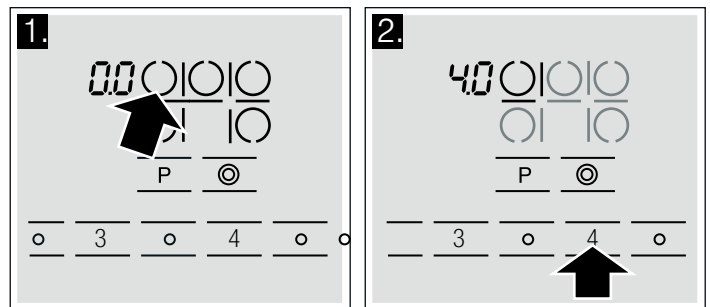
Heat setting 1 = lowest setting

Heat setting 9 = highest setting

There is an intermediate setting between each heat setting. This is marked in the control panel with the ○ symbol.

#### Set the heat setting

1. Touch the ○ symbol to select the hotplate.  
0.0 and the ○ symbol for hotplate selection light up brightly in the heat setting display.
2. Set the desired heat setting on the settings range.



**Note:** Hotplate temperature is regulated by the heat switching on and off. The heat may also switch on and off at the highest setting.

#### To change the heat setting:

Select the hotplate and set the desired ongoing cooking setting in the settings range.

#### To switch off the hotplate:

Select the hotplate and set to 0 in the settings range.

## Table of cooking times

The following table provides some examples.

Cooking times and heat settings may vary depending on the type of food, its weight and quality. Deviations are therefore possible.

When heating thick liquids, stir regularly.

For bringing liquids to the boil, use heat setting 9.

	Ongoing cooking setting	Ongoing cooking time in minutes
<b>Melting</b>		
Chocolate, cooking chocolate, butter, honey	1-2	-
Gelatine	1-2	-
<b>Heating and keeping warm</b>		
Stew (e.g. lentil stew)	1-2	-
Milk**	1.5-2.5	-
Heating sausages in water**	3-4	-
<b>Defrosting and heating</b>		
Frozen spinach	2.5-3.5	20-30 mins
Frozen goulash	2.5-3.5	10-15 mins
<b>Poaching, simmering</b>		
Dumplings	4.5-5.5	20-30 mins
Fish	4-5*	10-15 mins
White sauces, e.g. béchamel sauce	1-2	3-6 mins
Emulsified sauces, e.g. béarnaise sauce, hollandaise sauce	3-4	8-12 mins
<b>Boiling, steaming, stewing</b>		
Rice (with double the quantity of water)	2-3	15-30 mins
Rice pudding	1.5-2.5	25-35 mins
Unpeeled boiled potatoes	4-5	25-30 mins
Boiled potatoes	4-5	15-25 mins
Pasta, noodles	6-7*	6-10 mins
Stew, soups	3.5-4.5	15-60 mins
Vegetables	2.5-3.5	10-20 mins
Vegetables, frozen	3.5-4.5	10-20 mins
Cooking in a pressure cooker	4-5	-
<b>Braising</b>		
Roulades	4-5	50-60 mins
Pot roasts	4-5	60-100 mins
Goulash	2.5-3.5	50-60 mins
<b>Frying**</b>		
Escalope, plain or breaded	6-7	6-10 mins
Escalope, frozen	6-7	8-12 mins
Cutlet, plain or breaded	6-7	8-12 mins
Steak (3 cm thick)	7-8	8-12 mins
Poultry breast (2 cm thick)	5-6	10-20 mins
Chicken breast, frozen	5-6	10-30 mins
Fish and fish fillet, plain	5-6	8-20 mins
Fish and fish fillet, breaded	6-7	8-20 mins
Fish and fish fillet, breaded and frozen, e.g. fish fingers	6-7	8-12 mins
Scampi and prawns	7-8	4-10 mins
Stir fry, frozen	6-7	6-10 mins
Pancakes	6-7	continuous
Omelette	3.5-4.5	continuous
Fried eggs	5-6	3-6 mins

\* Continue cooking without a lid

\*\* Without lid

	Ongoing cooking setting	Ongoing cooking time in minutes
<b>Deep-fat frying</b> (fry 150-200g per portion continuously in 1-2 litres oil**)		
Frozen products, e.g. chips, chicken nuggets	8-9	-
Croquettes	7-8	-
Meat balls	7-8	-
Meat, e.g. chicken portions	6-7	-
Fish, breaded or battered	5-6	-
Vegetables, mushrooms, breaded or battered	5-6	-
Small items, e.g. doughnuts, fruit in batter	4-5	-

\* Continue cooking without a lid

\*\* Without lid

## Sensor frying system

If you operate the hotplate with the sensor frying system, a sensor regulates the temperature of the pan.

