

990-EL

ESSENTIALS

INSTRUCTIONS

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STATUTORY WARNINGS.

Please read these operating instructions carefully for full information on the safe installation, use and care of your new Esse appliance.

This appliance must be correctly installed in accordance with these instructions by a suitably qualified person.

We cannot accept responsibility for damage to persons or items due to poor or incorrect installation of this appliance.

Make sure that the voltage (230v) and frequency (50Hz) of the mains supply correspond to the details on the cooker data plate which is located on the inside of the control compartment panel door.

Maintenance and servicing work must only be carried out after the power supply has been disconnected by switching off at the socket and removal of both plugs.

Due to our policy of continuous innovation, we reserve the right to adjust or modify our product without prior notification.

Do not let children near the oven during use to avoid the danger of burns or injury. Use of the appliance by the elderly or infirm should be supervised.



WARNING

The appliance and its accessible parts become hot during use. Care should be taken to avoid touching heating elements. Children less than 8 years of age shall be kept away unless continuously supervised.

This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be carried out by children without supervision.



WARNING

Unattended cooking on a hob with fat or oil can be dangerous and may result in fire, **NEVER** try to extinguish a fire with water, instead switch off the appliance, cover the flame with a lid or use a fire blanket.



WARNING

Danger of fire: do not store items on the cooking surfaces.



WARNING

If the Induction zone glass is cracked or broken the cooker **MUST NOT BE CONNECTED** and no part of it may be used. Switch off and unplug the appliance to avoid possibility of electric shock.

Metallic objects such as knives, forks, spoons and lids should not be placed on the hob surface since they can get hot.

Any spillages on the heat conserving lids should be removed from the lid before opening.

Do not use steam cleaners to clean any part of this appliance.

Do not use external timers with this appliance.

If any of the supply cords are damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

Induction Zone: After use, switch off the hob element by its control and do not rely on the pan detector.

During cooking, food naturally produces steam, which is vented away to prevent excessive build-up within the ovens. As steam can condense to water droplets on the cooler outer trim of the oven, it may be necessary during cooking to wipe away any moisture with a soft cloth. This will also help to prevent soiling and discolouration of the oven exterior by cooking vapours.

TECHNICAL DATA

Fig.1 990EL Cooker data plate

Manufacturer: Esse Engineering Ltd
Long Ing, Barnoldswick, Lancashire, BB18 6BJ, England

Type: Esse Cooker

Model: 990EL

Voltage 230 Volts

Input 2 X 13Amp

Supply 50 Hz ~

Serial No: 990EL-

The cooker data plate is located on the inner door panel of the control compartment.

UNPACKAGING YOUR NEW COOKER.

Unpack your new Esse Cooker, removing all of the outer packing and accessories from the top and bottom ovens, including protective film on the door liners. At this time please examine the cooker for any damage to the enamel finish and hob glass.

Any damage to the cooker or anything missing, please contact your supplier for advice.

We ask that you dispose of any packaging in a safe, responsible manner and recycle where possible.

INSTALLATION.

Dear Installer

Before you start your installation, please complete the details BELOW.

Installer's Name
Installer's Company
Installer's Telephone number
Appliance Serial number

If your customer has a problem relating to your installation, they will be able to contact you easily.

You must be aware of the following safety requirements & regulations:

This appliance shall be installed in accordance with the regulations in force.

Read the instructions before installing or using this appliance.

The cooker must be installed in accordance with: All relevant British Standards / Codes of Practice and the relevant Building / IEE regulations

Location of the Oven

This appliance is designed for domestic cooking only. Use for any other purpose could invalidate any warranty or liability claim.

CONNECTING YOUR COOKER

For your own safety we recommend that a competent person installs your cooker. This cooker is designed to be installed using two standard 13 Amp plugs. A qualified electrician is not required.

