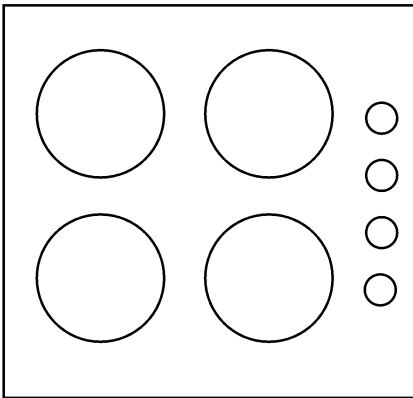


**Built-in Hob**  
User Manual

HRZG64120S



## Please read this user manual first!

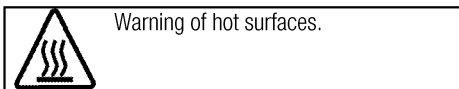
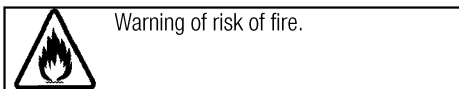
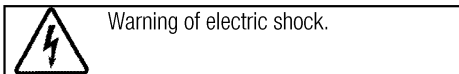
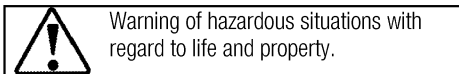
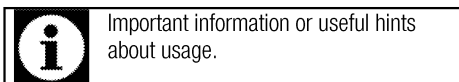
Dear Customer,

Thank you for purchasing this Beko product. We hope that you get the best results from your product which has been manufactured with high quality and state-of-the-art technology. Therefore, please read this entire user manual and all other accompanying documents carefully before using the product and keep it as a reference for future use. If you handover the product to someone else, give the user manual as well. Follow all warnings and information in the user manual.

Remember that this user manual is also applicable for several other models. Differences between models will be identified in the manual.

### Explanation of symbols

Throughout this user manual the following symbols are used:



**Arçelik A.Ş.**

Karaağaç caddesi No:2-6  
34445 Sülüce/İstanbul/TURKEY

Made in TURKEY



This product was manufactured using the latest technology in environmentally friendly conditions.

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## **1 Important instructions and warnings for safety and environment**

This section contains safety instructions that will help protect from risk of personal injury or property damage. Failure to follow these instructions shall void any warranty.

### **Intended use**

#### **CAUTION**

- This appliance is designed for cooking purposes only, and is intended for indoor domestic household and static home use only.
- This appliance should not be used for any other purpose or in any other application, such as for non-domestic use or in a commercial environment.
- In addition this appliance is not suitable for use on any type of boat (offshore, inland waterway, canal boat or houseboat), caravans or motor homes. Installation in static caravans and mobile homes is permitted.
- Incorrect installation environments will void the guarantee.
- This appliance should not be used for room heating purposes.
- The manufacturer shall not be liable for any damage caused by improper use or handling.

### **General safety**

- 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 made by children without supervision.
- Installation and repair procedures must always be performed by Authorized Service Agents. The manufacturer shall not be held responsible for damages arising from procedures carried out by unauthorized persons which may also void the warranty. Before installation, read the instructions carefully.
- Do not operate the product if it is defective or has any visible damage.
- Ensure that the product function knobs are switched off after every use.

## **Safety when working with gas**

- Any works on gas equipment and systems may only be carried out by authorised qualified persons who are Gas Safe registered.
- Prior to the installation, ensure that the local distribution conditions (nature of the gas and gas pressure) and the adjustment of the appliance are compatible.
- This appliance is not connected to a combustion products or evacuation device. It shall be installed and connected in accordance with current installation regulations. Particular attention shall be given to the relevant requirements regarding ventilation; See *Before installation, page 11*
- The use of gas cooking appliance results in the production of heat and moisture in the room in which it is installed. Ensure that the kitchen is well ventilated: keep natural ventilation holes open or install a mechanical ventilation device (mechanical extractor hood). Prolonged intensive use of the appliance may call for additional ventilation, for example increasing the level of the mechanical ventilation where present.
- Gas appliances and systems must be regularly checked for proper

functioning. Regulator, hose and its clamp must be checked regularly and replaced within the periods recommended by its manufacturer or when necessary.

- Clean the gas burners regularly. The flames should be blue and burn evenly.
- Good combustion is required in gas appliances. In case of incomplete combustion, carbon monoxide (CO) might develop. Carbon monoxide is a colourless, odourless and very toxic gas, which has a lethal effect even in very small doses.
- Request information about gas emergency telephone numbers and safety measures in case of gas smell from you local gas provider.