### Advantages when frying

The hotplate only heats up when necessary. This saves energy. Oil and fat do not overheat.

### Notes

- Never leave fat unattended while you are heating it.
- Put the pan in the centre of the hotplate. Make sure that the base of the pan has the correct diameter.
- Do not place a lid on the pan, otherwise the regulator will not work. You can use a splatter guard; it will not prevent the regulator from working.
- Only use fat that is suitable for frying. For butter, margarine, olive oil or lard, select the **min** frying setting.


## Frying settings

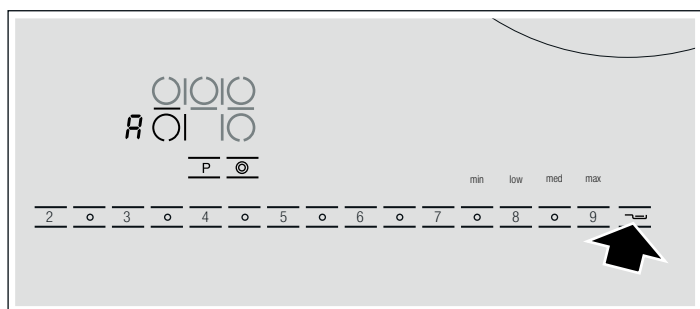
Frying setting	Temperature	Suitable for
<b>max</b>	high	e.g. potato fritters, roast potatoes and rare steaks.
<b>med</b>	medium - high	e.g. thin food, such as escalope, frozen breaded products, strips of meat, vegetables
<b>low</b>	low - medium	e.g. thick food, such as rissoles and sausages, fish
<b>min</b>	low	e.g. omelettes, food fried in butter, olive oil or margarine

## Setting the sensor frying system

Select the appropriate frying setting from the table. Put the pan on the hotplate.

The hob must be switched on.

1. Touch the  symbol. The **R** in the display lights up. The possible frying settings appear in the display menu.



2. Within the next 10 seconds, select the desired frying setting on the settings range underneath the display menus. The sensor frying system is activated. The large dual-circuit hotplate is switched on automatically.

## Pans for the sensor frying system

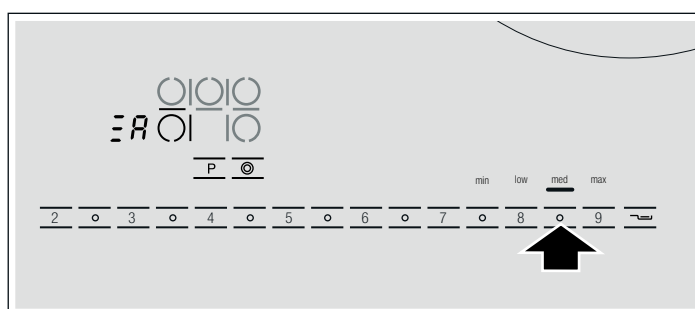
### System pans as optional accessories

You can buy a frying pan that is perfectly suited to frying with the sensor cooking system from your specialist electrical retailer or from [www.bosch-eshop.com](http://www.bosch-eshop.com): **HEZ390230**

Both availability and whether it is possible to order online differ between countries.

The frying settings given below have been adjusted to the system pans.

**Note:** The sensor frying system may also work with other pans. Test the pans first with low frying settings, changing as necessary. The pans may overheat on high frying settings.



The temperature symbol remains lit until the frying temperature is reached. Then a signal sounds. The temperature symbol goes out.

3. Add the fat and then the food to the pan. Turn as normal to prevent burning.

### Switching off the sensor frying system

Set to 0 on the settings range.

## Frying table

The table shows which frying setting is suitable for which dish. The frying time may depend on the type, weight, thickness and quality of the food.

The frying settings given are for the system pans. The frying settings may vary if you use different pans.

