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user manual

Ceramic glass hob

EHET66CS, EHET96CS

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Subject to change without notice

Safety instructions

⚠ **Warning! Please comply with these instructions. If you do not, any damage resulting is not covered by the warranty.**

Correct use

- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Do not leave the appliance unattended during operation.
- This appliance should be used only for normal domestic cooking and frying of food.
- The appliance must not be used as a work surface or as a storage surface.
- Additions or modifications to the appliance are not permitted.
- Do not place or store flammable liquids, highly inflammable materials or fusible objects (e.g. plastic film, plastic, aluminium) on or near the appliance.

Children's safety

- The cooking zones will become hot when you cook. Therefore, always keep small children away from the appliance.
- The appliance is not intended for use by young children or infirm persons without supervision.
- Children should be supervised to ensure that they do not play with the appliance.

⚠ **Warning! Accessible parts will become hot during use. To avoid burns young children should be kept away**

General Safety

- The appliance may only be installed and connected by trained, registered service engineers.
- Built-in appliances may only be used after they have been built into suitable built-in units and work surfaces that meet standards.
- In the event of faults with the appliance or damage to the glass ceramic (cracks, scratches or splits), the appliance must be switched off and disconnected from the electrical supply, to prevent the possibility of an electric shock.
- Repairs to the appliance must only be carried out by trained registered service engineers.

Safety during use

- Remove stickers and film from the glass ceramic.
- There is the risk of burns from the appliance if used carelessly.
- Cables from electrical appliances must not touch the hot surface of the appliance or hot cookware.
- Overheated fats and oils can ignite very quickly. Warning! Fire hazard!
- Switch the cooking zones off after each use.

⚠ **Warning! If the surface is cracked, switch off the appliance to avoid possibility of electric shock.**

Safety when cleaning

- For cleaning, the appliance must be switched off and cooled down.
- For safety reasons, the cleaning of the appliance with steam jet or high pressure cleaning equipment is not permitted.

How to avoid damage to the appliance

- The glass ceramic can be damaged by objects falling onto it.
- The edge of the glass ceramic can be damaged by being knocked by the cookware.
- Cookware made of cast iron, cast aluminium or with damaged bottoms can scratch the glass ceramic if pushed across the surface.
- Before spillage can become burnt on to the cooking surface, remove it with a damp cloth.
- To avoid damaging cookware and glass ceramics, do not allow saucepans or frying pans to boil dry.
- Do not use the cooking zones with empty cookware or without cookware.

Description of the Appliance

Cooking surface layout

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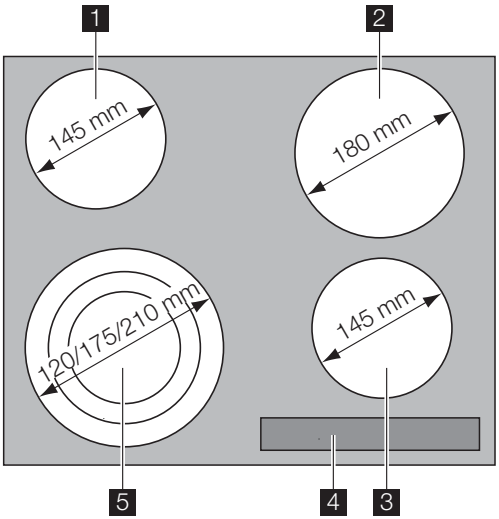

1 Single cooking zone 1200W
2 Single cooking zone 1800W
3 Single cooking zone 1200W
4 Control panel
5 Triple cooking zone 2300/1600/800W

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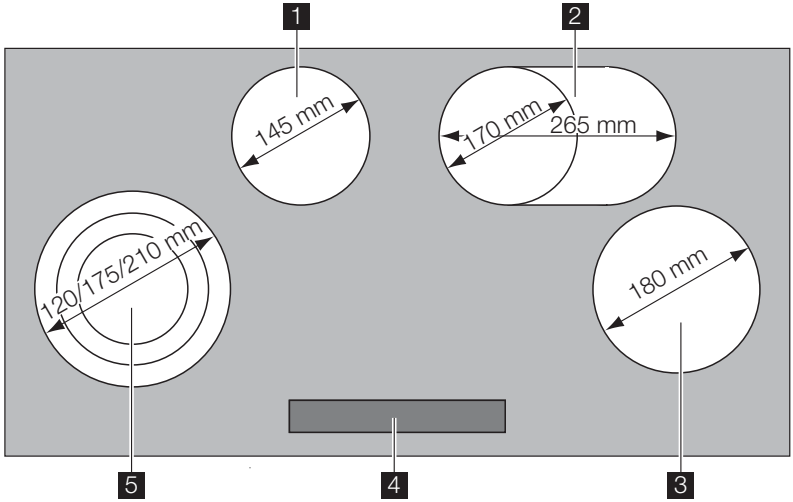

