

Cookers

**Advice for  
customers**

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Publication Number

599 25 35-34/3

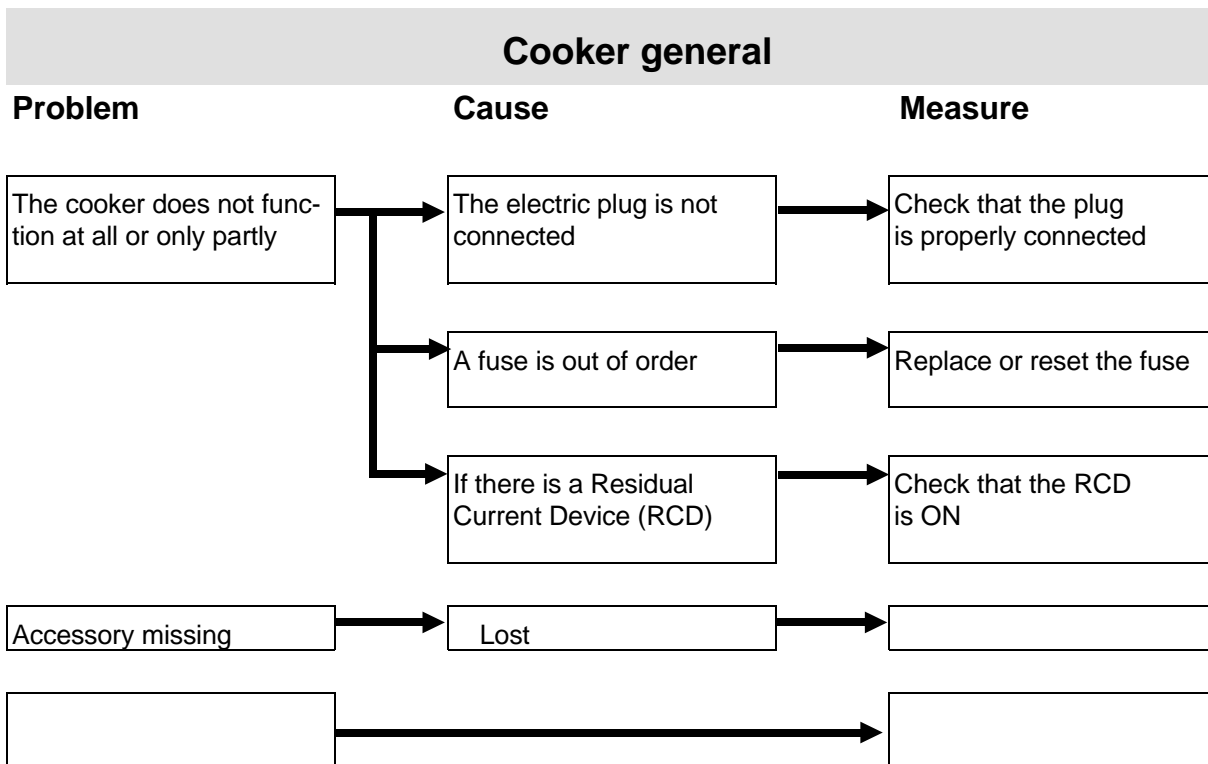
93-04-20  
SV/SERVICE  
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## Advice at technical problems

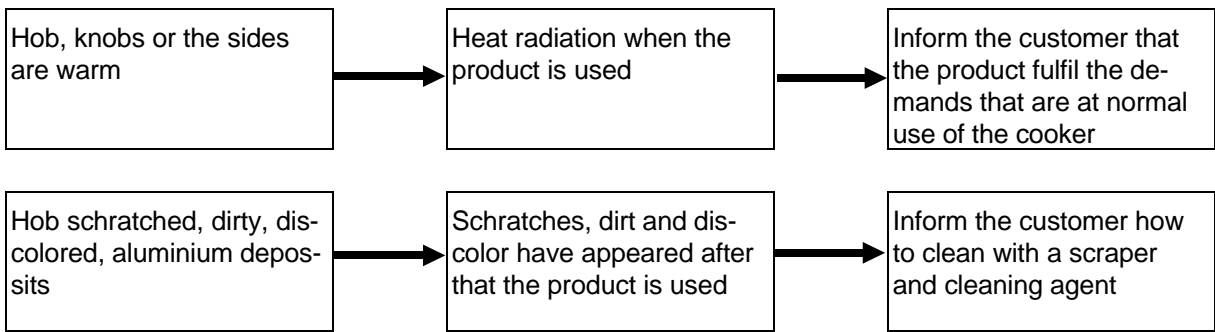
**Causes and measures which the customer can and is allowed to rectify**  
*These are not included in the guarantee!*