## **What to do when you smell gas**

- Do not use open flame or do not smoke. Do not operate any electrical buttons (e.g. lamp button, door bell and etc.) Do not use fixed or mobile phones. Risk of explosion and toxication!
- Open doors and windows.
- Turn off all valves on gas appliances and gas meter at the main control valve, unless it's in a confined space or cellar.
- Check all tubes and connections for tightness. If you still smell gas leave the property.

- Warn the neighbours.
- Call the fire-brigade. Use a telephone outside the house.
- Do not re-enter the property until you are told it is safe to do so.

### **Electrical safety**

- If the product has a failure, it should not be operated unless it is repaired by an Authorized Service Agent. There is the risk of electric shock!
- Only connect the product to a grounded outlet/line with the voltage and protection as specified in the “Technical specifications”. Have the grounding installation made by a qualified electrician while using the product with or without a transformer. Our company shall not be liable for any problems arising due to the product not being earthed in accordance with the local regulations.
- Never wash the product by spreading or pouring water onto it! There is the risk of electric shock!
- The product must be disconnected during installation, maintenance, cleaning and repairing procedures.
- If the power connection cable for the product is damaged, it must be replaced by the manufacturer, its service agent or similarly

qualified persons in order to avoid a hazard.

- Only use the connection cable specified in the “Technical specifications”.
- The appliance must be installed so that it can be completely disconnected from the mains supply. The separation must be provided by a switch built into the fixed electrical installation, according to construction regulations.
- Any work on electrical equipment and systems should only be carried out by authorized and qualified persons.
- In case of any damage, switch off the product and disconnect it from the mains. To do this, turn off the fuse at home.
- Make sure that fuse rating is compatible with the product.

### **Product safety**

- 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.
- Never use the product when your judgment or coordination is impaired by the use of alcohol and/or drugs.

- Be careful when using alcoholic drinks in your dishes. Alcohol evaporates at high temperatures and may cause fire since it can ignite when it comes into contact with hot surfaces.
- Do not place any flammable materials close to the product as the sides may become hot during use.
- Keep all ventilation slots clear of obstructions.
- Do not use steam cleaners to clean the appliance as this may cause an electric shock.
- 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, but switch off the appliance and then cover flame e.g. with a lid or a fire blanket.
- Danger of fire: Do not store items on the cooking surfaces.

Prevention against possible fire risk!

- Ensure all electrical connections are secure and tight to prevent risk of arcing.
- Do not use damaged cables or extension cables.
- Ensure liquid or moisture is not accessible to the electrical connection point.
- To prevent gas leakage ensure that the gas connection is sound.

## **Safety for children**

- Accessible parts may become hot during use. Young children should be kept away.
- The packaging materials will be dangerous for children. Keep the packaging materials away from children. Please dispose of all parts of the packaging according to environmental standards.
- Electrical and/or gas products are dangerous to children. Keep children away from the product when it is operating and do not allow them to play with the product.
- Do not place any items above the appliance that children may reach for.

## **Disposing of the old product**

### **Compliance with the WEEE Directive and Disposing of the Waste Product:**



This product complies with EU WEEE Directive (2012/19/EU). This product bears a classification symbol for waste electrical and electronic equipment (WEEE).

This product has been manufactured with high quality parts and materials which can be reused and are suitable for recycling. Do not dispose of the waste product with normal domestic and other wastes at the end of its

service life. Take it to the collection center for the recycling of electrical and electronic equipment. Please consult your local authorities to learn about these collection centers.

### **Compliance with RoHS Directive:**

The product you have purchased complies with EU RoHS Directive (2011/65/EU). It does not contain harmful and prohibited materials specified in the Directive.

### **Package information**


- Packaging materials of the product are manufactured from recyclable materials in accordance with our National Environment Regulations. Do not dispose of the packaging materials together with the domestic or other wastes. Take them to the packaging material collection points designated by the local authorities.

### **Future Transportation**

- Keep the product's original carton and transport the product in it. Follow the instructions on the carton. If you do not have the

original carton, pack the product in bubble wrap or thick cardboard and tape it securely.

