

Operating instructions  
**Microwave Oven**

***Brandt***

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**Important safety instructions. Read carefully  
and keep for future reference.**

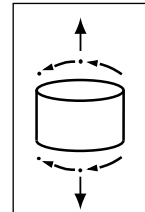
# Installation

## BEFORE CONNECTION

- Check whether your oven has suffered any damage during transport (deformed door or door seal, etc.). If you see any signs of damage, contact your dealer before use.
- Verify the power voltage. If there is a PERMANENT undervoltage (200-210 volts), consult your electrical installer.

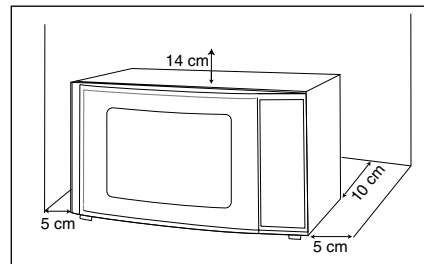
## LOCATION

- The appliance should be installed at a distance of 85 cm above floor.
- Place the oven on a flat and horizontal surface, away from any source of heat or steam. To ensure the stability of the microwave oven, the front left foot is adjustable (5 positions). Turn it to raise or lower the appliance.
- Make sure that air may circulate freely around the oven.



Leave sufficient space around the oven :

- 5 cm between the sides of the oven and any walls or objects
- 14 cm above the oven
- 10 cm behind the oven.



- Make sure that nothing obstructs the ventilation louvers at the back of the appliance.
- Some ovens are designed for flush-fitting. To obtain the corresponding kit, consult your dealer
- Make sure the electrical plug will be accessible after installation.
- Do not use your appliance immediately (wait approx. 1-2 hours) after transfer from a cold place to a warm place as condensation may cause a malfunction.

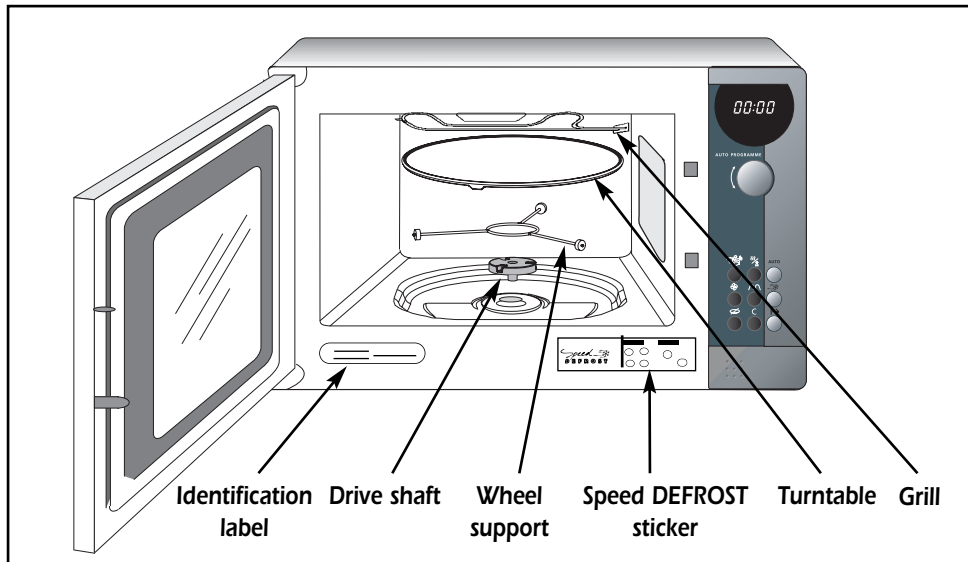
## ELECTRICAL CONNECTION

- Your installation must be protected by a 13 Amp thermal fuse.
- It is mandatory to use a power point with a **ground terminal**, connected in accordance with current safety regulations.
- In your electrical installation, provide a device that is accessible to the installer, capable of separating the appliance from the mains power and whose contact opening is at least 3 mm at all of the poles.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