Electrical connection

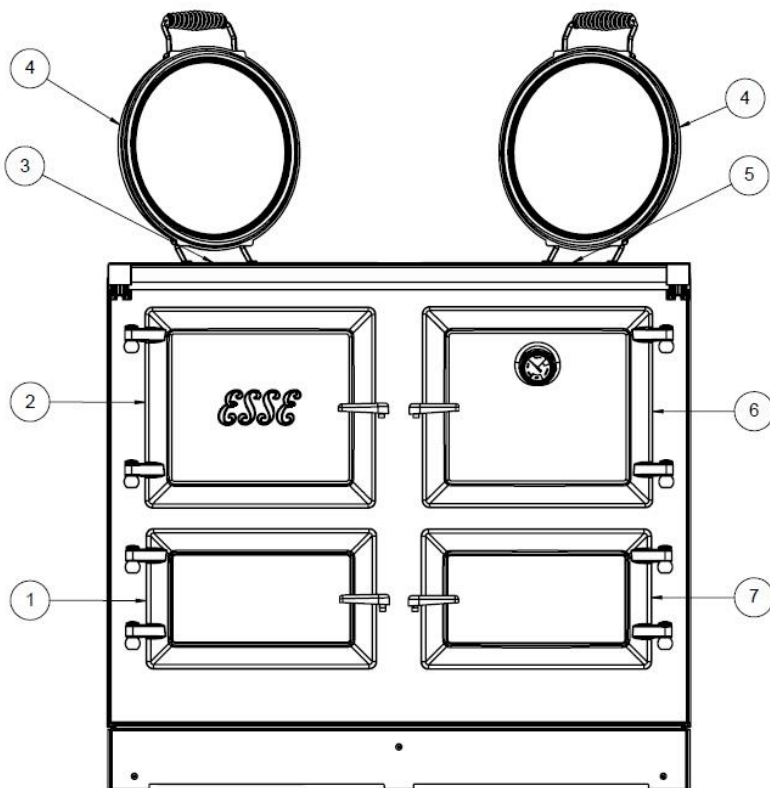
Ovens with a three-pole power supply cable are designed to operate with alternated current at the supply frequency and voltage indicated on the data plate (located on the inner door panel of the control compartment).

Connecting the power supply cable to the mains:

The appliance is supplied fitted with two 1.5 metre cables and two normalized 13 amp plugs which correspond to the load indicated on the data plate. Before making the connections check that: the circuit breakers or fuses of the home system can support the appliance load (see data plate); the power supply system has a sufficient earth connection which complies with the provisions of current regulations and the law; there is easy access to the socket. Do not use reducers or adapters as these could cause heating or burning.

YOUR COOKER.

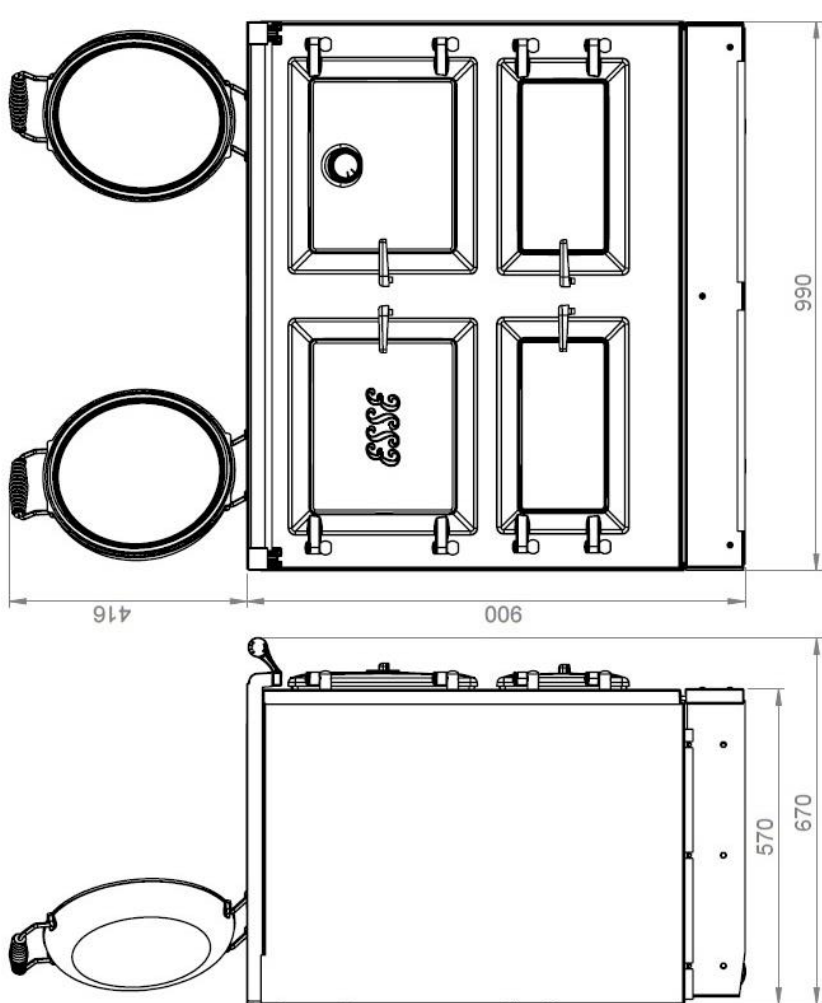
Fig.2 990EL Cooker



1	SLOW COOK OVEN.
2	CONTROL COMPARTMENT.
3	INDUCTION ZONE.
4	HEAT CONSERVING BOLSTER LIDS.
5	CAST IRON HOTPLATE.
6	TOP OVEN & GRILL.
7	BOTTOM OVEN.

SPACING AND DIMENSIONS.

Fig. 3 990EL Cooker Dimensions



The cooker is not to be grouted or sealed at the back or sides of the worktop as if any maintenance is required the cooker will have to be pulled away from the wall at the rear. This is to allow the cooker top to be lifted.