1 Single cooking zone 1200W
2 Multi-purpose cooking zone 2200/1400W
3 Single cooking zone 1800W
4 Control panel
5 Triple cooking zone 2300/1600/800W

Control panel layout

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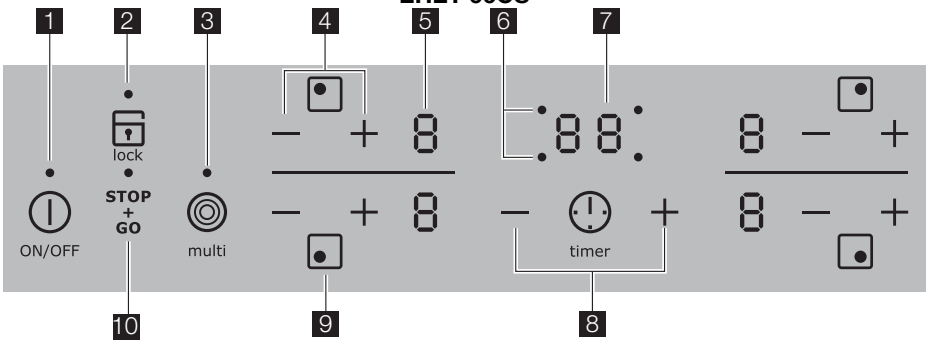
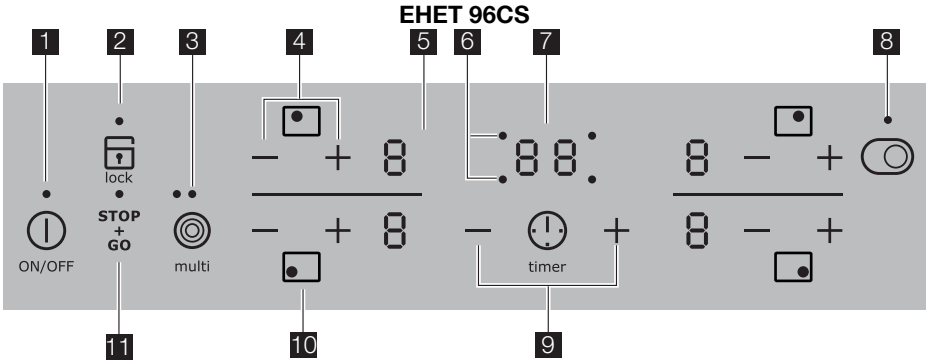


1 On/Off with power indicator
2 Lock with pilot light
3 A triple ring cooking zone
4 Heat setting selection
5 Display
6 Cooking zone indicators Timer function
7 Timer display
8 Timer
9 Zone selection indicator
10 Stop+Go function



1 On/Off with power indicator
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3 A triple ring cooking zone
4 Heat setting selection
5 Display
6 Cooking zone indicators Timer function
7 Timer display
8 Multipurpose cooking zone
9 Timer
10 Zone selection indicator
11 Stop+Go function

Touch Control sensor fields

The appliance is operated using Touch Control sensor fields. Functions are controlled by touching sensor fields and confirmed by displays and acoustic signals. Touch the sensor fields from below, without covering other sensor fields.

Sensor field	Function
On / Off	To switch the appliance on and off
Increase settings	To increase heat settings
Reduce settings	To reduce heat settings
Timer	To select timer settings
Increase settings	To increase Timer time
Reduce settings	To reduce Timer time
Lock	To lock/unlock the control panel
Stop+Go	To switch the Keep Warm setting on/ off
Triple ring switch	To switch outer rings on and off
Multi-purpose zone switch	To switch the outside ring on and off

Displays

Display	Description
	Cooking zone is switched off
Keep warm setting	Keep warm setting is set
1 - 9	Heat setting is set
Automatic warm up function	Automatic warm-up function is activated
Error	Malfunction has occurred

Display		Description
H	Residual heat	Cooking zone is still hot
L	Child safety device	Lock/child safety device is activated
-	Automatic switch off	Switch off is active

Residual heat indicator

⚠ **Warning! Risk of burns from residual heat. After being switched off, the cooking zones need some time to cool down. Look at the residual heat indicator.** H

Important! Residual heat can be used for melting and keeping food warm.

Operating the appliance

Switching the appliance on and off

	Control panel	Display	Pilot light
Switch on	Touch ⏻ for 2 seconds	0 / H	lights up
Switch off	Touch ⏻ for 1 second	H / none	goes out

Important! After switching on, within approx. 10 seconds a heat setting or a function must be set, otherwise the appliance automatically switches itself off.