## Warning

- Your appliance is designed exclusively for the domestic purposes of defrosting, heating or cooking foods. The manufacturer bears no responsibility in the case of improper usage.
- Only use utensils that are suitable for use in microwave ovens.
- To avoid deterioration of your microwave oven, never operate it empty or without the turntable.
- Never tamper with the lock mechanism of your microwave oven; you could cause damage requiring repair by an authorised technician.
- When heating food in plastic or paper containers, keep an eye on the oven due to the possibility of ignition.
- It is not advisable to use metal recipients, forks, spoons, knives, metal ties or staples for deep-freeze bags.
- The contents of feeding bottles or baby food jars shall be stirred or shaken and the temperature checked before consumption in order to avoid burns.
- Only allow children to use the oven without supervision when adequate instructions have been given so that the child is able to use the oven in a safe way and understands the hazards of improper use.
- Liquids and other foods must not be heated in sealed containers they are liable to explode.
- Eggs in their shell and whole hard-boiled eggs should not be heated in microwave ovens since they may explode, even after microwave heating has ended.
- Microwave heating of beverages can result in delayed eruptive boiling, therefore care must be taken when handling the container.
- For small amounts (one sausage, a single croissant, etc.), place a glass of water alongside the food item.
- Time settings that are too long may dry out and burn the food. To avoid such incidents, never use the same cooking times as those recommended for traditional ovens.
- If smoke is observed, switch off or unplug the appliance and keep the door closed in order to stifle any flames.
- In order to evacuate moisture, your appliance is fitted with a delayed ventilation function. Depending on the applied cooking mode (solo / grill / combination), the oven ventilation will continue to operate after the cooking end.

## General description



### ■ THE TURNTABLE :

ensures equal cooking of food throughout with no need to intervene.

- It may be used as a cooking surface.
- Rotation is controlled by the drive shaft and the wheel support.
- The turntable rotates in both directions.
- If it does not turn, verify that all components are properly positioned.
- For easy removal, wells are provided on either side.

### ■ TURNTABLE OFF :








stops the turntable from revolving in order to use platters which require the entire oven space. When off, remember to turn the recipient or stir the contents.

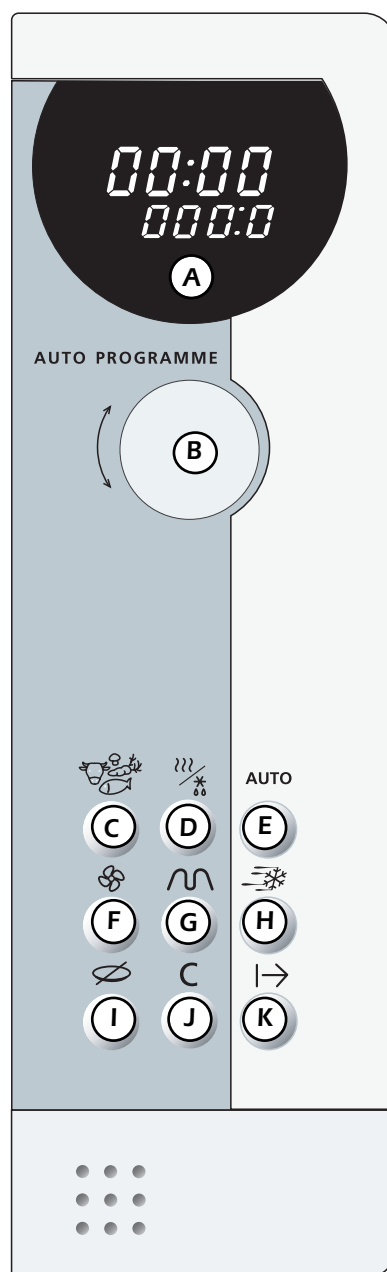
### ■ THE WHEEL SUPPORT :

Do not try to rotate the roller ring manually, as you could damage the drive system. If it does not turn smoothly, make sure that there is nothing in the well beneath the turntable.