The cooker weighs 327kg and so the floor must be capable of withstanding the load.

Make sure the cooker is level, use packing pieces if necessary.

The cooker does not require access via the side panels once it is installed, however we do ask that a 3mm gap is provided between the cooker top plate any adjoining non-combustible work surfaces that may be fitted, this is to allow for the safe removal of the top plate should this be required at a later date. If the adjoining work surfaces are combustible, a 20mm gap is required.

It is not recommended that any wall cupboards are fitted above the cooker as steam may cause damage.

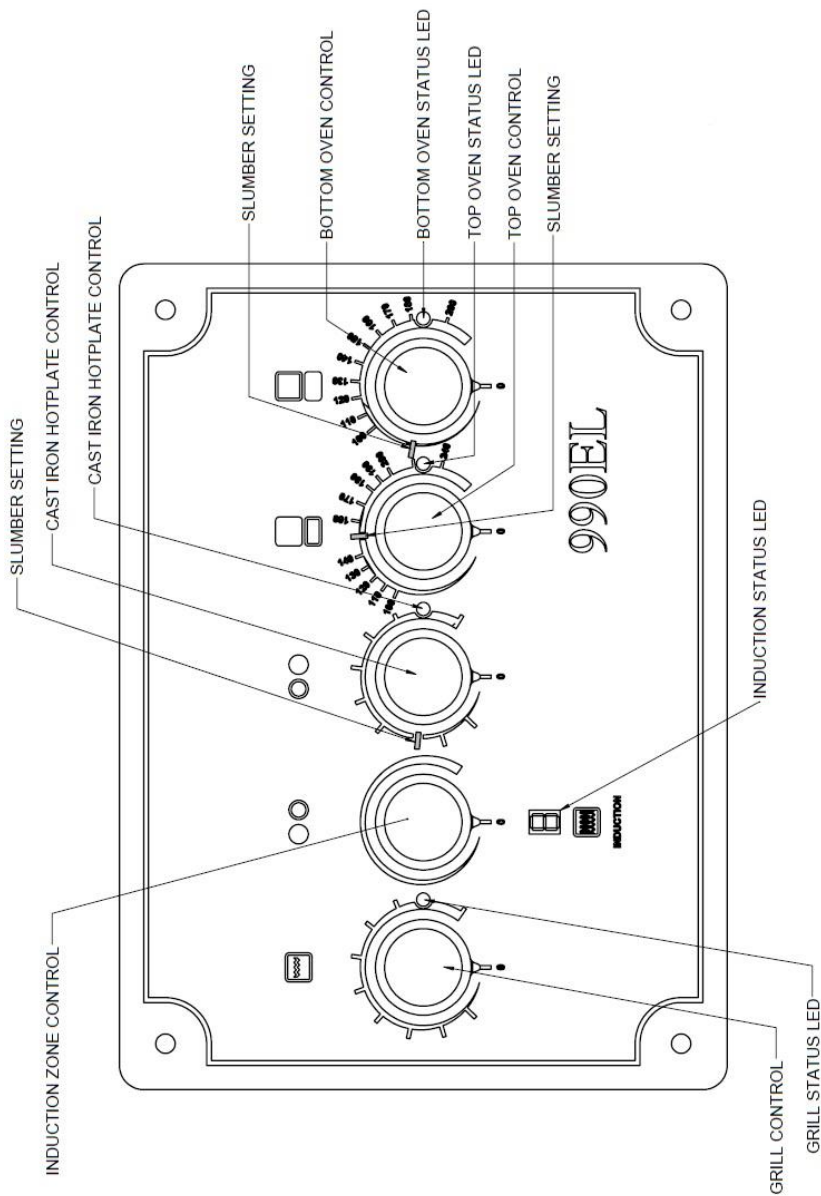


NOTE

Before using your cooker remove plastic protective covers from inner door panels; lift up lids and hinge covers.

CONTROL PANEL

Fig.4: 990EL Cooker control panel.



OVENS, GRILL & SLOW COOK OVEN.

The ovens work by modulating the power (Patent Pending) between the cast iron hotplate, the top oven, the bottom oven and the slow cook oven. If both ovens and the hotplate are on, the cooker will share the power to reach the selected temperatures, but if only one oven or the hotplate is turned on, that zone will heat up more quickly.

The cooker is designed to be used in slumber mode for the majority of the day giving off a constant background heat and can then heat up quickly to the required cooking temperatures when required. If the oven and hotplate elements are left at a higher setting than the slumber settings, the cooker will put even more heat into the room. This is also the case if the hotplate bolster lid is left up or oven doors left ajar.



