INSTRUCTIONS FOR INSTALLATION & USE for the AQUARIUS RANGE
WMA58, WMA56, WMA54, WMA52, WMA50, WMM59 and WMM53

Hotpoint recommends, for your own safety and to ensure you get the best possible results from your Washing Machine, you read through this booklet and follow these steps thoroughly.

STEP 1 Electrical Guide
Choose a location for your washing machine, where possible on a solid floor, with the electrical sockets and water supply taps easily accessible. Allow sufficient space: 600mm width, 600m depth and 900mm height. DO NOT install in a bath or shower room.

WARNING: This appliance must be earthed.

STEP 2 Dispense Guide
Dispose of packaging material in a safe place and remove any labels.

Please read through thoroughly to ensure you understand each stage before you begin.

Remember you may be charged for a service call if a problem with your washing machine is caused by incorrect installation or misuse.

STEP 3 Dispenser Drawer
Read through this section to familiarise yourself with the different compartments within the dispenser drawer.

Hotpoint recommend the Persil range of detergent products.

NOTE: Always follow manufacturer’s dosage recommendations.

STEP 4 Programme Selector Dial
A wash chart is provided to help you to select your required programme.

Examples given for the maximum washing load weight for different fabric types.

STEP 5 Using your Machine
How to start your selected programme and how to stop or change the programme if so required.

NOTE: Progress indicator lights show what stage in the programme cycle has been reached.

STEP 6 Options Guide
All available optional wash features are explained within this section - These allow you to adjust your selected wash programme to suit your needs.

NOTE: In addition to the temperature of the incoming water, the selection of optional wash features will affect the programme times.

STEP 7 A Typical Wash Programme
A picture guide provides a clear explanation how to set a wash programme.

DO NOT overload the washing machine.

NOTE: Hotpoint recommend, an completion of your programme, that you switch off both the electricity and water supply to the appliance.

STEP 8 Troubleshooting
Please refer to the Troubleshooting section if you have any problems when using your washing machine. There may be nothing wrong!

Read the rest of these instructions to get the best from your appliance, remember to fill in your guarantee registration.

Keep this Book in a safe place for quick reference.
**STEP 1  Electricity Supply**

**WARNING:** The appliance must be earthed.

**Fuses**
Your appliance comes fitted with a plug and a 13 amp (13A) fuse. If you need to replace the fuse, use only those rated at 13 amp (13A) and ASTA approved to BS1362. To change the fuse lift the holder to vertical position and lift the fuse out. To replace the fuse, insert the fuse and push fuse holder down into the locked position. Correct replacement is identified by colour coding or the marking on base of plug.

**WARNING:** Do not use the plug unless the fuse holder is in the locked position and the top cover firmly replaced.

**Changing the Mains Lead**
If you have damaged the existing lead and need a new one, contact Hotpoint Service UK on: 08709 066 066 or www.theservicecentre.co.uk (or in the Republic of Ireland on: 1850 302 200). A charge will be made. We strongly advised that fitting a new lead is carried out by a qualified electrician.

*Seek professional advice if you need to use an extension lead.*

**Changing the Plug**
If you need to change your plug, if it does not fit your socket: isolate the machine from the mains supply. Cut off the supplied plug and safely dispose of the discarded plug. **DO NOT** plug into any other socket.

**NOTE:** If you change the plug, the colour of wires in the mains lead may not match the colour of the markings which show the different terminals in the plug. You must wire it as shown below:

- Green and yellow (Earth) wire to terminal marked 'E', symbol \( \oplus \), or coloured green and yellow.
- Blue (Neutral) wire to terminal marked ‘N’ or coloured black.
- Brown (Live) wire to terminal marked ‘L’ or coloured red.
- 13A ASTA approved fuse to BS1362.

CE marking certifies that this appliance conforms to the following EEC directives:
**Installation**

**STEP 2**

**POLYSTYRENE BLOCK...**

This is part of the packaging and should have come away with the polystyrene base.

**IF IT HAS NOT... REMOVE IT!**

**NOTE: YOU MAY NEED A SECOND PERSON TO HELP YOU RAISE AND LOWER THE APPLIANCE.**

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**STEP 3**

**REMOVE TWO TRANSIT FIXINGS...** Follow these instructions to remove the TWO transit fixings.

**IMPORTANT:** Situated, one either side of the rear panel, both transit bolts (complete with spacers) MUST be removed before use...