Setting the heat setting

	Control panel	Indicator
To increase	Touch +	u to 9
To decrease	Touch +	9 to 0
To switch off	Touch + and − at the same time	0

ℹ **The keep warm setting u lies between 0 and 1. It is used to keep food warm.**

Switching the outside ring on and off

By switching the outside rings on or off, the effective heating surface can be matched to the size of the cookware.

ℹ Before an outside ring can be switched on, the inside ring must be switched on

Triple cooking zone	Sensor panel	Power indicator
To switch on the middle ring	Touch ◎ for 1-2 seconds.	One power indicator is lit.
To switch on the outside ring	Touch ◎ for 1-2 seconds.	Two power indicators are lit.
To switch off the outside ring	Touch ◎ for 1-2 seconds.	Second power indicator goes out.
To switch off the middle ring	Touch ◎ for 1-2 seconds.	First power indicator goes out.

Multi-purpose zone	Sensor field	Pilot light
To switch on outside ring	Touch ⊂⊃ for 1-2 seconds	is lit

Multi-purpose zone	Sensor field	Pilot light
To switch off outside ring	Touch for 1-2 seconds	goes out

Switching the STOP+GO function on and off

The STOP+GO function simultaneously switches all cooking zones that are switched on to the keep warm setting and then back to the heat setting that was previously set.

Timer functions are not stopped by STOP+GO.

STOP+GO locks the whole control panel except the sensor field .

	Control panel	Display
To switch on	Touch STOP+GO	
To switch off	Touch STOP+GO	previously set heat setting

Locking/unlocking the control panel

The control panel, with the exception of the “On/Off” sensor field, can be locked at any time to prevent the change of settings.

	Control panel	Display
Switch on	Touch	L (for 5 seconds)
Switch off	Touch	previously set heat setting

When you switch the appliance off, the locking function is automatically switched off.

Using the automatic warm-up function

All cooking zones are equipped with an automatic warm up function A . When setting a heat setting using + and starting from 0 , the cooking zone switches to full power for a certain amount of time and then automatically switches back to the heat setting set.

	Control panel	Possible heat settings	Display
Switch on (only when starting at 0)	Touch +	1 to 8	A (after 5 seconds)
Switch off	Touch —	8 to 1 / u	8 to u
Not used	Touch —	9 to u	9 to u

If during the automatic warm up A a higher heat setting is selected, e.g. from 3 to 5 , the automatic warm up is adjusted.

If there is still residual heat on the cooking zone (display H), the automatic warm up is not performed.

The length of time that the automatic warm up function operates depends on the heat setting selected.

Heat setting	Length of the automatic warm up [min:sec]
u	0:30
1	1:00
2	1:40
3	4:50
4	6:30

Heat setting	Length of the automatic warm up [min:sec]
5	10:10
6	2:00
7	3:30
8	4:30
9	---

Using the child safety device

The child safety device prevents unintentional use of the appliance.

Switching on the child safety device

Step	Control panel	Display/Signal
1.	Switch on appliance. (Do not set a heat setting.)	0
2.	Touch for 4 seconds	L
3.	The child safety device is switched on.	

Switching off the child safety device

Step	Control panel	Display/Signal
1.	Switch on appliance. (Do not set a heat setting.)	L
2	Touch for 4 seconds	0 lights up
3.	Switch appliance off.	
4.	The child safety device is switched off.	

The child safety device can only be switched on and off, if no heat setting is set.

The child safety device can be switched off in this way for a single cooking session; it remains activated afterwards.

Overriding the child safety device

Step	Control panel	Display / Signal
1.	Switch appliance on	L
2.	Touch for 4 seconds	0 lights up
Until the appliance is next switched off, it can be used as normal. After switching off the appliance, the child safety device is active again.		

After overriding the child safety device, a heat setting or a function must be set within approx. 10 seconds, otherwise the appliance automatically switches itself off.

Using the timer

Function	Condition	Outcome after the time has elapsed
Automatic cut-out	a heat setting is set	acoustic signal and 00 flashes, the cooking zone switches itself off

Function	Condition	Outcome after the time has elapsed
Countdown timer	cooking zones not in use	acoustic signal and 00 flashes

Selecting a cooking zone

Step	Control panel	Display
1.	Touch ⏲ once	Pilot light of the first cooking zone flashes 00
2.	Touch ⏲ once	Pilot light of the second cooking zone flashes 00
3.	Touch ⏲ once	Pilot light of the third cooking zone flashes 00
4.	Touch ⏲ once	Pilot light of the fourth cooking zone flashes 00

If a heat setting is set on this cooking zone in addition to a countdown timer, the cooking zone is switched off after the time set has elapsed.