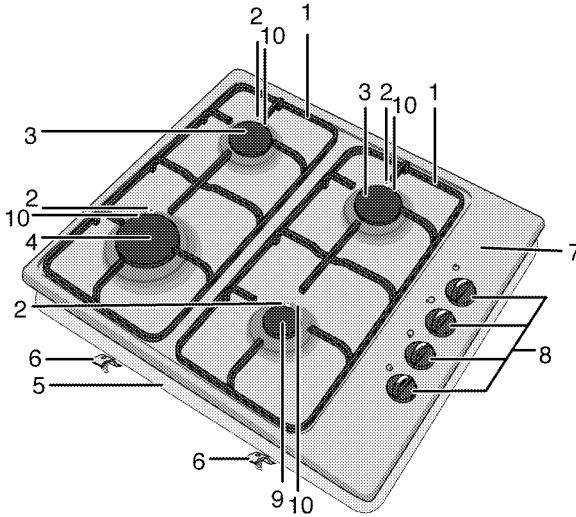
- Secure the caps and pan supports with adhesive tape.

	Check the general appearance of your product for any damages that might have occurred during transportation.
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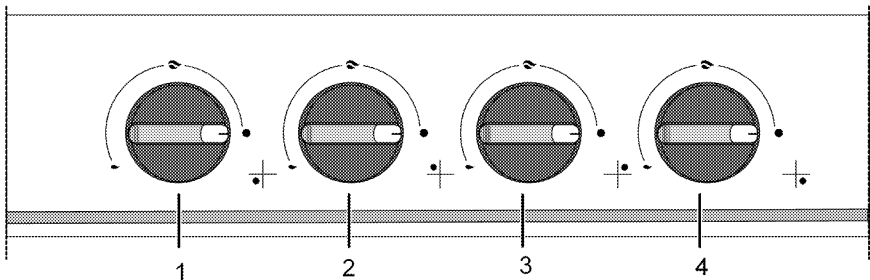


## 2 General information

### Overview



- |   |               |    |                      |
|---|---------------|----|----------------------|
| 1 | Pan support   | 6  | Assembly clamp       |
| 2 | Spark plug    | 7  | Burner plate         |
| 3 | Normal burner | 8  | Gas burners knob     |
| 4 | Rapid burner  | 9  | Auxiliary burner     |
| 5 | Base cover    | 10 | Flame failure device |



- |   |                              |   |                          |
|---|------------------------------|---|--------------------------|
| 1 | Auxiliary burner Front right | 3 | Normal burner Rear left  |
| 2 | Rapid burner Front left      | 4 | Normal burner Rear right |

## Technical specifications

Voltage / frequency	220-240 V ~ 50 Hz
Cable type / section	H05V2V2-F 3 x 0,75 mm <sup>2</sup> or equivalent
Category of gas product	II <b>2H3+</b>
Gas type / pressure	NG G 20/20 mbar
Total gas consumption	7.9 kW
Converting the gas type / pressure <sup>S</sup>	LPG G 30/28-30 mbar
— optional	Propane 31/37 mbar
External dimensions (height / width / depth)	84 mm/580 mm/510 mm
Installation dimensions (width / depth)	560 mm/490 mm
<b>Burners</b>	
Front right	<b>Auxiliary burner</b>
Power	1 kW
Front left	<b>Rapid burner</b>
Power	2.9 kW
Rear left	<b>Normal burner</b>
Power	2 kW
Rear right	<b>Normal burner</b>
Power	2 kW



Technical specifications may be changed without prior notice to improve the quality of the product.



Figures in this manual are schematic and may not exactly match your product.



Values stated on the product labels or in the documentation accompanying it are obtained in laboratory conditions in accordance with relevant standards. Depending on operational and environmental conditions of the product, these values may vary.

## Injector table

Position hob zone	1 kW Front right	2.9 kW Front left	2 kW Rear left	2 kW Rear right
Gas type / Gas pressure				
G 20/20 mbar	72	115	103	103
G 30/28-30 mbar	50	87	72	72
G 31/ 37 mbar	50	87	72	72

### 3 Installation

#### CAUTION

- This appliance is designed for cooking purposes only, and is intended for indoor domestic household and static home use only.
- This appliance should not be used for any other purpose or in any other application, such as for non-domestic use or in a commercial environment.
- In addition this appliance is not suitable for use on any type of boat (offshore, inland waterway, canal boat or houseboat), caravans or motor homes. Installation in static caravans and mobile homes is permitted.
- Incorrect installation environments will void the guarantee.
- This appliance should not be used for room heating purposes.
- The manufacturer shall not be liable for any damage caused by improper use or handling.

Product must be installed by a qualified person in accordance with the regulations in force. The manufacturer shall not be held responsible for damages arising from procedures carried out by unauthorized persons which may also void the warranty.



Preparation of location and electrical and gas installation for the product is under customer's responsibility.



#### **DANGER:**

The product must be installed in accordance with all local gas and/or electrical regulations.