Failure to do so may cause damage to your machine!

**USE A CROSSHEAD SCREWDRIVER TO REMOVE THE PLASTIC COVER.**

**UNSCREW THE BOLT USING A 13MM SPANNER.**

**STOP WHEN 3 THREADS CAN BE SEEN.**

**HOLD, SLIDE ACROSS AND PULL TO REMOVE.**

For safety, replace both plastic covers over the holes left by removing the two bolts.

**NOTE: IT IS IMPORTANT THE TRANSIT BOLT AND SPACER COME OUT INTACT (SEE PIC).**

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**STEP 4**

**CONNECT TO THE WATER SUPPLY...**

PLEASE USE THE NEW HOSES SUPPLIED, FITTED TO THE MACHINE.

**DO NOT REMOVE!**

Old hoses may cause leaks due to worn out washers.

**CHECK BOTH HOT AND COLD WATER SUPPLIES ARE RUNNING FREELY...**

**CONNECT FILL HOSES TO THE WATER SUPPLY TAP: RED OR GREY HOSE END TO HOT AND BLUE HOSE END TO COLD. TURN BOTH TAPS ON...**

If you have no hot water supply... A cold fill adaptor is available from your local Hotpoint authorised Service Centre or by calling the Genuine Parts & Accessories Hotline (see KEY CONTACTS).
STEP 3  The Dispenser Drawer

**WARNING:**
Do not put any items into the drawer, other than detergents designed to be released from the drawer, as they may cause damage or blockage.

**Index:**
1. Drawer release latch
2. Pre-wash detergent compartment
   - Maximum 200ml powder or 100ml liquid
3. Main detergent compartment
   - Maximum 400ml powder or 200ml liquid
4. Grate
5. Fabric conditioner compartment
   - 120ml maximum

**Dispensing Powder Detergent**
To achieve the best wash results the manufacturer’s recommended amount of detergent should be measured and added to the main detergent compartment (II symbol) (max. 400ml).

**Dispensing Liquid Detergent**
We recommend the use of a detergent dosing ball, as provided by your detergent manufacturer.

Alternatively you can obtain a liquid detergent flap, a barrier for the dispenser drawer.
Contact Hotpoint Genuine Parts and Accessories (see Key Contacts)

**Adding Fabric Conditioner**
Pour the recommended amount of fabric conditioner into the compartment (flower symbol).
Do not exceed the maximum fill line.

**Pre-wash Programme A and B**
When selecting programme A or B add detergent to both the pre-wash compartment (I symbol) and the main wash compartment (II symbol).
DO NOT use in drum dosing devices with Pre-wash programmes A and B.
**Programme Selector Dial**

**IMPORTANT INFORMATION:** The temperature of the incoming water supply and selection of any Optional Wash Feature, ie. Economy Wash, will affect the programme times*. Turn the programme selector dial from ‘OFF’ to the programme you need...