### ■ Speed DEFROST STICKER : position the sticker as shown above.

## The control panel

- A Display window :**  
to simplify programming, the display indicates : the time of day, the types of food and functions, the minutes / seconds, weight or temperature programmed.
- B The selector knob :**  
to choose the food type, function, programme time, weight or temperature.
- C FOOD TYPE key**  :  
to choose the food type, with the selector knob.
- D FUNCTION key**  :  
to choose the appropriate function, with the selector knob.
- E "AUTO" key :**  
automatically sets the correct programme time according to a specified food type and weight.
- F FAN key**  :  
to cook as if with a traditional oven.
- G GRILL key**  :  
to select low or high grill.
- H "Speed DEFROST" key**  :  
to quickly defrost all types of frozen food.
- I STOP-TURNTABLE key**  :  
to stop the turntable from revolving.
- J PAUSE/CANCEL key** **C** :  
to interrupt (press once) or cancel a programme (press twice). Also used to set the clock.
- K START key**  :  
to start all programmes.



## Setting the clock

After first plugging in your microwave oven or after a power outage, the clock reads 00:00 and the two dots flash.

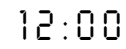


### To set the clock :





- Press the **PAUSE / CANCEL key C** for 5 seconds.  
The 4 numbers flash, and a tone sounds indicating the hour must be set.
- Turn the selector knob to display the correct time.
- Validate by pressing the **PAUSE / CANCEL key C**.



**Your clock is set.**

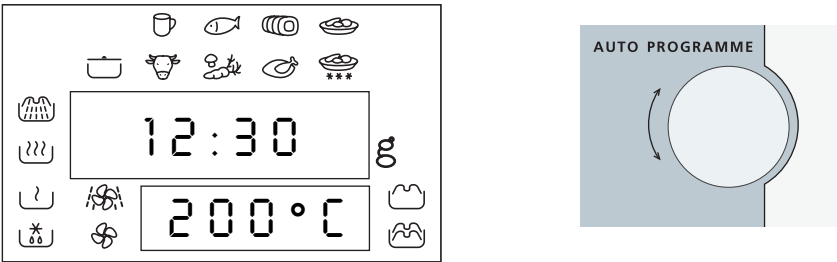


## Microwave power settings

POWER SETTING	APPLICATION
 DEFROST 150W	To defrost all frozen food or to top off cooking of delicate dishes or to cook very slowly.
 SIMMER 500W	To cook fish and poultry. To finish programmes begun with the HIGH COOK power setting, for instance beans, lentils, or dairy products. (This power setting is available when you programme with the function key.)
 HEAT 700W	To heat up all liquids and all fresh or frozen pre-cooked dishes.
 HIGH COOK 900W	To cook vegetables and soup.
<b>Microwave output power : 900 W</b>	

**When you select the type of food, the appropriate power setting is automatically programmed.**

# The display & the selector knob

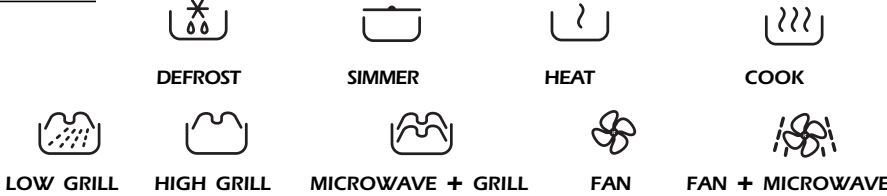


The display and the selector knob guide you in your choice of :

**food types**



**functions**



**the weight** for Automatic programming 

**the programme time** (or clock) 

**the temperature** for programming the fan functions 

The food type or function being selected will blink in the display.

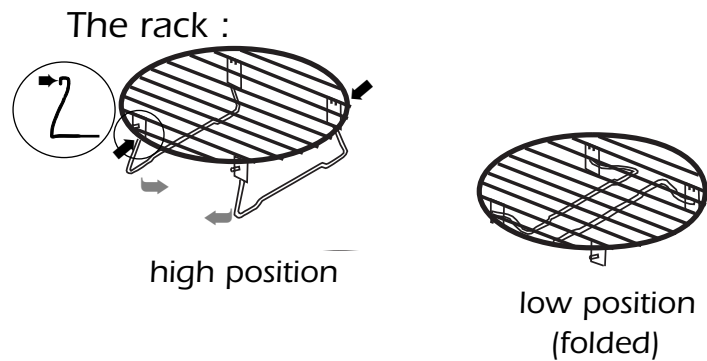


## The folding rack

To fold down the rack ➡ :

Push in on the hooked ends and fold the bars in towards the center.