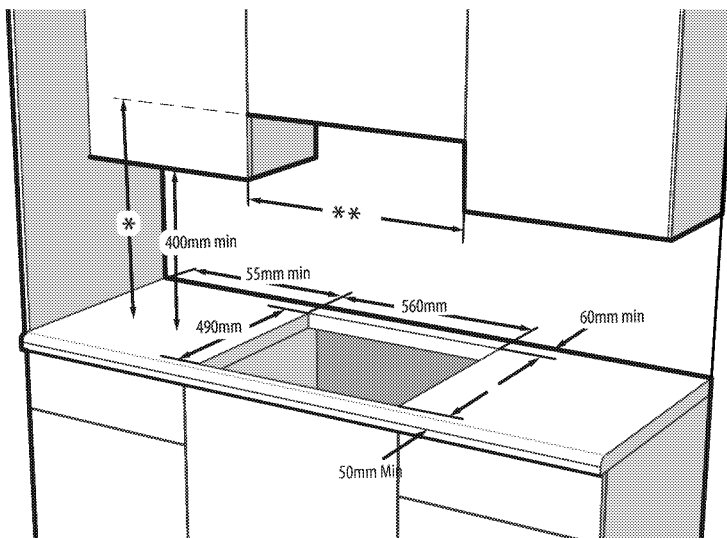
#### **DANGER:**

Prior to installation, visually check if the product has any defects on it. If so, do not have it installed.  
Damaged products cause risks for your safety.

#### Before installation

The hob is designed for installation into commercially available work tops. A safety distance must be left between the appliance and the kitchen walls and furniture. See figure (values in mm).

- It can also be used in a free standing position. Allow a minimum distance of 650 mm above the hob surface.
- (\*) If a cooker hood is to be installed above the cooker, refer to cooker hood manufacturer' instructions regarding installation height (min 650 mm)
- Remove packaging materials and transport locks.
- Surfaces, synthetic laminates and adhesives used must be heat resistant (100 °C minimum).
- The worktop must be aligned and fixed horizontally.
- Cut aperture for the hob in worktop as per installation dimensions.



\* Minimum height to extractor as recommend in extractor instruction manual

\*\* Minimum distance between cabinetry must be equal to width of hob

## Room ventilation

All rooms require an openable window, or equivalent, and some rooms will require a permanent vent as well.

The air for combustion is taken from the room air and the exhaust gases are emitted directly into the room.

Good room ventilation is essential for safe operation of your appliance. If there is no window or door available for room ventilation, an extra ventilation must be installed.

The appliance may be located in a kitchen, kitchen/diner or a bed-sitting room, but not in a room containing a bath or shower. The appliance must not be installed in a bed-sitting room of less than 20m<sup>3</sup>.

Do not install this appliance in a room below ground level unless it is open to ground level on at least one side.

Room size	Ventilation opening
smaller than 5 m <sup>3</sup>	min. 100 cm <sup>2</sup>
5 m <sup>3</sup> to 10 m <sup>3</sup>	min. 50 cm <sup>2</sup>
greater than 10 m <sup>3</sup>	not required
In the cellar or basement	min. 65 cm <sup>2</sup>

## Installation and connection

- Product can only be installed and connected in accordance with the statutory installation rules.

### Electrical connection

Connect the product to a grounded outlet/line protected by a fuse of suitable capacity as stated in the "Technical specifications" table. Have the grounding installation made by a qualified electrician while using the product with or without a transformer. Our company shall not be liable for any damages that will arise due to using the product without a grounding installation in accordance with the local regulations.



### DANGER:

The product must be connected to the mains supply only by an authorised and qualified person. The product's warranty period starts only after correct installation. Manufacturer shall not be held responsible for damages arising from procedures carried out by unauthorised persons.

**DANGER:**

The power cable must not be clamped, bent or trapped or come into contact with hot parts of the product.

A damaged power cable must be replaced by a qualified electrician. Otherwise, there is risk of electric shock, short circuit or fire!

- Connection must comply with national regulations.
- The mains supply data must correspond to the data specified on the type label of the product. Type label is at the rear housing of the product.
- Power cable of your product must comply with the values in "Technical specifications" table.

**DANGER:**

Before starting any work on the electrical installation, disconnect the product from the mains supply.

There is the risk of electric shock!

**Connecting the power cable**

1. If a power cable is not supplied together with your product, a power cable that you would select from the table in accordance with the electrical installation at your home must be connected to your product by following the instructions in cable diagram.