<table>
<thead>
<tr>
<th>Wash label</th>
<th>Fabric</th>
<th>Temp. °C</th>
<th>Max. dry weight load</th>
<th>Approx. programme time*</th>
<th>sp</th>
<th>Spin speed</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Mixed</td>
<td>30</td>
<td>6kg</td>
<td>25 minutes</td>
<td></td>
<td>Slow</td>
</tr>
<tr>
<td>B</td>
<td>White Cotton &amp; Linen without special finishes</td>
<td>95</td>
<td>6kg</td>
<td>2 hours - 2 hours 20 minutes</td>
<td></td>
<td>Fast</td>
</tr>
<tr>
<td>C</td>
<td>Colourfast cotton, linen or viscose without special finishes</td>
<td>60</td>
<td>6kg</td>
<td>2 hours 15 minutes</td>
<td></td>
<td>Fast</td>
</tr>
<tr>
<td>D</td>
<td>Non-colourfast cotton, linen or viscose</td>
<td>40</td>
<td>6kg</td>
<td>1 hour 30 minutes - 1 hour 45 minutes</td>
<td></td>
<td>Fast</td>
</tr>
<tr>
<td>E</td>
<td>Non-colourfast cotton, linen or viscose</td>
<td>30</td>
<td>6kg</td>
<td>1 hour 20 minutes - 1 hour 35 minutes</td>
<td></td>
<td>Medium</td>
</tr>
<tr>
<td>F</td>
<td>Synthetics, coloured nylon, polyester, acrylic and cotton mixtures, cotton or viscose with special finishes, coloured polyester and cotton mixtures</td>
<td>50</td>
<td>3kg</td>
<td>1 hour 5 minutes - 1 hour 15 minutes</td>
<td></td>
<td>Slow</td>
</tr>
<tr>
<td>G</td>
<td>Acrylics, acrylics and tri-acetate blends of these fabrics with wool, polyester and wool blends</td>
<td>40</td>
<td>3kg</td>
<td>40 - 50 minutes</td>
<td></td>
<td>Slow</td>
</tr>
<tr>
<td>H</td>
<td>Wool</td>
<td>40</td>
<td>1.5kg</td>
<td>50 minutes</td>
<td></td>
<td>Medium</td>
</tr>
<tr>
<td></td>
<td>Shrink resistant machine washable wool, woollen blankets, Wool mixtures with cotton or rayon.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Medium</td>
</tr>
<tr>
<td>J</td>
<td>Silk, Printed acetate</td>
<td>30</td>
<td>3kg</td>
<td>55 minutes - 1 hour 5 minutes</td>
<td></td>
<td>Slow</td>
</tr>
<tr>
<td>K</td>
<td>Fast Wash for freshening up lightly soiled items. Warning: not for woollen, silk or delicate items.</td>
<td>35</td>
<td>1kg</td>
<td>26 minutes</td>
<td></td>
<td>Slow</td>
</tr>
<tr>
<td>L</td>
<td>Handwash, a cool, gentle action wash.</td>
<td>25</td>
<td>3kg</td>
<td>45 - 55 minutes</td>
<td></td>
<td>Gentle</td>
</tr>
</tbody>
</table>

**WEIGHT OF WASH LOAD**

Two examples of maximum wash loads for different types of fabric:

**COTTON**
- 2 Bath Towels
- 6 Shirts
- 4 Blouses
- 2 Pair of Pyjamas
- 4 Items of Underwear

= 6kg

**SYNTHETIC**
- 2 Children’s Dresses
- 4 Shirts
- 4 Blouses
- 2 Pair of Pyjamas
- 4 Items of Underwear

= 3kg

**NOTE:** When the programme has finished, return the programme selector dial to the ‘OFF’ position.
Using your Machine

**Step 5**

**WARNINGS:**

In the unlikely event of something not working, see ‘Troubleshooting’ STEP 8.

**On-Off / Selecting a programme...**

The machine is switched on, by turning the programme selector dial away from the ‘OFF’ position to your selected programme.

To start the programme press and release the **START** button.

**NOTE:** When the programme has finished, return the programme selector dial to the ‘OFF’ position.

**To stop or change a programme...**

To stop a programme, turn the programme selector dial to ‘?’ (Stop/Change programme symbol) and press the **START** button.

As you turn the programme selector dial, the **Wash** light will flash. The flashing stops and the **Wash** light will go out when you press **START**.

The **End** light will then flash as the machine pumps out water in the drum to a safe level. When completed the **End** light stops flashing and after a short time the **Door Locked** indicator light will go out and the door can be opened.

**Caution:** the laundry and the remaining water in the drum may still be extremely hot.

If you want to change a programme, turn the programme selector dial to ‘?’ (Stop/Change programme symbol) and press the **START** button.

As you turn the programme selector dial, the **Wash** light will flash. The flashing stops and the **Wash** light will go out when you press **START**.

The **End** light will then flash as the machine pumps out water in the drum to a safe level. When completed the **End** light stops flashing and you can change the programme (you may need to add detergent). Press the **START** button to continue.

**NOTE:**

If you turn the programme selector dial during a programme, the **Wash** light will flash to show that the programme running is not that shown on the dial. Turn the dial to the original programme to stop the flashing.

The flashing will automatically stop when the programme enters the rinse phase.

**Progress indicator lights...**

These will light up when you choose a programme, to indicate the progress of the selected programme. When started, the first light in the cycle will stay lit and as the programme progresses, successive lights will come on until the programme finishes. The **End** light will stay lit until you turn the programme selector dial to the ‘OFF’ position or choose another programme or option.