If a cooking zone is switched off, the timer function set is also switched off.

If the pilot light is flashing more slowly, the heat setting can be set or modified.

If other timer functions are set, after a few seconds the shortest remaining time of all the timer functions is displayed and the corresponding pilot light flashes.

Setting the time

Step	Control panel	Indicator
1.	Select ⏲ for the cooking zone	The pilot light for the cooking zone selected flashes
2.	Touch + or −	00 to 99 minutes
After a few seconds the pilot light flashes more slowly. The time is set. The time counts down.		

Switching off the timer function

Step	Control panel	Indicator
1.	Select ⏲ for the cooking zone	Pilot light of cooking zone selected flashes faster. Time remaining is displayed
2.	Touch −	The time remaining counts backwards to 00
The pilot light goes out. The Timer function for the selected cooking zone is switched off.		

Changing the time

Step	Control panel	Indicator
1.	Select ⏲ for the cooking zone	Pilot light of the selected cooking zone flashes faster. Time remaining is displayed
2.	Touch + or −	01 to 99 minutes
After a few seconds, the pilot light flashes more slowly. The time is set. The time counts down.		

Displaying the time remaining for a cooking zone

Step	Control panel	Indicator
1.	Touch ⏲ for the cooking zone	Pilot light of the cooking zone selected flashes faster. The time remaining is displayed
After a few seconds the pilot light flashes more slowly.		

Switching off the acoustic signal

Step	Control panel	Indicator
1.	Touch ⏲	The acoustic signal to acknowledge
The acoustic signal stops		

Automatic switch off

- If after switching on the cooking surface, a heat setting is not set for a cooking zone within approx. 10 seconds, the cooking surface automatically switches itself off.
- If one or more sensor fields are covered by objects (a pan, cloths, etc.) for longer than approx. 10 seconds, a signal sounds and the cooking surface switches off automatically.
- If all cooking zones are switched off, the cooking surface automatically switches itself off after approx. 10 seconds.
- If one of the cooking zones is not switched off after a certain time, or if the heat setting is not modified, the relevant cooking zone switches off automatically. - is displayed. Before being used again, the cooking zone must be set to 0.

Heat setting	Switches off after
u 1 - 2	6 hours
3-4	5 hours
5	4 hours
6 - 9	1.5 hours

Tips on cooking and frying

Information on acrylamides

According to the latest scientific knowledge, intensive browning of food, especially in products containing starch, can constitute a health risk due to acrylamides. Therefore we recommend cooking at the lowest possible temperatures and not browning foods too much.

Cookware

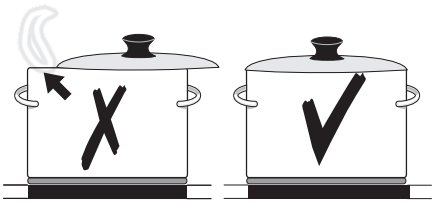
- You can recognise good cookware from the bottoms of the pans. The bottom should be as thick and flat as possible.
- Cookware made of enamelled steel or with aluminium or copper bottoms can leave discolorations on the glass ceramic surface which are difficult or impossible to remove.

Energy saving

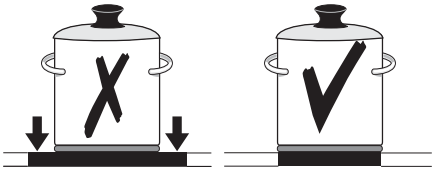
Always place cookware on the cooking zone before it is switched on.

Switch cooking zones off before the end of the cooking time, to take advantage of residual heat.

If possible, always place lids on the pans.



Bottom of pans and cooking zones should be the same size.



Cleaning and Care

Warning! Watch out! Risk of burns from residual heat.

Warning! Sharp objects and abrasive cleaning materials will damage the appliance. Clean with water and washing up liquid.

Warning! Sharp cleaning agents will damage the appliance. Remove residues with water and washing up liquid.

Cleaning the appliance after each use:

1. Wipe the appliance with a damp cloth and a little washing up liquid.
2. Rub the appliance dry using a clean cloth.

Removing deposites

Type of dirt	Remove		
	at once	when the appliance has cooled down	using
sugar, food containing sugar	yes	---	a scraper[1)]
plastics, tin foil	yes	---	a scraper[1)]
limescale and water rings	---	yes	cleaner for glass ceramic or stainless steel [1)]
fat splashes	---	yes	cleaner for glass ceramic or stainless steel[1)]
shiny metallic discoloration	---	yes	cleaner for glass ceramic or stainless steel[1)]

1) *Scrapers and cleaners for glass ceramic and stainless steel can be purchased in specialized shops

Removing deposites

1. Place a scraper on the glass ceramic surface at an angle.
2. Remove residues by sliding the blade over the surface.
3. Wipe the appliance with a damp cloth and a little washing up liquid.
4. Rub the appliance dry using a clean cloth.