When used with the microwave only or combined microwave functions, it must be positioned on the center of the turntable. Metal dishes may be used on the rack only with the **GRILL** function.



Never set any **metal** dish on the rack when using the microwave, grill + microwave or fan + microwave functions.

with the GRILL or GRILL + MCROWAVE functions :

choose the rack level according to the food you wish to grill :

- high position to brown shallow dishes, such as cheese on toast
- low position as required for other dishes, ex. shepherd's pie.

with the FAN or FAN + MICROWAVE functions :

always set your dishes on the rack folded down to the low position.

Make sure that the rack is well centered on the turntable.

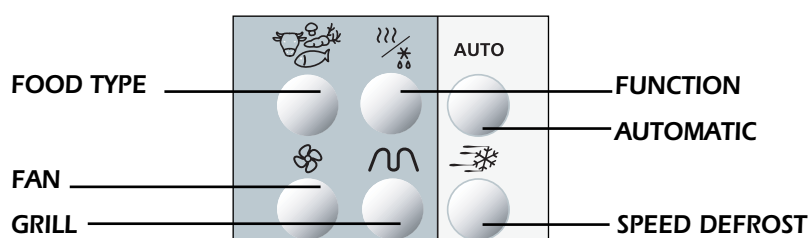
## Programming


**Your microwave oven is now plugged in and the clock is set.**

Open the door. Set the dish inside, close the door.

If the door is not properly shut, the appliance will not operate.

**The following keys are used for the various programmes :**





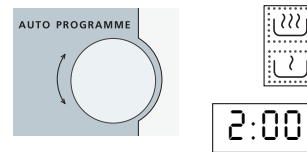
- 3 beeps announce the end of a programme. The beeps are repeated every minute for 10 minutes until you open the door.
- If you think there is insufficient space for the dish to turn freely inside the oven, press the **STOP TURNTABLE** key  before or during the programme.
- If there is an error in the programming, press the **CANCEL** key **C** twice.

## Programming the microwave function

You may choose amongst the following programmes :


### Express programme

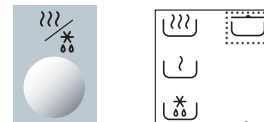
- ▼ Set the programme time (ex. 2 minutes) with the selector knob.  
The functions  &  blink alternatively to indicate that the express programme (900 W) is set.



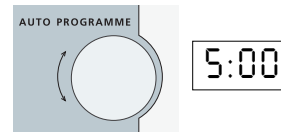
- ▼ Press **START** |→ .

### Programming with the function key

- ▼ Press the **FUNCTION** key, make your selection.  
With this key, the **SIMMER** setting  is available.
- ▼ Wait until 00:00 flashes, set the programme time with the selector knob.

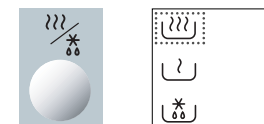


- ▼ Press **START** |→ .

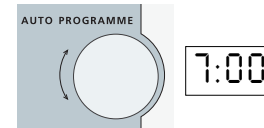


### Programming with the food type key

- ▼ Press the **FOOD TYPE** key, make your selection.
- ▼ Press the **FUNCTION** key, make your selection; the correct microwave power setting will be programmed according to the food type selected.
- ▼ Wait until 00:00 flashes, set the programme time with the selector knob.



- ▼ Press **START** |→



## Auto Programming

### **Automatic programming**

With the **AUTO** key, the programme time is set **auto-**  
**matically** according to the weight of your food item.