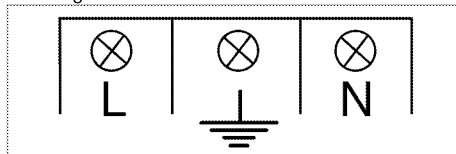
This product must only be connected by a qualified electrician such as a technician from the local electricity company or NICEIC registered contractor to a suitable double-pole control unit with a minimum contact clearance of 3 mm in all poles. This control unit must be installed accordance with the IEE regulation. Failure to obey this instruction may cause operational problems and invalidate the product warranty.



Additional protection by a residual current circuit breaker is recommended.

2. Open the terminal block cover with a screwdriver.
3. Insert the power cable through the cable clamp below the terminal and secure it to the main body with the integrated screw on cable clamping component.

4. Connect the cables according to the supplied diagram.



5. After completing the wire connections, close the terminal block cover.
6. Route the power cable so that it will not contact the product and get squeezed between the product and the wall.



Power cable must not be longer than 2m because of safety reasons.

**Gas connection****DANGER:**

Product can be connected to gas supply system only by an authorised and qualified person or technician with licence.

Risk of explosion or toxication due to unprofessional repairs!

Manufacturer shall not be held responsible for damages arising from procedures carried out by unauthorised or unlicensed persons.

**DANGER:**

Before starting any work on the gas installation, disconnect the gas supply. There is the risk of explosion!

- Gas adjustment conditions and values are stated on labels (or on type label).



Your product is equipped for natural gas (NG).

- Natural gas installation must be prepared before installing the product.
- There must be a rigid or semi rigid pipe, (i.e. steel or copper) at the outlet of the installation for the natural gas connection of your product and the tip of this pipe must be closed with a blind plug. Service Representative will remove the blind plug during connection and connect your product by means of a straight connection device (coupling).

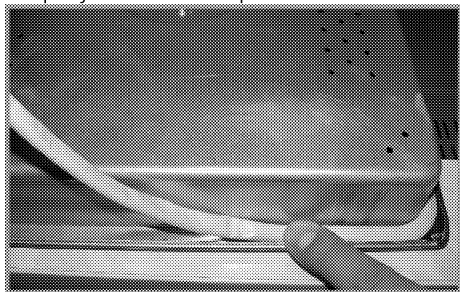
- Make sure that the natural gas valve is readily accessible.
- If you need to use your product later with a different type of gas, you must consult the Authorised Service Agent for the related conversion procedure.

### Installing the product

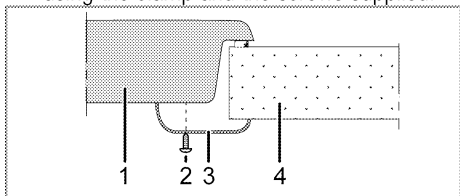
1. Remove burners, burner caps and grills on the hob from the product.

Turning the hob upside down, place it on a flat surface.

2. In order to avoid the foreign substances and liquids penetrate between the hob and the counter, please apply the putty supplied in the package on the contours of the lower housing of the hob but make sure that the putty does not overlap.



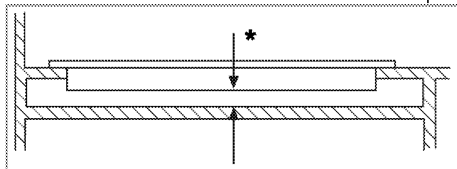
3. Turning the hob again, align and place it on the counter.
4. You can secure your hob to the counter by using the clamp and the screws supplied.



- 1 Hob
- 2 Screw
- 3 Installation clamp
- 4 Counter

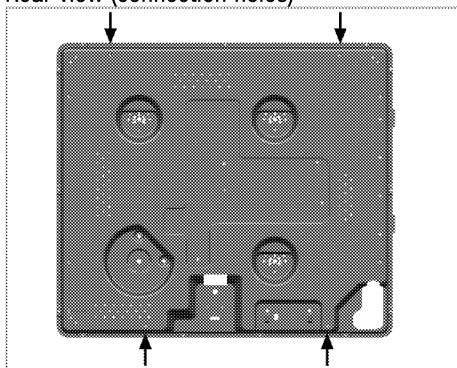
**i** When installing the hob onto a cabinet, a shelf must be installed in order to separate the cabinet from the hob as illustrated in the above figure. This is not required when installing onto a built-under oven.

For example, if it is possible to touch the bottom of the product since it is installed onto a drawer, this section must be covered with a wooden plate.



\* min. 15 mm

### Rear view (connection holes)



Place the burner plates, burner plate caps and grills back to their seating after installation.