Remove stubborn residues with a cleaner for glass ceramic or stainless steel.

Scratches or dark stains on the glass ceramic that cannot be removed do not however affect the functioning of the appliance.

Warning! Residues from cleaning agents will damage the appliance. Remove residues with water and washing up liquid.

What to do if ...

Problem	Possible cause	Remedy
The cooking zones will not switch on or are not functioning.	More than 10 seconds have passed since the appliance was switched on	Switch the appliance on again.
	The child safety device is switched on [L]	Deactivate the child safety device (See the section “Child safety device”)
	Several sensor fields were touched at the same time	Only touch one sensor field
	Automatic switch off has been triggered	Remove any objects (pan, cloths, etc.) that are lying on the control panel. Switch the appliance on again
	The lock is switched on [L]	Switch off the lock (See the section “Locking/unlocking the control panel”)
Acoustic signal sounds when appliance is switched off	The control panel is wholly or partly covered by objects.	Remove objects.
The residual heat indicator is not displaying anything	The cooking zone was only on for a short time and is therefore not hot	If the cooking zone is supposed to be hot, call the Customer Service Department.
The automatic warm up function is not switching itself on	There is still residual heat on the cooking zone [H]	Let the cooking zone cool down
	The highest heat setting is set [9]	The highest heat setting has the same power as the automatic warm up function
	The heat setting was set using the sensor field —	1. Switch off the cooking zone 2. Set the cooking zone using the sensor field +
Acoustic signal sounds and appliance switches itself on and then off again; after 5 seconds another acoustic signal sounds	The On/Off sensor field has been covered up, e.g. by a cloth	Do not place any objects on the control panel
[-] is lit	Overheating protection for the cooking zone has been triggered	Switch off the cooking zone. Switch the cooking zone on again
	Automatic switch off has been triggered	Switch off the cooking zone. Switch the cooking zone on again
[E] and number are displayed	Electronics fault	Disconnect the appliance from the electrical supply for a few minutes (Take the fuse out of the house’s wiring system) If after switching on again, [E] is displayed again, call the customer service department

If you are unable to remedy the problem by following the above suggestions, please contact your dealer or the Customer Care Department.

⚠ **Warning! Repairs to the appliance are only to be carried out by qualified service engineers.**

Considerable danger to the user may result from improper repairs.

If the appliance has been wrongly operated, the visit from the customer service technician or dealer may not take place free of charge, even during the warranty period.

Technical data

Model	EHET 66CS		EHET 96CS	
PNC	949 163 050		949 163 051	
Product dimensions (w x d) mm	612 x 530		896 x 518	
Cut-out dimensions (w x d) mm	560 x 490 (485)		880 x 490 (485)	
Voltage (volts)	230		230	
Cycles (Hz)	50		50	
Service Cord	not fitted		not fitted	
elements	no. zones	watts	no. zones	watts
left front	3	2300/1600/800	3	2300/1600/800
left rear	1	1200	1	1200
right front	1	1200	1	1800
right rear	1	1800	2	2200/1400
total		6500		7500

Disposal

The symbol on the product or on its packaging indicates that this product may not be treated as household waste. Instead it should be taken to the appropriate collection point for the recycling of electrical and electronic equipment. By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product. For more detailed information about recycling of this product, please contact your local council, your household waste disposal service or the shop where you purchased the product.

Packaging material.
The packaging materials are environmentally friendly and can be recycled. The plastic components are identified by markings, e. g., >PE<, >PS< etc. Please use markings to dispose of the packaging materials in the appropriate container at the community waste disposal facilities.

Installation Instructions

Warning! Safety instructions

Warning! This must be read! The laws, ordinances, directives and standards in force in the country of use are to be followed (safety regulations, proper recycling in accordance with the regulations, etc.)

Important! Installation may only be carried out by a qualified electrician.
The minimum distances to other appliances and units are to be observed.
Anti-shock protection must be provided by the installation, for example drawers may only be installed with a protective floor directly underneath the appliance.
The cut surfaces of the worktop are to be protected against moisture using a suitable sealant. The sealant seals the appliance to the work top with no gap. Do not use silicon sealant between the appliance and the work top.
Avoid installing the appliance next to doors and under windows. Otherwise hot cookware may be knocked off the rings when doors and windows are opened.