**Door Locked indicator light...**

The **Door Locked** indicator light will come on two seconds after you press the **START** button and will stay lit throughout the programme. A short time after the programme has finished the indicator light will go out and you can then open the door.

Selected programmes will not start if the door is not closed properly, the **Door Locked** indicator light will flash to show this. Push the door shut until you hear the catch click.
**STEP 6**

**Options**

**Button Selection:** To select an option, press the button and you will see a light come on above the button. Press again to cancel, and the light will go out. You cannot alter the options once the machine is running. **NOTE:** Remember to cancel buttons after use!

**Reduce Creases**
(not available with WMM53, WMA52 and WMA50)

*Reduces wash action and spin speed, meaning less ironing for delicate clothes.*

This does not apply to Cotton, Wool or Handwash programmes.

**Time Saver**

*Saves up to a third on the programme time.*

This is not available with Fast Wash, Rinse and Spin or Spin only programmes.

**Mini Load**

*For washing a smaller load.*

In addition to reducing actual washing time, this option will reduce water and energy consumption by up to 50%.

*Note:* You can reduce the amount of detergent you use with this wash.

**Rinse Hold**

*Clothes will be held in the final rinse water, keeping them fresh until you are ready to complete the programme.*

Complete the final spin by pressing the Rinse Hold button when the light is flashing.

This is not available with Pre-Wash, Wool, Handwash or Spin only programmes.

**Extra Rinse**

*For large wash loads and items for young children or people with sensitive skin.*

This option adds a rinse.

This is not available with Pre-Wash, Wool, Handwash or Spin only programmes.

**Variable Spin Speed**

Only available on models WMA58, WMA56 and WMM59.

Use this control to **reduce the programme spin speed only.**

If you leave this dial in the maximum position, the spin speed will be the maximum which is appropriate for whatever wash programme you have chosen.

When the programme has finished, return the dial to the original setting.

*Note:* You cannot alter the spin speed while the machine is spinning.

**Variable Temperature**

Only available on models WMA58, WMA54 and WMM59.

Use this control to **reduce the wash temperature only.**

If you leave this dial in the maximum position (95), the actual wash temperature will be the maximum which is appropriate for the wash programme you have chosen.

When the programme has finished return the dial to the original setting.

*Note:* You cannot alter the temperature while the machine is washing.

**WARNINGS:**

DO NOT allow children to play with the appliance or tamper with the controls.

DO NOT overload the appliance! It may damage the laundry and reduce the quality of the wash.

During the wash cycle, remember that the door glass may become hot to the touch.

DO NOT open the dispenser drawer during any programme.

DO NOT try to open the door when the ‘Door Locked’ indicator light is on.

If you stop a programme part way through a wash or there is a power cut, take care when opening the door, the machine may contain hot water.
**STEP 7**

**A Typical Wash Programme**

1. Sort laundry into groups by washcare labels. Load the machine, making sure that the laundry is not trapped in the door. Close the door by pushing it until it clicks.

2. Add detergent (and fabric conditioner if required) to the dispenser drawer (see STEP 3). Refer to the detergent manufacturer’s dosage instructions.

3. Turn the programme selector dial from the ‘OFF’ position to the programme required (see STEP 4).

4. Select any optional wash feature(s) that you may require by pressing the appropriate button(s), indicator lights will show what you have chosen (see STEP 6).

5. (Models WMA58, WMA54 and WMM59 only): Reduce the wash temperature if you wish by turning the variable temperature control dial (see STEP 6).

6. (Models WMA58, WMA54 and WMM59 only): Dial to ‘I’ and press the ‘START’ button. As you turn the dial, the ‘Wash’ light will flash. The flashing stops and the light goes out when you press ‘START’. The ‘End’ light will then flash as the machine pumps out water in the drum to a safe level. When the ‘End’ light stops flashing, you can re-select the programme you want (you may need to add detergent). Press the ‘START’ button again to carry on. If you do not want to make a new selection, the ‘Door Locked’ indicator light will go out and you can open the door. **Caution:** The load and remaining water in the drum may still be extremely hot.