		<b>Frying setting</b>	<b>Total frying time after the signal sounds</b>
<b>Meat</b>	Escalope, plain or breaded	med	6-10 minutes
	Fillet	med	6-10 minutes
	Chop	low	10-17 minutes
	Cordon bleu schnitzel	low	15-20 minutes
	Steaks, rare (3 cm thick)	max	6-8 minutes
	Steaks medium or well done (3 cm thick)	med	8-12 minutes
	Poultry breast (2 cm thick)	low	10-20 minutes
	Sausages, pre-boiled or raw	low	8-20 minutes
	Hamburgers/rissoles	low	6-30 minutes
	Meat loaf	min	6-9 minutes
	Strips of meat, gyros	med	7-12 minutes
	Minced meat	med	6-10 minutes
	Bacon	min	5-8 minutes
<b>Fish</b>	Fish, fried	low	10-20 minutes
	Fish fillet, plain or breaded	low/med	10-20 minutes
	Scampi, prawns	med	4-8 minutes
<b>Egg dishes</b>	Pancakes	med	continuous frying
	Omelettes	min	continuous frying
	Fried egg	min/med	2-6 minutes
	Scrambled egg	min	2-4 minutes
	Raisin pancake	low	10-15 minutes
	French toast	low	continuous frying
<b>Potatoes</b>	Potatoes fried from unpeeled boiled potatoes	max	6-12 minutes
	Potatoes fried from raw*	low	15-25 minutes
	Potato fritter	max	continuous frying
	Glazed potatoes	med	10-15 minutes
<b>Vegetables</b>	Garlic/onions	min	2-10 minutes
	Courgettes, aubergines	low	4-12 minutes
	Peppers, green asparagus	low	4-15 minutes
	Mushrooms	med	10-15 minutes
	Glazed vegetables	med	6-10 minutes
<b>Frozen products</b>	Escalope	med	15-20 minutes
	Cordon bleu schnitzel	low	10-30 minutes
	Poultry breast	min	10-30 minutes
	Gyros, kebab	med	10-15 minutes
	Fish fillet, plain or breaded	low	10-20 minutes
	Fish fingers	med	8-12 minutes
	Chips	med/max	4-6 minutes
	Stir fries/stir-fried vegetables	min	8-15 minutes
	Spring rolls	low	10-30 minutes
	Camembert / cheese	low	10-15 minutes
<b>Miscellaneous</b>	Camembert / cheese	low	7-10 minutes
	Dried ready meals to which you add water, e.g. pasta with sauce	min	4-6 minutes
	Croutons	low	6-10 minutes
	Toasting almonds / other nuts / pine nuts*	min	3-7 minutes

\* Place in a cold pan



## Frying programmes

Only use system pans for the frying programmes.

You can use the frying programmes to prepare the following dishes:

Frying programme	Dish
P1	Escalope
P2	Chicken breast, cordon bleu
P3	Steak, rare
P4	Steak, medium or well done
P5	Fish
P6	Stir fry/mixed vegetables, frozen
P7	Oven chips, frozen
P8	Pancakes
P9	Omelettes, eggs

### Setting the frying programmes

Select the hotplate.

1. Touch the **P** symbol. **P0** lights up on the heat setting display.
2. Within the next 10 seconds, select the desired frying programme on the settings range.

The frying programme is switched on.

The **⊖** temperature symbol remains lit until the frying temperature is reached. Then a signal sounds. The **⊖** temperature symbol goes out.

Add the fat and then the food to the pan. Turn as normal to prevent burning.

### Switching off the frying programme

Set to **0** on the settings range.

## Childproof lock

You can use the childproof lock to prevent children from switching on the hotplates.

### Switching the childproof lock on and off

The hob must be switched off.

To switch on: touch the **🔒** symbol for approx. 4 seconds. The **🔒** symbol lights up for 4 seconds. The hob is locked.

To switch off: touch the **🔒** symbol for approx. 4 seconds. The hob is unlocked.

### Automatic childproof lock

This function automatically activates the childproof lock every time you switch the hob off.

### Switching on and off

You can find out how to switch the automatic childproof lock on and off in the Basic settings section.