⚠ **Caution! Warning! Risk of injury from electrical current.**

- The electrical mains terminal is live.
- Make electrical mains terminal free of voltage.
- Follow connection schematic.
- Observe electrical safety rules.
- Ensure anti-shock protection by installing correctly.
- The appliance must be connected to the electrical supply by a qualified electrician.
- Loose and inappropriate plug and socket connections can make the terminal overheat.
- Have the clamping connections correctly installed by a qualified electrician.
- Use strain relief clamp on cable.

⚠ **Caution! The surface temperature exceeds 95°C. To avoid a hazard, underbench access must be restricted**

Electrical Connection

Before connecting, check that the nominal voltage of the appliance, that is the voltage stated on the rating plate, corresponds to the available supply voltage. Also check the power rating of the appliance and ensure that the wire is suitably sized in accordance with local wiring rules to suit the appliance power rating. The rating plate is located on the lower casing of the hob. The heating element voltage is AC230V~. The appliance also works perfectly on networks with AC220V~ or AC240V~. Means for disconnection must be incorporated in the fixed wiring in accordance with local wiring rules.The hob is to be connected to the mains using a device that allows the appliance to be disconnected from the mains at all poles with a contact opening width of at least 3 mm, eg. automatic line protecting cut-out, earth leakage tripsorfuse. If this appliance's mains cable is damaged, it must be replaced by a special cable (type H05BB-F Tmax 90°C; or higher). The latter is available from the Customer Care Department. The connection must be carried out as shown in the diagram. The connecting links should be fitted according to the appropriate connection diagram. The earth lead is connected to terminal ⏚. The earth lead must be longer than leads carrying electric current. **The cable connections must be made in accordance with regulations and the terminal screws tightened securely.** Finally, the connecting cable is to be secured with the mains cable cleat and the covering closed by pressing firmly (lock into place). Before switching on for the first time, any protective foil or stickers must be removed from the glass ceramic surface.

⚠ **Warning! Once connected to the mains supply check that all cooking zones are ready for use by briefly switching each on in turn at the maximum setting.**

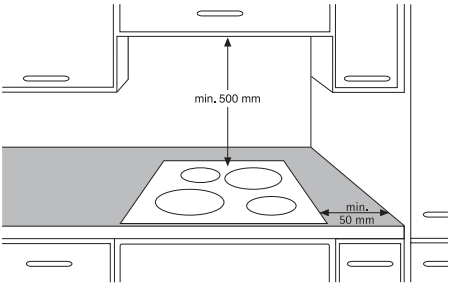
- A duplicate rating label is supplied with this unit. For easy identification of this unit after installation, stick it to a readily available surface adjacent to the cooktop.

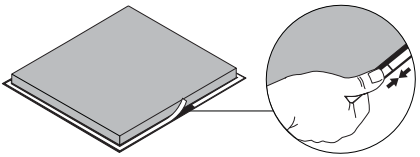
Sticking on the seal

- Clean the worktop around the cutout area.
- Stick the single-sided adhesive sealing tape provided on the underside of the hob around the outside edge ensuring that it is not stretched. The two ends of the tape should join in the middle of one side. After trimming the tape (allow it to overlap by 2-3 mm), press the two ends together.

The cut-out section in the worktop is illustrated in the drawing with the dimensions 560 x 490 / 880 x 490 mm. The appliance can also be built into a shorter cut-out section with the dimensions 560 x 485 / 880 x 485 mm.

Assembly





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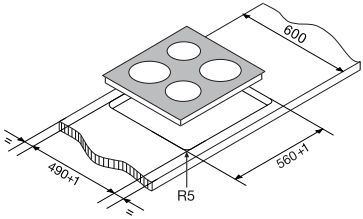

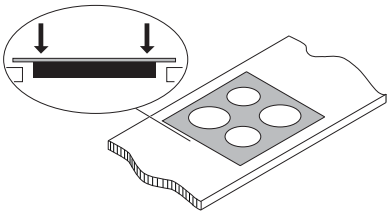

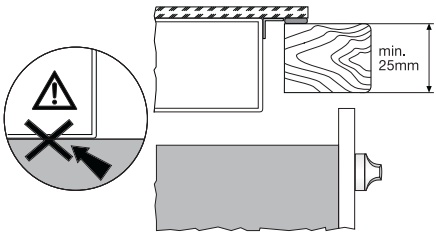

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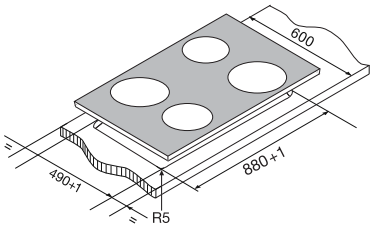
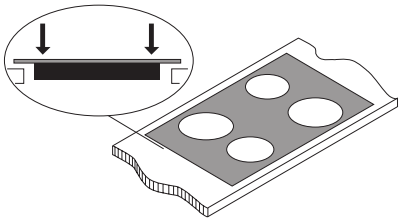
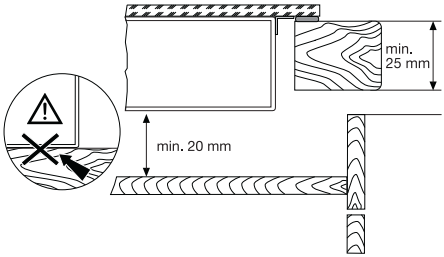