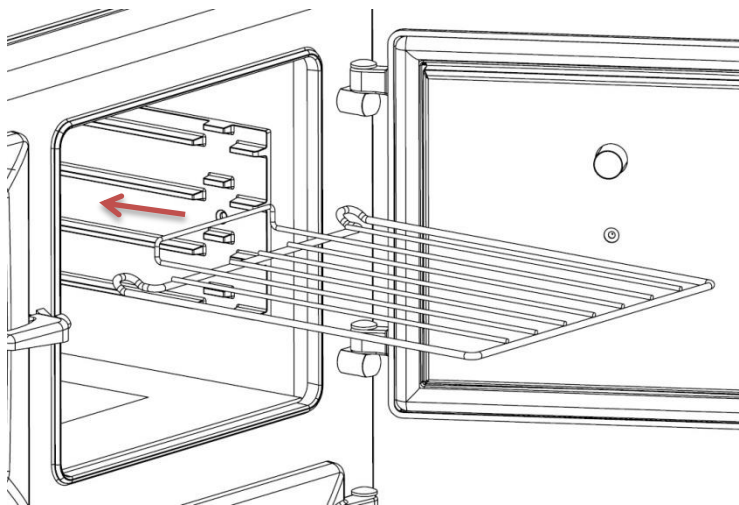
NOTE

When tested at the factory over a 24 hour period the cooker consumed less than 0.5kwh per hour in slumber mode at a room temperature of 18°C.

The top and bottom oven are controlled thermostatically and the temperature markings on the controls are in °C. To switch one of the ovens on, turn the corresponding knob clockwise to the desired temperature. The indicator LED will glow red to show that the oven is heating up and will glow green when the oven has reached the selected temperature. Similarly when the control is moved to a lower temperature the red LED will flash until the oven has reached the selected temperature, once the selected temperature is reached the LED will glow green again. The control shows a red flashing LED after the oven has been switched off to indicate residual heat.

When fitting oven shelves ensure that the shelf is orientated as shown in fig 5. The oven shelf has two raise loops at the back that act as a stop so as to prevent the shelf from accidentally tipping when partially extended.

Fig 5: Fitting an oven shelf



Top oven:

This oven has a 2kW wrap around element (Patent Pending) and a 2kW grill element. **The grill is a full width grill and takes priority over the top oven control.** The Top oven and grill can never be on together, if the grill control is on at any position, then the top oven will not work until it the grill is switched off.

The thermometer in the top oven door is only a guide to actual oven temperature. The reading will be incorrect when the door is or has been opened and will recover once the door is closed.

Lower oven:

This oven has a 1.5kW wrap around element (Patent Pending) and is used as a smaller capacity, high or low temperature oven.

SAFETY POINTS:

- When using the oven shelves ensure they are placed correctly between the shelf runners and orientated as shown in fig 5.
- Always use oven gloves when removing food from either oven or the grill.

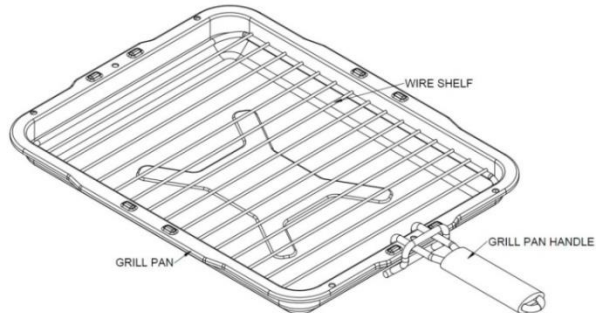
Grill:

The grill has a 2kW element fixed in the top of the top oven. The grill is programmed to take priority when turned on. As such other zones will take longer to heat up and react when the grill is activated.

Turn the control clockwise to turn the grill on and increase the power. The grill can take up to four minutes to reach full operating temperature from cold. The LED indicator will show red when the grill is turned on. The grill has a 30 minute time limit. After this time limit has expired the grill will automatically turn off. To reset controls after auto turn-off, it is necessary to turn the control knob back to the 'Off' (0) position.

When grilling, place the grill pan onto a pre-positioned oven shelf. The grill pan should be handled using the tool provided, locate the tool around the rim then move to locate it in the centre of the pan.

Fig 6 Grill pan



GRILL SAFETY POINTS,

- When attaching the grill pan handle. Locate the tool around the rim then slide to locate it in the centre of the pan.
- It is not advised to leave the grill pan handle attached to the grill pan whilst grilling, as it will become hot. Use only when moving the grill pan,
- **Only operate the grill with the top oven door open.**

- Ensure the oven shelf height is correctly positioned before placing the grill pan on it.
- The towel rail may become **HOT** after long periods of using the grill.
- Do not place towels or any other items over the towel rail when grilling.

Slow Cook Oven:

The slow cook oven is heated automatically when either of the ovens is switched on. The temperature is regulated to approximately 85°C.

The slow cook oven is intended for slow cooking items such as casseroles, joints of meat, etc. Your slow cook oven is capable of cooking a complete meal; for instance – casserole, rice pudding and jacket potatoes – or just warming the dishes (use only heat resistant dishes).