**i** Making connections to different holes is not a good practice in terms of safety since it can damage the gas and electrical system.

### Final check

1. Open gas supply.
2. Check gas installations for secure fitting and tightness.
3. Ignite burners and check appearance of the flame.

**i** Flame must be blue and have a regular shape. If the flame is yellowish, check if the burner cap is seated securely or clean the burner.

## Gas conversion



### DANGER:

Before starting any work on the gas installation, disconnect the gas supply. There is the risk of explosion!

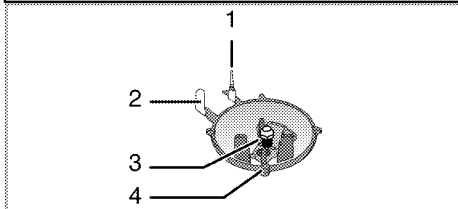
In order to change your appliance's gas type, change all injectors and make flame adjustment for all valves at reduced flow rate position.

### Exchange of injector for the burners

1. Take off burner cap and burner body.
2. Unscrew injectors by turning the counter-clockwise.
3. Fit new injectors.
4. Check all connections for secure fitting and tightness.



New injectors have their position marked on their packing or injector table on *Injector table, page 10* can be referred to.



- 1 Flame failure device
- 2 Spark plug
- 3 Injector
- 4 Burner



Unless there is an abnormal condition, do not attempt to remove the gas burner taps. You must call an Authorised service agent if it is necessary to change the taps.

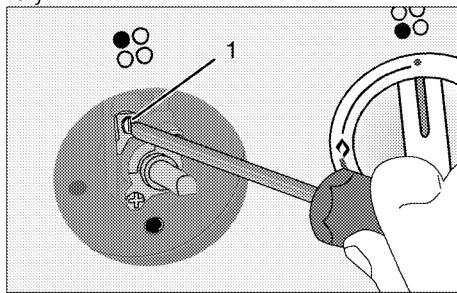
### Reduced gas flow rate setting for hob taps

1. Ignite the burner that is to be adjusted and turn the knob to the reduced position.
  2. Remove the knob from the gas tap.
  3. Use an appropriately sized screwdriver to adjust the flow rate adjustment screw.
- For LPG (Butane - Propane) turn the screw clockwise. For the natural gas, you should turn the screw **counter-clockwise** once.

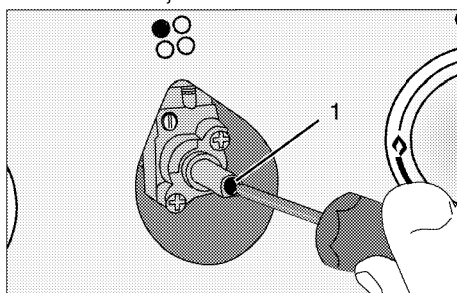
» The normal length of a straight flame in the reduced position should be 6-7 mm.

4. If the flame is higher than the desired position, turn the screw clockwise. If it is smaller turn anticlockwise.
5. For the last control, bring the burner both to high-flame and reduced positions and check whether the flame is on or off.

Depending on the type of gas tap used in your appliance the adjustment screw position may vary.



1 Flow rate adjustment screw



1 Flow rate adjustment screw



If the gas type of the unit is changed, then the rating plate that shows the gas type of the unit must also be changed.

## 4 Preparation

### Tips for saving energy

The following information will help you to use your appliance in an ecological way, and to save energy:

- Defrost frozen dishes before cooking them.
- Use pots/pans with cover for cooking. If there is no cover, energy consumption may increase 4 times.
- Select the burner which is suitable for the bottom size of the pot to be used. Always select the correct pot size for your dishes. Larger pots require more energy.

### Initial use

#### First cleaning of the appliance



The surface might get damaged by some detergents or cleaning materials.

Do not use aggressive detergents, cleaning powders/creams or any sharp objects during cleaning.

Do not use harsh abrasive cleaners or sharp metal scrapers to clean the oven door glass since they can scratch the surface, which may result in shattering of the glass.

1. Remove all packaging materials.
2. Wipe the surfaces of the appliance with a damp cloth or sponge and dry with a cloth.



## 5 How to use the hob

### General information about cooking



Never fill the pan with oil more than one third of it. Do not leave the hob unattended when heating oil. Overheated oils bring risk of fire. **Never attempt to extinguish a possible fire with water!** When oil catches fire, cover it with a fire blanket or damp cloth. Turn off the hob if it is safe to do so and call the fire department.