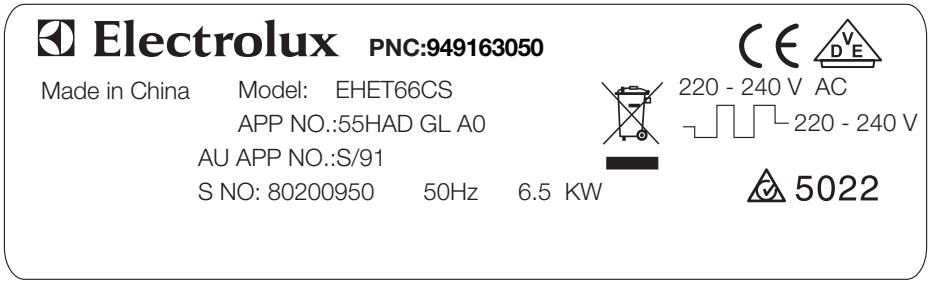




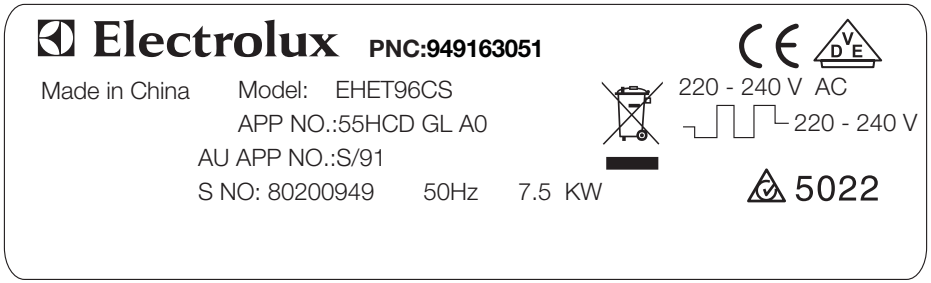
Warning! Surface temperatures of base exceed 95°C, under bench access must be restricted by use of non-combustible barrier on installation

Rating plates

EHET 66CS



EHET 96CS



Warranty

FOR SALES IN AUSTRALIA AND NEW ZEALAND

This document sets out the terms and conditions of product warranties for Electrolux branded appliances. It is an important document. Please keep it with your proof of purchase documents in a safe place for future reference should you require service for your Electrolux appliance. General Terms and Conditions

1. In this warranty
   - Electrolux' means Electrolux Home Products Pty Ltd ABN 51 004 762 341 in respect of Appliances purchased in Australia and Electrolux (NZ) Limited in respect of Appliances purchased in New Zealand;
   - 'Appliance' means any Electrolux product purchased by you accompanied by this document;
   - 'Warranty Period' means
     i) where you use the Appliance for personal, domestic or household purposes in Australia the period of 24 months and in New Zealand the period of 24 months;
     ii) where you use the Appliance for commercial purposes, in Australia the period of 3 months and in New Zealand the period of 3 months, (if the period stated is 0 months you are not covered by this product warranty) following the date of original purchase of the Appliance;
   - 'you' means the purchaser of the Appliance not having purchased the appliance for re-sale, and 'your' has a corresponding meaning.
2. This warranty only applies to Appliances purchased and used in Australia or New Zealand and is in addition to (and does not exclude, restrict, or modify in any way) any non-excludable statutory warranties in Australia or New Zealand.
3. Electrolux warrants that, when dispatched from an Electrolux warehouse, the Appliance is free from defects in materials and workmanship for the Warranty Period.