Points to remember when slow-cooking:

- Preheat the oven before starting to cook.
- Do not allow dishes to touch the heating elements either side of the oven.
- Bring casseroles, soups etc. to the boil on the hob before placing into a suitable casserole dish for slow cooking.
- Make sure that casseroles have sufficient liquid, particularly when cooking over a long period.
- Use lids on casseroles or foil to cover food whilst it is cooking to retain moisture.
- Make sure all dishes will fit into the oven before preparing the food.
- Wrap washed and pricked jacket potatoes in foil before cooking.
- Make sure that meat and poultry reach a safe temperature before eating.
- Always thaw frozen food completely before cooking.

Your slow cook oven is also useful for warming plates and serving dishes (use only heat resistant dishes).

You can cook a fruitcake in the slow cook oven (if perhaps your other ovens are in use).

You can also produce crisp, white meringues cooked in the slow cook oven.

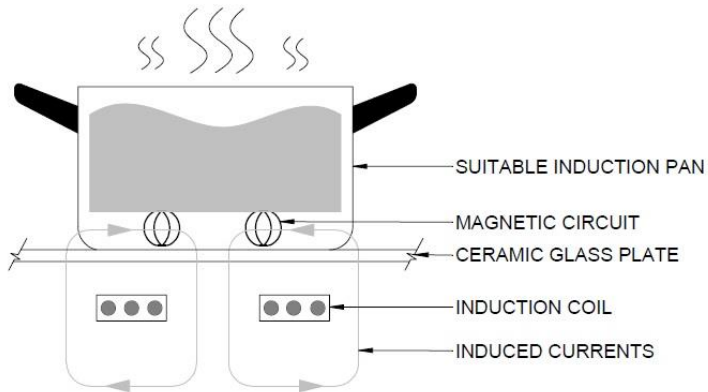
Timings for cooking in the slow cook oven will depend upon the quantity and type of dish you are cooking.

Keep an eye on the food until you are familiar with the oven.

INDUCTION ZONE

Induction cooking is a safe, efficient and economical cooking method. It works by electromagnetic vibrations generating heat directly in the pan, rather than traditional electric hob technologies that indirectly heat through a glass surface or metal plate. As a result of the induction technology, the glass surface only heats up due to heat transfer from the pan.

Fig 7 Induction Cooking

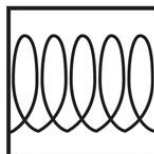


Before using the induction zone, read this guide, taking special note of the 'safety warnings' section.

Choosing compatible Cookware

Only use cookware with a base suitable for induction cooking. Look for the induction symbol on the packaging or on the bottom of the pan, see Fig. 8.

Fig. 8



Induction

- You can check whether your cookware is suitable by carrying out a magnet test. Move a magnet towards the base of the pan. If it is attracted, the pan is suitable for induction.

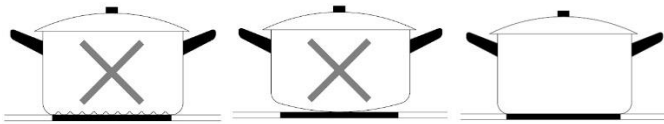
Fig. 9



- Cookware made from the following materials is not suitable: pure stainless steel, aluminium or copper without a magnetic base, glass, wood, porcelain, ceramic, and earthenware.

Do not use cookware with jagged edges or a curved base.

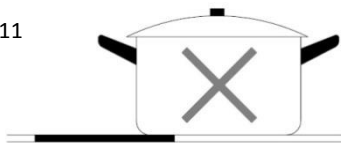
Fig. 10



Make sure that the base of your pan is smooth, sits flat against the glass, and is the same size as the cooking zone. Pots less than $\varnothing 145$ mm could be undetected by the hob.

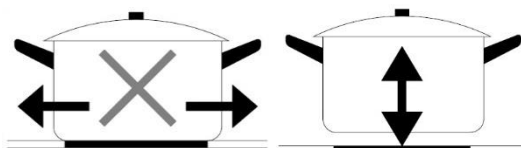
You can use multiple pans on the induction zone, but one pan must always be covering the centre of the glass.

Fig. 11



Always lift pans off the induction hob – do not slide, or they may scratch the glass.

Fig. 12



Using your Induction Hob

The induction zone works on a separate power supply and as such does not have a slumber mode setting but is an on demand hob. The induction zone specifications are Ø330mm with a Ø250mm 3kW element.

The induction is controlled via a rotary control as shown in Fig 4. This will allow you to scroll through the power setting 0 to 9 as it is rotated clockwise. The set power level, any error codes and any selected functions are displayed on the induction status display, shown Fig 4.

The induction zone has 9 power settings, a timed full power boost setting (P) and an Automatic heat up time function (A).

LEVEL	POWER
Booster "P"	3000W
9	2300W
8	1475W
7	950W
6	650W

LEVEL	POWER
5	400W
4	280W
3	180W
2	115W
1	70W



Automatic Heat up function:

When the Automatic heat up is activated, the power of the element is set to level 9 for a time dependant on the selected (simmering) cooking level. After the predefined heat up time is finished, the element switches back to the selected cooking (simmering) level.