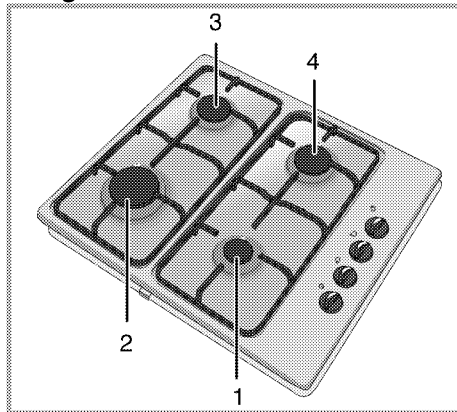
- Before frying foods, always dry them well and gently place into the hot oil. Ensure complete thawing of frozen foods before frying.
- Do not cover the vessel you use when heating oil.
- Place the pans and saucepans in a manner so that their handles are not over the hob to prevent heating of the handles. Do not place unbalanced and easily tilting vessels on the hob.
- Do not place empty vessels and saucepans on cooking zones that are switched on. They might get damaged.
- Operating a cooking zone without a vessel or saucepan on it will cause damage to the product. Turn off the cooking zones after the cooking is complete.
- As the surface of the product can be hot, do not put plastic and aluminum vessels on it. Such vessels should not be used to keep foods either.
- Use flat bottomed saucepans or vessels only.
- Put appropriate amount of food in saucepans and pans. Thus, you will not have to make any unnecessary cleaning by preventing the dishes from overflowing. Do not put covers of saucepans or pans on cooking zones.  
Place the saucepans in a manner so that they are centered on the cooking zone.  
When you want to move the saucepan onto another cooking zone, lift and place it onto

the cooking zone you want instead of sliding it.

### Gas cooking

- Size of the vessel and the flame must match each other. Adjust the gas flames so that they will not extend the bottom of the vessel and center the vessel on saucepan carrier.

### Using the hobs



\* List of advised diameter of pots to be used on related burners.

- 1 Auxilliary burner 12-18 cm
- 2 Rapid burner 22-24 cm
- 3 Normal burner 18-20 cm
- 4 Normal burner 18-20 cm

Large flame symbol indicates the highest cooking power and small flame symbol indicates the lowest cooking power. In turned off position (top), gas is not supplied to the burners.

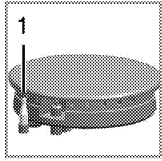
### Igniting the gas burners

1. Keep burner knob pressed.
2. Turn it counter clockwise to large flame symbol.  
» Gas is ignited with the spark created.
3. Adjust it to the desired cooking power.

### Turning off the gas burners

Turn the knob to off (upper) position.

## Gas shut off safety system (in models with thermic component)



1. Gas shut off safety

As a counter measure against blow out due to fluid overflows at burners, safety mechanism trips and shuts off the gas.

- Push the knob inwards and turn it counter clockwise to ignite.
- After the gas ignites, keep the knob pressed for 3-5 seconds more to engage the safety system.
- If the gas does not ignite after you press and release the knob, repeat the same procedure by keeping the knob pressed for 15 seconds.



### **DANGER:**

Release the button if the burner is not ignited within 15 seconds.  
Wait at least 1 minute before trying again.  
There is the risk of gas accumulation and explosion!

## 6 Maintenance and care

### General information

Service life of the product will extend and the possibility of problems will decrease if the product is cleaned at regular intervals.

**DANGER:**

Disconnect the product from mains supply before starting maintenance and cleaning works.

There is the risk of electric shock!

**DANGER:**

Allow the product to cool down before you clean it.

Hot surfaces may cause burns!

- Clean the product thoroughly after each use. In this way it will be possible to remove cooking residues more easily, thus avoiding these from burning the next time the appliance is used.
- No special cleaning agents are required for cleaning the product. Use warm water with washing liquid, a soft cloth or sponge to clean the product and wipe it with a dry cloth.
- Always ensure any excess liquid is thoroughly wiped off after cleaning and any spillage is immediately wiped dry.
- Do not use cleaning agents that contain acid or chloride to clean the stainless or inox surfaces and the handle. Use a soft cloth with a liquid detergent (not abrasive) to wipe those parts clean, paying attention to sweep in one direction.



The surface might get damaged by some detergents or cleaning materials.

Do not use aggressive detergents, cleaning powders/creams or any sharp objects during cleaning.

Do not use harsh abrasive cleaners or sharp metal scrapers to clean the oven door glass since they can scratch the surface, which may result in shattering of the glass.



Do not use steam cleaners to clean the appliance as this may cause an electric shock.