### General

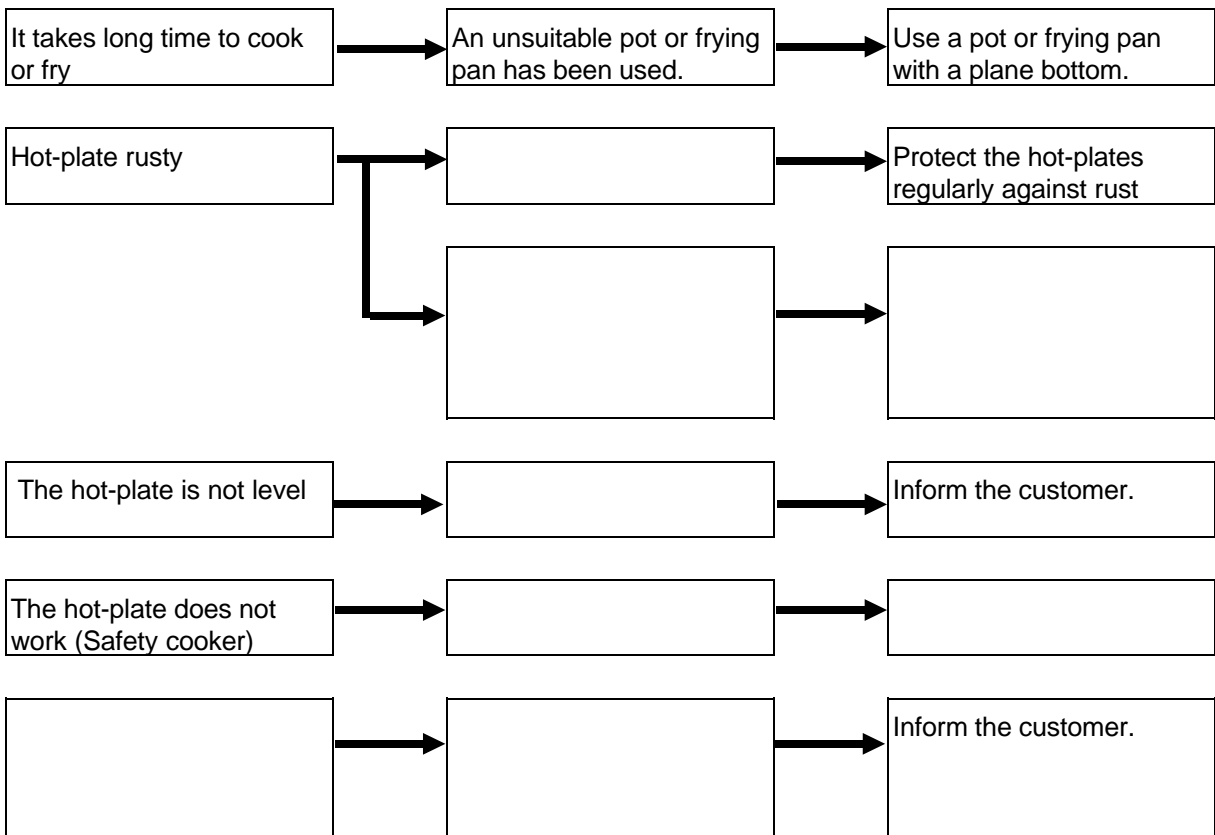
In order to do correct service the Orders clerk, already when the customer reports an error, needs to have complete information such as **Model, Product number** and **Serial number** thus the repairman can have right tools and spareparts already at first visit