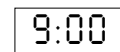
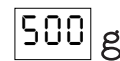
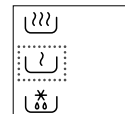
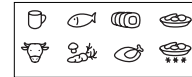
▼ Press the **FOOD TYPE** key, make your selection.

▼ Press the **FUNCTION** key, make your selection.

▼ Press the **AUTO** key; **50 g** flashes,  
use the selector knob to indicate the weight of your food item.

▼ Press **START** |→ .

**The appropriate time is programmed automatically.**



## Speed DEFROST

With the Speed DEFROST key you can quickly defrost all types of frozen food. To guarantee quality results, use Speed DEFROST for dishes weighing up to 500g. To defrost food items over 500g, use the FUNCTION key (as described on the preceding page).

- ▼ For quick defrosting of meat, poultry, fish, vegetables and beverages, press the **Speed DEFROST** key once :



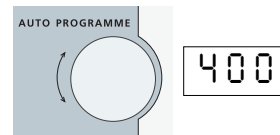
**5 d1** is displayed.

- ▼ For quick defrosting of bread, rolls and pastry, press the **Speed DEFROST** key twice :

**5 d2** is displayed.

- ▼ Wait until **100 g** flashes.

- ▼ Use the selector knob to enter the weight of your food item (up to 500g).




- ▼ Press **START** |→.

The defrost time corresponding to the given weight is automatically calculated.

Necessary time may vary according to the initial temperature of the food (the defrost times were calculated for food frozen at -18°C).

The defrost time is displayed and the programme begins.

- ▶ When using Speed DEFROST or the defrost function  a beep indicates the mid-point of the programme (the oven continues to operate). To obtain the best results, turn the food at this time, close the door and press the **START** key |→ to continue the second half of the programme.

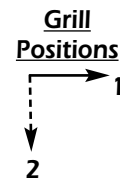
## The grill function




This function enables you to brown dishes such as gratins or meat. It may be used before or after cooking, as called for in the recipe.

### ■ The grill folds down for easy cleaning :




1. **Horizontal position:** for cooking au gratin, grilled food laid flat.
2. **Vertical position :** for cleaning the oven.

**Always allow the grill to cool off 25 minutes before touching it.**



- After grilling make sure to use an oven mitt to handle dishes, and remember to use only oven proof cookware such as ceramic dishes or heat resistant glass.
- The dual level grill offers you a choice between : **HIGH GRILL**  (press the GRILL key  once) and **LOW GRILL**  (press twice).  
As a rule, use the **HIGH GRILL level** to grill meat and fish and the **LOW GRILL level** with the simultaneous microwave + grill function for gratins and to brown delicate dishes.

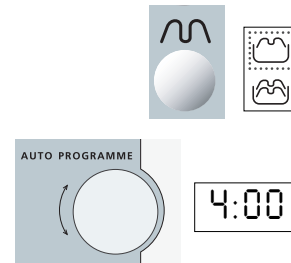
### Programming the dual-level grill

▼ Press the **GRILL** key  once to select **HIGH GRILL**  ,  
press twice to select **LOW GRILL**  .

▼ Wait until 00:00 flashes, set the programme time with the selector knob.

▼ Press **START**  .

▶ Press the **GRILL** key a third time to turn the grill off.





## The microwave + grill function

This function enables you to use the microwaves and grill **simultaneously**, for rapid cooking.

### Programming the microwave + grill functions simultaneously :

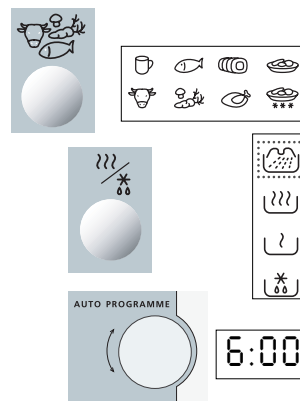
▼ Press the **FOOD TYPE** key, make your selection.

▼ Press the **FUNCTION** key  , select the microwave + grill  function.



The appropriate microwave power setting and the grill level will be automatically adjusted according to your food type.

▼ Wait until 00:00 flashes, set the programme time with the selector knob.