7. When all selections have been made press the ‘START’ button. To stop a programme once the machine has started, turn the programme selector dial to ‘OFF’.

8. During the wash, the progress indicator lights will show what stage in the cycle the programme has reached.

9. A short time after the programme has finished the ‘Door Locked’ indicator light will go out and you can open the door. Return the programme selector dial to the ‘OFF’ position. We also recommend that you switch off the electricity and water supply.

**Automatic Features...**

**Auto half load**

Auto half load saves you time and money when washing smaller loads. Water levels are automatically adjusted to cater for the different loads.

**Unbalanced load warning**

Your machine has an inbuilt feature to prevent it spinning with an unbalanced load. This will minimise excessive vibration and prolong the life of the machine. Before each spin the machine ‘senses’ the load within the drum and if the machine considers the load to be unbalanced, it will not automatically spin. Instead the machine will try to redistribute the load to achieve balance by tumbling backwards and forwards. If it is unable to balance the load after the fifth attempt the machine will abort the spin process. As an indicator to you that this has happened the ‘Final Spin’ indicator light will flash, to advise that no spin has been performed. If this safety feature is encountered you can spin the load after first opening the door, redistributing the load and selecting a fast or slow, spin only programme. In the case of small loads or single items you may try adding some extra items of a comparable size to help balance the load.
STEP 8  Troubleshooting - More ‘Troubleshooting and general product advice can be found on our website, visit: www.theservicecentre.co.uk/help

**Washcare Tips:**

Do not overload the machine (maximum load 9kg). In addition to reducing the quality of the wash, this may also damage your laundry and the machine.

We strongly recommend that you do not wash underwired bras in this machine. Should the wires become detached it could cause damage to your clothes and the machine. If the washcare label states that the bra is machine washable, then we advise placing it in a sealed pillow case or a similar washbag. Remember, you will be charged for a service call resulting from a detached bra wire.

Do not use the machine if the item to be washed does not have a wash label.

Before washing laundry we recommend that you do the following:

- Pre-treat awkward stains with washable treatments.
- Do not wash any items that have previously been treated with solvents.
- Close zips, fasten belts, tie strings and close press studs to prevent tangling.
- Empty ALL objects from pockets as they may damage the clothes and the machine.

**STEP 8:**

- **Washcare Tips:**
- Do not overload the machine (maximum load 9kg).
- In addition to reducing the quality of the wash, this may also damage your laundry and the machine.
- We strongly recommend that you do not wash underwired bras in this machine. Should the wires become detached it could cause damage to your clothes and the machine. If the washcare label states that the bra is machine washable, then we advise placing it in a sealed pillow case or a similar washbag. Remember, you will be charged for a service call resulting from a detached bra wire.
- Do not use the machine if the item to be washed does not have a wash label.
- Before washing laundry we recommend that you do the following:
  - Pre-treat awkward stains with washable treatments.
  - Do not wash any items that have previously been treated with solvents.
  - Close zips, fasten belts, tie strings and close press studs to prevent tangling.
  - Empty ALL objects from pockets as they may damage the clothes and the machine.

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**Washcare Tips:**

- **MY MACHINE MAKES A NOISE OR VIBRATES IN A SPIN PROGRAMME:**
  - Check all loose items, such as coins, have been removed from the laundry.
  - Have both transit bolts been removed from the machine?
  - Is the polypropylene block been removed from underneath the machine?
  - Have you adjusted the feet to stabilise the machine?
  - See STEP 2: Installation

- **MY MACHINE WILL NOT START:**
  - Close the door. Choose a programme and then press ‘ON’.
  - Does the ‘Door Indicator’ light come on after 2 seconds?
  - Is the machine plugged in and switched on?
  - Is the socket OK? Test with another appliance to check.
  - Is the fuse in the plug OK?
  - Plug the machine in and turn the socket switch on.
  - If possible use another socket for the machine.
  - If not replace it, see STEP 1: Electricity Supply

- **MY MACHINE DOES NOT PUMP OUT WATER:**
  - Has the drain hose been installed correctly? Ensure it is not blocked or kinked.
  - Are the drainage unit, standpipe or under sink connections free from blockages?
  - Has ‘Rinse Hold’ been selected? The light will flash until the button is pressed again.
  - Press the ‘Rinse Hold’ button again.
  - See STEP 2: Installation
  - Clear any blockages that have been found
  - Is the machine connected to a sink waste system?
  - Check the blocked end of the under sink drainage unit has been cut off

- **MY MACHINE IS LEAKING:**
  - Are the fill hoses on correctly? If not tighten them.
  - Does the washer need replacing?
  - Is your water pressure too high?
  - Turn the main supply tap down.
  - Is the standpipe or household drain blocked?
  - You may need to call in a plumber.