## Timer

The timer can be used in two different ways:

- To switch a hotplate off automatically
- As a kitchen timer

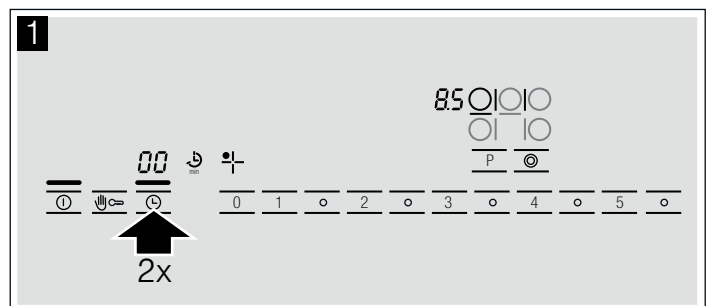
### Automatic hotplate switch-off

Enter a cooking time for the relevant hotplate. When the cooking time has elapsed, the hotplate switches off automatically.

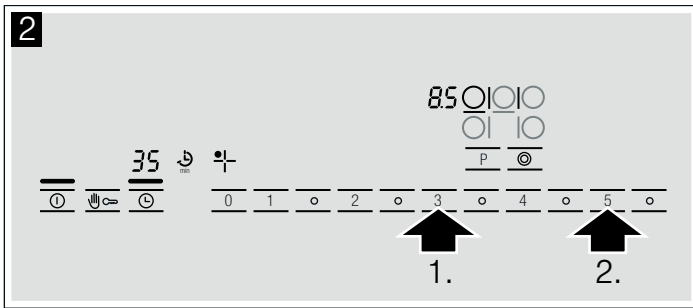
### Setting the cooking time

The hotplate must be selected and set.

1. Touch the **⊖** symbol twice. The **+** display for the desired hotplate lights up. The **⏱** symbol appears and **00** lights up in the timer display.



2. Within the next 10 seconds, set the desired cooking time on the settings range.



The cooking time counts down.

### When the cooking time has elapsed

When the cooking time has elapsed, the hotplate switches off. **00** lights up on the hotplate indicator. A signal sounds. **00** lights up on the timer display for 10 seconds. Touch the **⏸** symbol. The displays go out and the acoustic signal ceases.

### Changing or cancelling the cooking time

Select the hotplate and touch the **⏸** symbol twice. Change the cooking time or set to **00** in the settings area.

### Timer function with sensor frying system

When you fry with the sensor frying system, the set cooking time only begins when the temperature for the selected range is reached.

**Note:** You can set a cooking time of up to 99 minutes.

### Notes

- If you have set the kitchen timer, the time on the kitchen timer will always be shown on the timer display. To call up the cooking time for a hotplate, select the hotplate and touch the **⏸** symbol twice. The cooking time appears for 10 seconds in the timer display.

- If you have set cooking times for several hotplates, the cooking time for the selected hotplate always appears in the timer display.
- You can set a cooking time of up to 99 minutes.

## Automatic timer

You can use this function to preselect a cooking time for all hotplates. Each time a hotplate is switched on, the preselected cooking time then counts down. When the cooking time has elapsed, the hotplate switches off automatically.

You can find out how to switch on the automatic timer in the Basic settings section.

**Note:** You can change the cooking time for a hotplate or switch off the automatic timer for the hotplates.

Select the hotplate and touch the **⏸** symbol twice. Change the cooking time or set to **00** in the settings area.

## Kitchen timer

You can use the kitchen timer to set a time of up to 99 minutes. It runs independently of all the other settings.

### Setting procedure

1. Touch the **⏸** symbol, the **⌚** indicator for the kitchen timer lights up. **00** lights up on the timer display.

2. Set the desired time in the settings range.

The timer starts counting down after a few seconds.

### When the time has elapsed

A signal sounds once the time has elapsed. **00** lights up on the timer display. The **⌚** indicator for the kitchen timer lights up. After 10 seconds, the indicator switches off.

### Changing the time

Touch the **⏸** symbol, the **⌚** indicator for the kitchen timer lights up. Set the desired time in the settings range.

## Automatic time limit

If a hotplate is in use for a long time without the setting being changed, the automatic time limit is activated.

The hotplate stops heating. **FB** lights up in the hotplate indicator.

The display goes out when you touch any control. You can make new settings.

When the time limit is activated depends on the heat setting selected (1 to 10 hours).

## Wipe protection

If you wipe over the control panel while the hob is switched on, settings may be altered.

To prevent this from happening, your hob has a wipe protection function. Touch the **👉** symbol. A signal sounds. The control panel is locked for 30 seconds. You can now wipe over the control panel without altering any settings.