### Cleaning the hob

#### Gas hobs

1. Remove and clean the saucepan carriers and burner caps.
2. Clean the hob.
3. Install the burner caps and make sure that they are seated correctly.
4. When installing the upper grills, pay attention to place the saucepan carriers so that the burners are centered.

#### Cleaning the control panel

Clean the control panel and knobs with a damp cloth and wipe them dry.



Do not remove the control buttons/knobs to clean the control panel.

Control panel may get damaged!

## 7 Troubleshooting

### **Product emits metal noises while heating and cooling.**

- When the metal parts are heated, they may expand and cause noise. >>> *This is not a fault.*

### **There is no ignition spark.**

- No current. >>> *Check fuses in the fuse box.*

### **There is no gas.**

- Main gas valve is closed. >>> *Open gas valve.*
- Gas pipe is bent. >>> *Install gas pipe properly.*

### **Burners are not burning properly or at all.**

- Burners are dirty. >>> *Clean burner components.*
- Burners are wet. >>> *Dry the burner components.*
- Burner cap is not mounted safely. >>> *Mount the burner cap properly.*
- Gas valve is closed. >>> *Open gas valve.*
- Gas cylinder is empty (when using LPG). >>> *Replace gas cylinder.*



Consult the Authorised Service Agent or technician with licence or the dealer where you have purchased the product if you can not remedy the trouble although you have implemented the instructions in this section. Never attempt to repair a defective product yourself.

## 8 Guarantee and Service

Your Beko product is guaranteed against the cost of breakdown repairs : Freestanding appliances : 1 year  
Built-in appliances : 2 year  
from the date of the original purchase.

### What is covered?

- All repairs necessary as a result of faulty materials, defective components or manufacturing defect.
- The cost of all functional replacement parts.
- The labour costs of a Beko approved repairer to carry out the repair.

### What is not covered?

- Transit or delivery damage
- Accidental damage
- Misuse, or abuse.
- Cabinet or appearance parts, including knobs and flaps
- Accessory items, including ice trays, scrapers, cutlery baskets,
- Repairs required as a result of unauthorised repairs or inexpert installation that fails to meet the requirements contained in the user instruction book.

Repairs to products used on commercial or non-residential household premises.

### Important notes.

- The product is guaranteed for domestic household use only.
- The guarantee will be void if the product is installed or used in commercial or non-residential household premises.
- The product must be correctly installed, located and operated in accordance with the instructions contained in the User Instructions Booklet provided.
- Professional Installation by a qualified plumber/electrical appliance installer is recommended for all Washing & Dishwashing Machines and Electric Cookers
- Gas Cookers must only be installed by a Gas Safe (or BORD GAIS) registered Gas Installer.
- The guarantee is given only within the boundaries of the United Kingdom.
- The guarantee is not transferable if the product is resold.
- Beko plc disclaims any liability for incidental or consequential damages.
- The guarantee does not in anyway diminish your statutory or legal rights.

## HOW TO OBTAIN SERVICE UNDER THE MANUFACTURERS GUARANTEE

Please keep your purchase receipt or other proof of purchase in a safe place; you will need to have it should the product require attention in the guarantee period

You should also complete the details below; it will help us assist you quicker when requesting service. (The model number is printed on the Instruction Booklet)

Model Number: \_\_\_\_\_ Purchased From: \_\_\_\_\_ Date of purchase: \_\_\_\_\_

For service under guarantee simply telephone the appropriate number below

### LOCATION

### TELEPHONE

UK Mainland & Northern Ireland

Fridges & Freezers	0845 600 4903/0345 600 4903
Electric Cookers	0845 600 4902/0345 600 4902
Gas & Dual Fuel Cookers	0845 600 4905/0345 600 4905
Washing Machines & Dishwashers	0845 600 4906/0345 600 4906

Republic of Ireland

All Refrigeration, Cooking, Washing & Dishwashing Machines 01 862 3411

Before requesting service please check the troubleshooting guide in the Operating Instructions as a charge may be levied where no fault is found even though your product may still be under guarantee.

Service once the manufacturers guarantee has expired.

If you have purchased an extended guarantee please refer to the instructions contained within the extended guarantee agreement document. Otherwise please call the above numbers where service can be obtained at a charge.

Should you experience any difficulty in obtaining service please call the

**Beko Customer Help-Line on 0845 600 4911/0345 600 4911**

**Beko Plc, Beko House, 1 Greenhill Crescent, Watford Herts, WD18 8QU, Tel: 0845 600 4911**





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