- **THE DISPENSER WILL NOT CLOSE PROPERLY:**
  - Is the drawer clogged with detergent?
  - Clean the dispenser drawer, see STEP 3: The Dispenser Drawer.
  - Check the drawer is properly aligned.

- **SUDS ARE COMING FROM THE DISPENSER DRAWER:**
  - Check the correct amount of suitable detergent has been used, refer to manufacturer’s recommendations.
  - If you have used the wrong type of detergent, select a Rinse programme to flush out your machine.

- **THE PROGRAMME TAKES A LONG TIME:**
  - Check the feet have been levelled.

- **WATER COLLECTS IN THE FABRIC DISPENSER COMPARTMENT:**

- **WASH CARDS WILL NOT WORK:**
  - Check that the water supply taps are turned on fully.
  - Check the inlet hoses are not kinked.
  - Is your hot water pressure too low?
  - You may need a cold fill adapter to run your machine as cold fill only. See ‘Installation’/STEP 2.

- **NOT ALL OF THE DETERGENT HAS BEEN FLUSHED AWAY:**
  - Check that your water supply taps are turned on fully.
  - Check the inlet hoses are not kinked.
  - Is your hot water pressure too low?
  - You may need a cold fill adapter to run your machine as cold fill only. See ‘Installation’/STEP 2.

- **INDICATOR LIGHTS:**
  - **The Door Locked indicator light:**
    - If the Door Locked indicator light is flashing, there has been an unbalanced load and the machine could not spin.
    - If the door will not open, Check the program has finished in the SPIN programme light. It takes about two minutes for the Door Locked indicator light to go out after a program has finished running. If the Door Locked indicator light has gone out, then open the door and advance the machine. Remember, you will be charged for a service call if a problem with your machine is caused by incorrect installation or misuse.
    - If the door is still not opening, check the door is not stuck or that the door latch is not stuck. You can also try to advance the program by pressing the emptying button. Remember, you will be charged for a service call if a problem with your machine is caused by incorrect installation or misuse.

- **If your machine is still not working contact:**
  - Repair Service and Information Desk UK 08709 060 066
  - Republic of Ireland 1850302 200

You will be asked for the following details: Name and Address, Post Code, Telephone Number, Date of Purchase, Colour and Model/Serial Numbers which can be found on the inside of the door. Clear and precise details of the query or fault.

Remember, you will be charged for a service call if a problem with your machine is caused by incorrect installation or misuse.
Getting to Know your Appliance

Cleaning the Exterior:
Use a damp cloth or silicon polish to clean the exterior surfaces of the appliance.

Cleaning the Door Bowl:
Clean the internal surface of the door bowl regularly with a soft cloth. A build up of soap powder and water hardness residue may result in water leaking from the door.

Cleaning the Dispenser Drawer & Compartments:
It is advisable to clean the dispenser drawer regularly:

1. Pull the drawer out until it reaches its stop.
2. Press the drawer release latch down to remove the dispenser drawer.
3. Clean and dry the dispenser drawer, syphons, grate and fabric conditioner exit channel (A). Also, regularly clean the outlet pipe area (B).
4. Relocate the dispenser drawer and push it firmly back into place.

WARNINGS:
Do not clean any part of the machine with abrasive cleaners, scouring agents, acids, any bleaches or metal polish, as they may cause damage. Do not try to clean any part of the dispenser drawer while the machine is working.

Key Contacts
After Sales Service
Over 1200 trained specialists, directly employed by us, ensure that you can have complete confidence in both the appliances and services we offer.