▼ Press **START** |→.



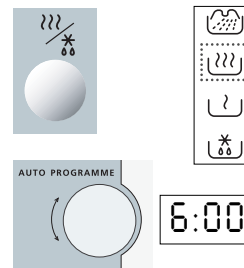
### ► In the event the food item you wish to cook does not correspond to any of the proposed food categories :

▼ Press the **FUNCTION** key  , select the microwave + grill  function.

A medium microwave power setting and the high grill level will be programmed.

▼ Wait until 00:00 flashes, set the programme time with the selector knob.

Press **START** |→.



## The fan functions

**2 convection cooking functions are available :**




**the fan function** 

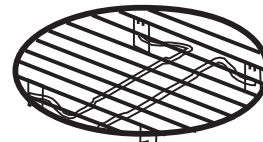
- to cook and brown food just as in a traditional convection oven

**the fan + microwave function** 

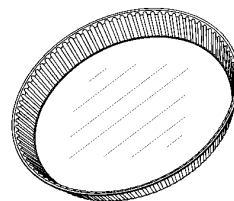
- to combine microwave power with fan cooking, for considerable time savings.

### Pointers

- The cooking temperature may be set from 50° - 250° C by 5° steps.
- Cooking time may be set from 0 - 90 by 1 minute steps.
- You may modify the cooktime at any point during the programme.
- It is always preferable to set a minimal cooktime and extend if necessary; check the browning of your dishes to avoid overcooking.
- Remember to always place your dishes on the rack in the low position when using the fan function  or fan + microwave function . This will ensure even heat distribution thereby providing optimal cooking results. Never use metal dishes when cooking with the fan + microwave function.
- Use only heat-resistant overware.
- The glass pie dish : it may be used for all pastries, quiches, pizzas, or as a roasting pan. You may also place it under the rack when grilling in order to catch drippings.
- When cooking with the fan + microwave function , do not use any metallic dishes.
- The appliance heats up when the fan function is employed. Do not touch the heating elements inside the oven. Always use an oven mitt to remove your dish as it may become quite hot.
- If you wish to defrost frozen food after using one of the fan functions, for better results, first let the microwave oven cool down for about ten minutes.



**the low rack**



**the glass pie dish**



## Programming the fan function

### Example : to bake an apple pie

Using your favorite recipe, prepare the pie in the glass pie dish. Set the dish on the rack in the low position and place together on the turntable.

You choose the temperature and cooktime yourself according to personal preference.

▼ Press the **FAN** key.



▼ **175°** flashes, requesting you set the desired temperature, ex. 220°.

220°

▼ When **00:00** flashes, enter the programme time, ex. 40 minutes.

40:00

▼ Press **START** |→

## Programming the fan + microwave function

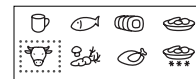
### Example : to cook a 1 kg roast beef

Set the roast in a non-metallic roasting pan, dress and season to taste. Put the pan on the rack in the low position and place together on the center of the turntable.

**You may program the fan + microwave function 3 different ways :**

#### Automatic programming

With the **AUTO** key, the programme time is set **automatically** according to the weight of your food item.



▼ Press the **FOOD TYPE** key, select **BEEF**.

▼ Press the **FUNCTION** key, select the **FAN + MICROWAVE** function.



▼ Press the **AUTO** key; the appropriate temperature for the roast is set automatically. **50 g** flashes, requesting you set the weight of your food item : for the 1-kilo roast beef, enter **1000**.



1000 g

▼ Press **START** |→ .

**The appropriate time is programmed automatically**, the cooking time and temperature necessary for the roast are displayed, (ex. 30 min, 200°).

30:00

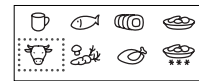
200°

## Programming the fan + microwave function

### Timed programming

You choose the cooktime yourself according to personal preference.

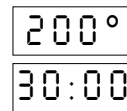
▼ Press the **FOOD TYPE** key, select **BEEF**.



▼ Press the **FUNCTION** key, select the **FAN + MICROWAVE** function.