The Automatic Heat up function only works on power levels 1 to 8.

To engage the Automatic Heat Up function: Place a suitable pan on the induction zone. With the rotary induction control in the off (0) position, turn the knob anti-clockwise and hold against the stop for 1-2 seconds. At this point you will hear a beep and an A will be displayed. You can then turn the rotary control clockwise to the desired cooking/simmering level. The display will flash between A and the selected cooking/simmering level until the predefined time has expired. At this point the element will default to the selected cooking/simmering level. The Auto Heat Up times are shown in the table below.

LEVEL	TIME (Seconds)
1	48
2	144
3	230
4	312

LEVEL	TIME (Seconds)
5	408
6	120
7	168
8	216



Power Boost Function:

The power boost function, when selected, will deliver the full 3kW power for 5 minutes and then the induction unit will default to power level 9.

To engage the Power Boost function: Place a suitable pan on the induction zone. Turn the rotary induction control fully clockwise and hold against the stop for 1-2 seconds. At this point you will hear a beep and a P will be displayed. Once the P is displayed the rotary control can be released. After 5 minutes the element will switch from P to power level 9.

**Pot Detection:**

If cookware is not detected, the 'suspended pot' is shown on the Induction status display. If no cookware is recognised, the induction zone will switch off automatically after 10 minutes.

**Residual Heat Display:**

After turning off the induction unit, the residual heat on the cooking element is displayed as an H, this will remain as long as the temperature is over approximately 60°C

Over-Temperature Protection:

Temperature sensors monitor the temperature beneath and inside the induction zone. When excessive temperature is monitored in the ECU, the induction zone will reduce power in 4 steps until the temperature reduces to safe levels. When excessive temperature is monitored at the hob, the induction zone will stop operation automatically.



The minimum pan size for the induction zone is Ø145mm.

NOTE

This Induction unit has a built in cooling fan which comes on when the induction unit is switched on and the temperature exceeds 40°C and will go off once the temperature drops below 30°C, regardless of whether the induction is turned on or off. When the unit is set to slumber mode, this should only take a matter of minutes however when the cooker is at the higher end of the temperature scale (i.e. cooking) this can take longer to turn off.

- Never use utensils with rough bases.
- It is important that any spillage is dealt with before the hob is used again, otherwise it may become baked on.
- Do not place or leave an empty pan on the hob, nor put metal utensils or objects on or too near the hob as they may become hot.
- Remove any spillage of high sugar content, such as jam, immediately. Use a pan, which is large enough to prevent boil over or spillage.
- Before using the hob for the first time we recommend you clean the glass surface with ceramic hob cleaner and conditioner, such as Hob-brite. This applies a thin protective film to the hob, making it easier to clean and prolonging its life.
- It is essential to use pans suitable for induction cooking. These have to have a ferrous content, so cast iron and magnetic stainless steel are ideal but copper, aluminium and ceramic pans will not normally work.
- Never use the hob as a work surface as damage may occur to the smooth surface.
- The heat conserving lid should be left up after use to allow for better cooling.

Auto Shutdown Protection:

Auto shut down is a safety protection function for your induction hob. It shuts down automatically if ever you forget to turn off your cooking. The default working times for various power levels are shown in the table below.

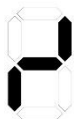
LEVEL	TIME (Minutes)
1	360
2	360
3	300
4	300
5	240

LEVEL	TIME (Minutes)
6	90
7	90
8	90
9	90

Heat Settings:

The settings below are guidelines only. The exact setting will depend on several factors, including your cookware and the amount you are cooking. Experimenting with the induction zone is the best way to find the settings that best suit you.

Heat Setting	Suitability
1-2	<ul style="list-style-type: none">• Delicate warming for small amounts of food• Melting chocolate, butter and foods that burn quickly.• Gentle simmering• Slow warming.
3-4	<ul style="list-style-type: none">• Reheating• Rapid simmering• Cooking rice
5-6	<ul style="list-style-type: none">• Pancakes
7-8	<ul style="list-style-type: none">• Sautéing• Cooking pasta
9	<ul style="list-style-type: none">• Stir-frying• Searing• Bring soup to the boil• Boiling water



Control error:

If the control knob is turned into an overwind position (OWL or OWR) for more than 30 seconds continuously, the Control error symbol (shown above) will flash on the display panel. The induction zone will automatically switch off. If the control knob is turned back from an overwind position, a 30 second count will start again. This will clear the error and the Status Display will clear after about 3 seconds.