Repair Service and Information Desk
UK: 08709 066 066
(Open 8 to 8 Mon - Fri, 8 to 6 Sat, 10 to 4 Sun & Bank Holidays)
www.theservicecentre.co.uk
Republic of Ireland: 1850 302 200

Note: Our operators will require the following information:
The Model number [ ] (which can be found on the control panel)
The Serial number [ ] (which can be found on the inner door trim)

Extended Warranties
UK: 08709 088 088
(Open 8 to 8 Mon - Sun)
www.theservicecentre.co.uk
Republic of Ireland: 1850 502 200

Genuine Parts and Accessories
UK: 08709 072 077
(Open 8-30 to 5-30 Mon - Fri & 9 to 12 Sat)
www.theservicecentre.co.uk
Republic of Ireland: (01) 842 6836
Hotpoint guarantee

“Satisfaction guaranteed or your money back”

We give you a unique ‘satisfaction guaranteed’ promise - valid for 90 days - after you have purchased your Hotpoint appliance. If there is a technical problem simply call Hotpoint Repair service or visit our web-site at www.theservicecentre.co.uk and where necessary, we will arrange for an engineer to call. If the technical problem is not resolved under this guarantee, we will replace your machine or, if you prefer, give you your money back.

All Hotpoint appliances carry a fully inclusive 12 month parts and labour guarantee as well as free replacement parts for the first 5 years (except microwaves, selected integrated appliances and cooker hoods, which have a one year guarantee) provided that they are fitted by a Hotpoint engineer.

Guarantee terms and conditions

Your guarantee is only applicable in the United Kingdom or Republic of Ireland and is subject to the following provisions that your appliance:

- Has been installed and used correctly in accordance with this instruction booklet.
- Has been used solely for domestic purposes and is located on domestic premises (ie. not for commercial or trade use).
- Has been properly connected to a suitable electrical supply voltage as stated on the appliance rating plate.
- Has not been subject to misuse, accident, modified or repaired by anyone other than one of our own service engineers.

For pre purchase information on any other Hotpoint product, call: 0870 50 60 70 or visit: www.hotpoint.co.uk

Recycling & Disposal Information

As part of Hotpoint’s continued commitment to helping the environment, Hotpoint reserves the right to use quality recycled components to keep down customer costs and minimise material wastage.

Please dispose of packaging and old appliances carefully.

To minimise risk of injury to children, remove the door, plug and cut mains cable off flush with the appliance. Dispose of these parts separately to ensure that the appliance can no longer be plugged into a mains socket, and the door cannot be locked shut.

After Sales Service

“No company is better positioned to offer an after sales service on a Hotpoint appliance than us - the manufacturer”

As part of our commitment to you, all Hotpoint appliances have the added benefit of a fully inclusive parts and labour guarantee for the first 12 months. In addition to this you also have the advantage of free replacement parts for the first 5 years when fitted by a Hotpoint engineer. When the 12 months parts and labour guarantee expires we offer the following after sales service options:

Repair Service and Information Help Desk

UK: 08709 066066
www.theservicecentre.co.uk
Republic of Ireland: 1850 502 200

Note: Our operators will require the Model number and the Serial number of your appliance.

Available 364 days a year with a fast, effective and value for money service. We have the largest white goods repair service in the UK with over 1200 of our own fully trained engineers. All repairs include a parts and labour guarantee for 12 months from the date of the repair. If you require any information or have any questions about your appliance, our operators are on hand with help and advice. All this ensures that you will receive the best available after sales service possible.

Extended Warranties

UK: 08709 077 077
www.theservicecentre.co.uk
Republic of Ireland: 01) 842 6836

Whether you have just one or a number of Hotpoint appliances in your kitchen, we offer two service cover plans to give you total peace of mind.

- Repair Protection Plan - FREE service repairs for a single Hotpoint appliance during the period of cover.
- Kitchen Cover - FREE service repairs for all your Hotpoint appliances less than 8 years old.

Genuine Parts and Accessories

UK: 08709 088 088
www.theservicecentre.co.uk
Republic of Ireland: 1850 302 200

A wide range of genuine parts and accessories are available from our hotline or through our web site. Genuine parts and accessories, extended warranties and service repairs are all available on our web-site at:

www.theservicecentre.co.uk

General Domestic Appliances Limited, Morley Way, Peterborough, PE2 9JB.

PRINTED BY SIMLEX - FOUR ASHES, WOLVERHAMPTON. May 2003 Part no. 1666200031-02