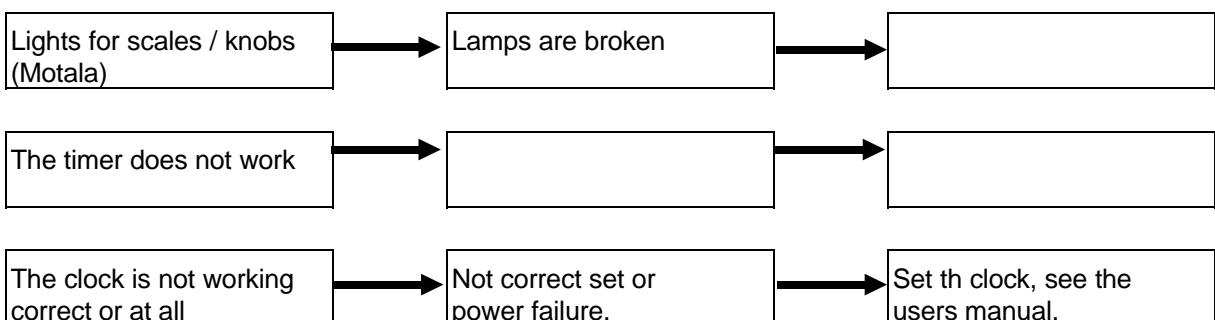
## Hob, cooking zones



**Attention ! If the hob is replaced the customer has to pay for the repair**



## Panel



## Oven

### Problem

### Orsak

### Åtgärd

There is a smell of burning (at the burn off)	Heaters and sheet metal are oiled and may smell the first times that the cooker is used	Inform the customer that the cooker may need to be burnt off at full power several times.
Bad heating	Cooker are different with variations in temperature on $\pm 10^{\circ}\text{C}$ which means that one has to try the oven out.	Try out by: adjust the temperature up, down. Select longer or shorter baking time, rise or lower the baking plate.
Uneven heating	By sensitive baking it is very important with the ovens pre heating.	One have to wait until the thermostat has switched off twice, then the oven is thoroughly warm. Ask the customer to try baking a fast ready-mixed lemon sponge cake in muffin moulds evenly dispersed on the plate.
Baking plates and trays are warped	At change of temperature or uneven placed bakery on the baking plate, there is a risk of warping.	Inform the customer.
The catalytic enamel is not	The pores of the enamel	Burn off the oven for at least 30min.
	There are grease spots on the enamel.	Follow the instruction for cleaning the oven.
The meat thermometer does not work.	The thermometer is not correctly connected	Remove the thermometer and reconnect it.
	No temperature is set on the timer.	Set wanted temperature.

## Door / doors

Dirt between the glasses.		The outer glass is removable for cleaning.
Flap catch does not work.	The catch is not activated.	See the users manual.

## Course of action when the customer makes a complaint about slow hot-plates/radiant heaters

The orders clerk must demand that the customer verifies how long time it takes to boil. If the time needed is under what is stated below, there is no technical error and it is not a repair on guarantee.

- Boiling time is measured from 20°C to 95°C.
- At 95°C large bubbles rises from the bottom of the pot but it is not a violent boiling.
- The test may be done without cover.
- Important is that the pot is of good quality, has a plane bottom with a diameter corresponding to the diameter of hot-plate / radiant heater, or a little larger.

### Normal boiling times

Cast-iron hot-plates	Amount of water	Boiling time
145 mm, 1500 w	1,0 l	< 10 min
145 mm, 1000 w	1,0 l	< 12 min
180 mm, 1500 w	1,5 l	< 11 min
220 mm, 2000 w	2,0 l	< 12 min
Radiant heaters		
140 mm, 1200 w	1,0 l	< 10 min
180 mm, 1700 w	1,5 l	< 11 min
210 mm, 2100 w	2,0 l	< 12 min

If the times are longer it may be a technical error and a repair man ought to look at the cooker. Write the boiling times gotten from the customer on the on the service order.