Error Codes:

Error Code	Description	Possible causes	Remedy
E/2	Temperature limits are exceeded	Pot or glass temperature is too high. NTC- Electronic temperature too high	System must cool down
E/3	Unsuitable pot, e.g. loss of the magnetic characteristics because of the temperature in the bottom	On the module a pot creates an improper operating point which can destroy devices, e.g. IGBTs.	1. The error is automatically cancelled after 8 s and the induction zone can be used again. In case of further upcoming errors the pot has to be replaced. 2. The module has to be changed if the error comes without a pot on the cooking zone.
E/5	No communication between user interface and the induction module.	No power supply of induction module. Bad	Check power and LIK connections. If connection is OK, replace the module.
E/6	Main power disturbance	1. Failure in main power frequency detection. 2. Overvoltage	Check main power voltage and frequency, if ok replace module.
E/7	Non assignable failure	Fan or control electronic is defective.	Replace module or User interface.
E/8	Fan Failure	Sensor signal out of valid range; sensor of electronic is defective.	Replace the module.
E/9	Defective temperature probe on inductor		Replace the module.
E/47	LIN-communication error between display unit and induction	No or interrupted LIN communication.	Check connecting cable between the display and induction.
E/A	Hardware defect of induction module	Defective hardware device detected by the self-check of the module.	Replace the module.
E/H	Fixed sensor value (test function for T probe on inductor).	Not enough temperature change (10K) within 5 minutes after switch on the hob	System must cool down
No functionality and no display	Overvoltage on the switch mode power supply (no functionality)	400 V connection	Disconnect and correct the power line connection.

Clearance of error messages:

The control unit has to detect that the faulty condition is fixed. After turning the knob back into the Off (0) position new user inputs are allowed and will be accepted from the control unit.

INDUCTION SAFETY POINTS:

- If the Induction zone glass is cracked or broken the cooker **MUST NOT BE CONNECTED** and no part of it may be used. Switch off and unplug the appliance to avoid possibility of electric shock.
- Do not place or leave any magnetisable objects (e.g. credit cards, memory cards) or electronic devices (e.g. computers, MP3players) near the appliance, as they may be affected by its electromagnetic field.
- Never use the appliance as a work or storage surface.

CAST IRON HOTPLATE

The cast iron hotplate is Ø330mm and has a 2.5kW Element.

From the OFF setting it takes approximately 40 minutes to reach 400°Centigrade, or 31 minutes from 150°Centigrade to 400°Centigrade when in slumber mode. Heat up times were checked with the heat conserving lid down and at a room temperature of 18°C

Always use solid machined flat base pans to ensure the best contact on the hotplate and subsequent heat transfer. Cast iron pans usually work well.

- Never use utensils with rough bases.
- It is important that any spillage is dealt with before the hob is used again, otherwise it may become baked on solid and difficult to remove.
- Always keep the hotplate cover down when the hob is not in use to conserve energy.

OVEN STEAM VENTS

The 990EL cooker incorporates oven steam vents in both the top and bottom oven.

The top and bottom oven steam vents are linked together and can be adjusted by either opening or closing the top steam vent on the top of the cooker.

Figure 13 shows the steam vent closed. When using the oven in this method, condensation can form on the inside of the oven door and run off when the door is opened.

Fig. 13 Top oven steam vent closed.

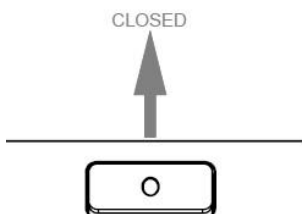
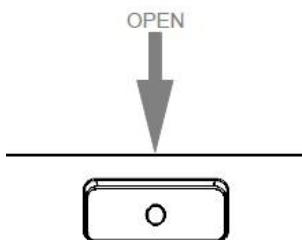


Figure 14 shows the steam vent opened. This operation is achieved by sliding the steam vent towards the front of the cooker.

Fig. 14 Top oven steam vent opened.



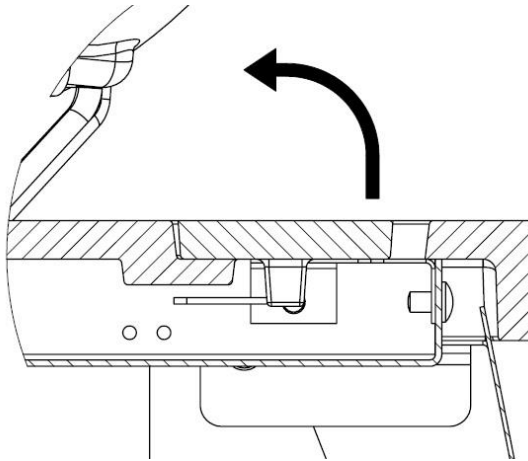


WARNING

Steam is very hot and can burn.
Care should be taken and a suitable protective oven
glove or mitt be used whilst operating the oven steam
vents.

The steam vent can be removed for cleaning, by sliding the steam vent to the open position. This can now be levered forward and removed.

Fig. 15



CARING FOR YOUR ESSE COOKER.

Your Esse cooker is very easy to keep clean.