**Note:** The main switch is excluded from the wipe protection function. You can switch off the hob at any time.

# Basic settings

Your appliance has various basic settings. You can adapt these settings to your needs.

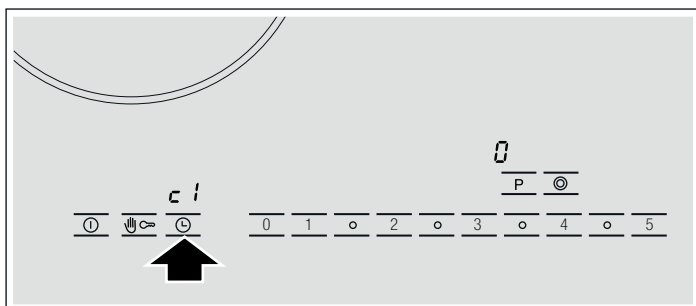
Indicator	Function
c 1	<b>Automatic childproof lock</b> ☐ Switched off.*   Switched on.
c 2	<b>Audible signal</b> ☐ Confirmation signal and operation error signal switched off.   Only operation error signal switched on. 2 Confirmation signal and operation error signal switched on.*
c 5	<b>Automatic timer</b> ☐ Switched off.* 1-99 Duration after which the hotplates switch off
c 6	<b>Duration of the timer end signal</b>   10 seconds.* 2 30 seconds 3 1 minute.
c 7	<b>Activation of the filament circuits</b> ☐ Switched off.   Switched on. 2 Last setting before the hotplate was switched off.*
c 9	<b>Time for selecting the hotplate</b> ☐ Unlimited: The last selected hotplate can always be adjusted without having to select it again.*   Once you select a hotplate, you have 10 seconds to adjust it, after which you will have to select it again in order to be able to adjust it.
c 0	<b>Reset to basic setting</b> ☐ Switched off.   Switched on.

\*Basic setting

## Changing the basic settings

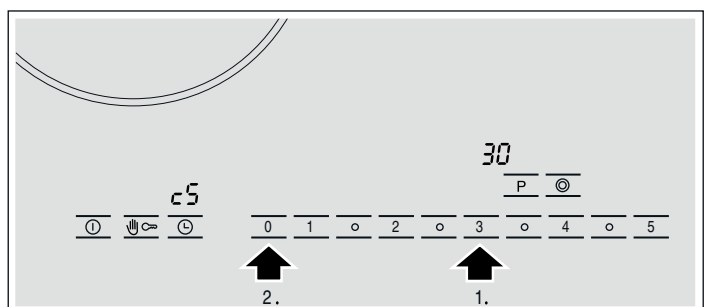
The hob must be switched off.

1. Switch on the hob.
2. Within the next 10 seconds, touch the ☐ symbol for 4 seconds.



c 1 appears on the left-hand display and ☐ on the right-hand display.

3. Touch the ☐ symbol repeatedly until the desired symbol appears on the left-hand display.
4. Set the desired value on the settings range.



5. Touch the ☐ symbol for 4 seconds.  
The setting is activated.

### Switching off

To exit the basic setting, switch off the hob with the main switch and make new settings.

# Cleaning and care

The information in this section provides help on how best to care for your hob.

Suitable maintenance and cleaning products can be purchased from the after-sales service or in our e-Shop.

## Ceramic

Clean the hob after each use. This will prevent spills from burning onto the ceramic.

Only clean the hob when it has cooled down sufficiently.

Use only cleaning agents which are suitable for ceramic. Follow the cleaning instructions on the packaging.

Never use:

- Undiluted washing-up liquid
- Detergent intended for dishwashers
- Scouring agents

- Harsh cleaning agents such as oven spray or stain remover
- Abrasive sponges
- High-pressure cleaners or steam jet cleaners

Ground-in dirt can be best removed with a glass scraper, available from retailers. Please note the manufacturer's instructions.

You can also obtain a suitable glass scraper from our after-sales service or from the e-Shop.

## Hob surround

To prevent damage to the hob surround, please observe the following instructions:

- Use only warm, soapy water.
- Do not use harsh or abrasive agents.
- Do not use the glass scraper.

# Rectifying faults

Malfunctions often have simple explanations. Please read the following notes before calling the after-sales service.