4. During the Warranty Period Electrolux or its Authorised Service Centre will, at no extra charge if your appliance is readily accessible without special equipment, and subject to these terms and conditions, repair or replace any parts which it considers to be defective. You agree that any replaced Appliances or parts become the property of Electrolux. This warranty does not apply to light globes, batteries, filters or similar perishable parts.
5. Parts and Appliances not supplied by Electrolux are not covered by this warranty.
6. Where you are within an Electrolux service area, this warranty covers the cost of transport of the Appliance to and from Authorised Service Centres of Electrolux and travelling costs for representatives of the Authorised Service Centre to and from your home or business. If you are outside an Electrolux service area, you will bear these costs. For information about whether you are within an Electrolux service area, please phone 13 13 49 in Australia, or 0800 10 66 10 in New Zealand.
7. Proof of purchase is required before you can make a claim under this warranty.
8. You may not make a claim under this warranty unless the defect claimed is due to faulty or defective parts or workmanship. Electrolux is not liable in the following situations (which are not exhaustive):
   – The Appliance is damaged by
     i) accident
     ii) misuse or abuse, including failure to properly maintain or service
     iii) normal wear and tear
     iv) power surges, electrical storm damage or incorrect power supply
     v) incomplete or improper installation
     vi) incorrect, improper or inappropriate operation
     vii) insect or vermin infestation.
   – The Appliance is modified without authority from Electrolux in writing.
   – The Appliance's serial number or warranty seal has been removed or defaced.
   – The Appliance was serviced or repaired by anyone other than Electrolux or its Authorised Service Centres.
9. This warranty, the contract to which it relates and the relationship between you and Electrolux are governed by the law applicable in the Australian State where the Appliance was purchased or the law applicable in New Zealand if the Appliance was purchased in New Zealand. Where the Appliance was purchased in New Zealand for business purposes the Consumer Guarantee Act does not apply.

Limitation of Liability

10. To the extent permitted by law:
    – Electrolux excludes all warranties other than as contained in this document;
    – Electrolux shall not be liable for any loss or damage whether direct or indirect or consequential arising from your purchase, use or non-use of the Appliance.
11. Provisions of the Trade Practices Act and State consumer legislation in Australia, and the Consumer Guarantees Act, the Sale of Goods Act and the Fair Trading Act in New Zealand, imply warranties or conditions, or impose obligations, upon Electrolux which cannot be excluded, restricted or modified. To the extent permitted by law, the liability of Electrolux (if any) arising out of or in relation to the Appliance or any services supplied by Electrolux shall be limited (where it is fair and reasonable to do so),:
    – in the case of Appliances, at its option, to the replacement or repair of the Appliances or the supply of equivalent products or the payment of the cost of replacing the Appliances or having the Appliances repaired or of acquiring equivalent Appliances. Upon being replaced, parts and Appliances become the property of Electrolux; or
    – in the case of services, at its option, to the supply of the services again or the payment of the cost of having the services re-supplied;

    and in the case of Appliances or services supplied in New Zealand, loss or damage whether direct or indirect or consequential that is reasonably foreseeable.

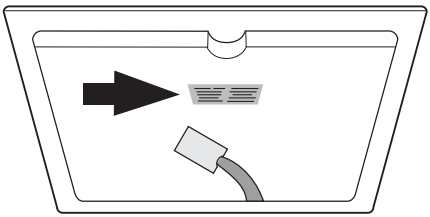
Privacy
You acknowledge that in the event that you make a warranty claim it will be necessary for Electrolux and its Authorised Service Centres to exchange information in relation to you to enable Electrolux to meet its obligations under this warranty.

Important Notice
Before Calling a Service Technician please check carefully the operating instructions, service booklet and the warranty terms and conditions.

FOR SERVICE OR TO FIND THE ADDRESS OF YOUR NEAREST STATE SERVICE CENTRE IN AUSTRALIA **Please call 13 13 4 9** For the cost of a local call (Australia only)	**SERVICE AUSTRALIA ELECTROLUX HOME PRODUCTS**	**FOR SPARE PARTS** OR TO FIND THE ADDRESS OF YOUR NEAREST STATE SPARE PARTS CENTRE IN AUSTRALIA **Please call 13 13 50** For the cost of a local call (Australia only)
FOR SERVICE OR TO FIND THE ADDRESS OF YOUR NEAREST AUTHORISED SERVICE CENTRE IN NEW ZEALAND **Free call 0800 10 66 10**	**SERVICE NEW ZEALAND ELECTROLUX HOME PRODUCTS**	**FOR SPARE PARTS** OR TO FIND THE ADDRESS OF YOUR NEAREST SPARE PARTS CENTRE IN NEW ZEALAND **Free call 0800 10 66 20**

Service

In the event of technical faults, please first check whether you can remedy the problem yourself with the help of the operating instructions (section “What to do if…”).
If you were not able to remedy the problem yourself, please contact the Customer Care Department or one of our service partners.
In order to be able to assist you quickly, we require the following information:



– Model description
– Product number (PNC)
– Serial number (S No. - see rating plate)
– Type of fault
– Any error messages displayed by the appliance
– three digit letter-number combination for glass ceramic

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