The cast iron hotplate helps to keep its self clean, by carbonising cooking spills and splashes. Just brush off the carbon dust. For stubborn stains, don't be afraid to use a wire brush on the cast iron hotplate and inside the ovens.

Splashes and spills on the vitreous enamel should be wiped away as soon as possible, using a damp soft cloth. Micro-fibre cloths are especially good for this. Never use a cold wet cloth on any enamelled surfaces as the thermal shock can cause crazing.

If spills have become baked on to the enamel, use a soap filled pad, not too coarse, so as to avoid scratching enamel. DO NOT use oven cleaners.

Likewise the inner door panels and inner bolster lids can be cleaned with a cream cleanser or for more stubborn marks, a soap filled pad. The linings will show marks and discolour with use, but with regular cleaning will maintain its look for longer.

The chromed bolster lids and handrail can be cleaned with a damp soapy cloth, followed by a wet cloth, finishing by polishing with a clean dry cloth.

The enamelled surfaces can be cleaned with glass cleaner to help get a good streak free shine. Any spillage of milk or fruit juices on to the enamelled surfaces must be wiped up straight away, as the acidity may stain the front.

Some components such as the side panels are powder coated (painted) and nothing abrasive should be used on them. Use a soap filled pad instead.

If the cooker is finished in the 'Matte Black' painted finish, additional care must be taken not to use any chemicals or abrasive cleaners. Use a light brush or lint free cloth instead.

If the cooker is not going to be used for an extended period of time, we advise that the cooker be cleaned thoroughly, the ovens and hotplate can be wiped over with a light coating of cooking oil, the bolster lids left up and the doors left slightly ajar.

During the life of your cooker it may be necessary to adjust the door handles and change the door ropes. The door handles can be adjusted using the adjustment screw on the lift up latch part of the handle. A video on how to adjust the door handle is on the Esse TV section of www.esse.com. Replacement door ropes can also be purchased from www.esse.com

EXTRACTION.

An extractor may be used with this appliance. See your local Esse dealer or www.esse.com for details.

GUARANTEE.

Your ESSE cooker is guaranteed against defects arising from faulty manufacture for three years, subject to the following express conditions:

- Upon installation. The details must be recorded on the Commissioning card and registered with ESSE by returning the completed card or by completing the online registration. The guarantee period commences upon delivery of the cooker (subject to receipt of the correctly completed card).
- The cooker has been used for normal domestic purposes only, and in accordance with the manufacturer's instructions.
- Any cooker or defective part replaced shall become the Company's property.

EXCLUSIONS

This guarantee does not cover:

- Parts deemed to be replaceable in the normal usage of the cooker. These parts are listed herewith: oven accessories.
- Enamel damage; the vitreous coating on your cooker is in effect an extremely thin layer of glass and as such displays all the characteristics of glass. It can easily be damaged by impact, or by spillage of cold liquids onto a hot surface. Such damage cannot be covered under this guarantee. (See also intermittent use of your cooker, below).

This guarantee is personal to the original purchaser and is non-transferable.

INTERMITTENT USE OF YOUR COOKER

In the event of intermittent use and prolonged shutdown, it should be noted that in some circumstances enamel may be displaced due to ingress of damp. Whilst this is rare, it is most likely to occur in situations where the unused cooker remains in an unheated property. There is a layer (known as the ground coat) between the vitreous enamel surface and the cast iron. Ground coat is porous and if exposed (e.g. after a chip in the vitreous enamel coat), may allow damp to penetrate behind the vitreous enamel and spread through the ground coat. Surface oxidation of the cast iron may thereafter occur, causing the vitreous enamel to fall off. Such damage will not be covered by your warranty. We recommend that a light coating of petroleum jelly be applied to any damaged areas when the cooker is not in use to help keep out the damp, in addition to following the 'caring for your Esse cooker' instructions on page 26.

CUSTOMER CARE

In the event you should require spare parts, please order through your ESSE dealer or by contacting Esse via telephone (01282 813235) or our website, www.esse.com.

Should you have cause for dissatisfaction with your cooker, you should contact your ESSE dealer, who will, in most instances, be able to offer you immediate assistance. You will be required to give the following details.

- Your name, address and postcode.
- Your telephone/contact details.
- Clear and concise details of the fault.
- Model and serial number of the cooker (found on the inside panel of the bottom right hand oven door).

- Purchase date (please note that a valid purchase receipt or guarantee documentation is required for in-guarantee service calls).

We will then check that we have an accurately completed warranty card, if not then any work carried out may be charged.

We will assess the nature of the complaint and either send replacement parts for your dealer to fit, send an engineer to inspect & report, or send an engineer to repair. If the fault is not actually due to faulty workmanship but some other cause such as misuse or failure to install correctly, a charge will be made to cover the cost of the visit and any new parts required, even during the warranty period. Home visits are made between 08.30-1700 hrs Monday to Friday, and are arranged for either a morning or afternoon appointment.



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Website and On-line Store <http://www.esse.com>