Indicator	Fault	Action
Blank	There is no power supply.	Check the household fuse for the appliance. Check whether there is a power cut by trying other electronic appliances.
<i>E</i> is flashing	The controls are damp or an object is resting on them.	Dry the controls or remove the object.
<i>Er</i> + number	Electronic fault.	Switch the appliance off and back on again after about 30 seconds using either the household fuse or the circuit breaker in the fuse box. Contact the after-sales service if this appears on the display again.
<i>F2</i>	The electronics have overheated and have switched off the corresponding hotplate.	Wait until the electronics have cooled down sufficiently. Then touch a control for the hotplate.*
<i>F4</i>	The electronics have overheated and have switched off all hotplates.	Wait until the electronics have cooled down sufficiently. Then touch any control.*
<i>F7</i>	Frying sensor faulty.	Acknowledge the fault message by touching a control. You can cook without the sensor frying system. Call the after-sales service.
<i>FB</i>	The hotplate was in operation for too long and has switched itself off.	You can switch the hotplate back on again immediately.

\* Do not place hot pans close to or on the control panel

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## After-sales service

Our after-sales service is there for you if your appliance should need to be repaired. We are committed to find the best solution also in order to avoid an unnecessary call-out.

### **E number and FD number:**

Please quote the E number (product number) and the FD number (production number) of your appliance when contacting the after-sales service. The rating plate bearing these numbers can be found on the appliance certificate.

Please note that a visit from an after-sales service engineer is not free of charge, even during the warranty period.

Please find the contact data of all countries in the enclosed customer service list.

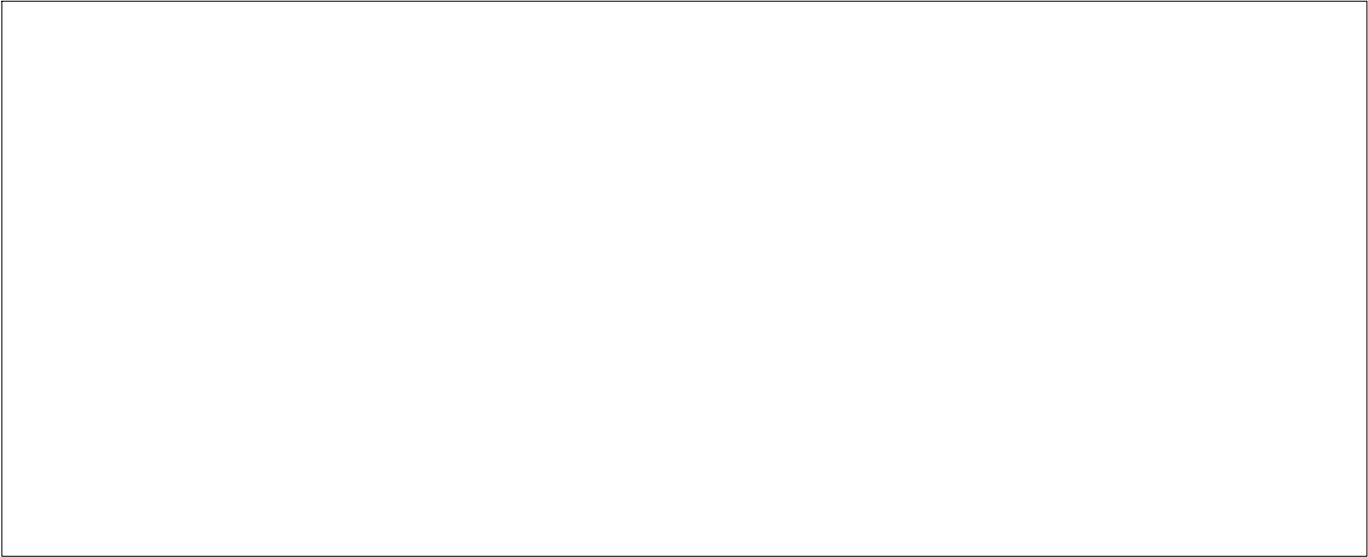
### **To book an engineer visit and product advice**

- GB** 0844 8928979  
Calls from a BT landline will be charged at up to 3 pence per minute. A call set-up fee of up to 6 pence may apply.
- IE** 01450 2655

Trust the expertise of the manufacturer, and rest assured that the repair will be carried out by trained service technicians using original spare parts for your domestic appliance.







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