▼ The appropriate temperature for the roast is set automatically, **00:00** flashes, requesting you set the desired programme length, ex. 30 minutes.

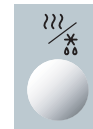


▼ Press **START** |→ .

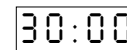
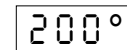
### Time / temperature programming

You choose the temperature and cooktime yourself according to personal preference

▼ Press the **FUNCTION** key, select the **FAN + MICROWAVE** function.



▼ **175°** flashes, requesting you set the desired temperature, ex. 200°.





▼ When **00:00** flashes, enter the programme time, ex. 30 minutes.


▼ Press **START** |→ .

## Recommendations

### WHILE THE OVEN IS OPERATING :

- If you used the time or **AUTO** key,
  - you may change the programme length at any time.
- You may stop or start the turntable revolving during a programme by pressing the **TURNTABLE STOP** key .
- To change the food type or **FUNCTION** selection, press the **CANCEL** key **C** twice and programme again.
- If you open the door before the end of the programme, shut the door and press the **START** key  to continue the programme.
- If you remove a dish before the end of the programme, press the **CANCEL** key **C** twice to erase the programme.

### REMARKS :

- If you wait longer than 3 minutes to press the **START** key  after having entered a programme, it will be cancelled (the clocktime will be displayed).

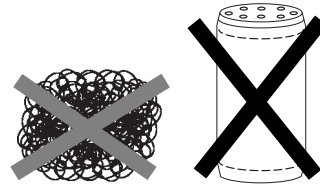
## Care & cleaning

- **WARNING** : It is recommended to clear the oven regularly and to take any food deposit inside and outside the appliance. Use a soapy and wet cloth. If the appliance is not kept clean, its surface could deteriorate and adversely affect its life and possibly result in a hazardous situation. If the door or door seals are damaged, the oven must not be operated until it has been repaired by a competent person.



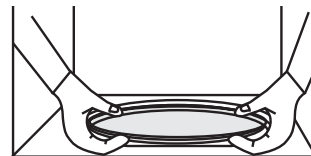
- A steam cleaner is not to be used.

- Do not use abrasives, alcohol or solvents as they are liable to damage the oven.



- In the event of unsavory odors or caked-on dirt, boil water containing lemon juice or vinegar in a cup for 2 minutes and clean the walls with a little dishwashing liquid.
- For those ovens with grill or convection heat functions, the top and rear air vents become very hot. Do not touch these parts after use; wait till the appliance has cooled down in order to clean it. Use a fine steel wool pad on the metal parts.

- The turntable can be removed for cleaning. Wells are provided on both sides for easy access. If you remove the drive shaft, do not allow water to enter the motor shaft hole.




Be sure to put the turntable, the drive shaft and the wheel support back in their proper place.

## Troubleshooting guide

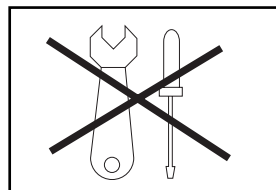
### Problem

### Suggestion

- |  |   |
|--|---|
| ▼ The time counts down, but the appliance does not function (the turntable does not rotate, the light does not come on and the food is not heated) | ▲ Press the <b>TURNTABLE OFF</b> key  for 5 seconds.   |
| ▼ The microwave oven is noisy when operating.  | ▲ Adjust the front left foot.<br>Clean the wheels and the well area-beneath the turntable.  |
| ▼ Condensation forms on the door glass   | ▲ Clean the vents under the appliance.  |
| ▼ The grill element smokes when it heats up.   | ▲ Clean all cooking residue from the grill element.   |
| ▼ The turntable does not revolve correctly   | ▲ Clean the wheels and the well beneath the turntable.  |
| ▼ The microwave programs do not produce the desired results.   | ▲ Clean the vents under the appliance. Make sure that you use only containers which are suitable for microwave cooking.   |
| ▼ The appliance produces sparks.   | ▲ Check whether the wheel support is correctly positioned.<br>Thoroughly clean the appliance :<br>remove any greasy deposits, cooking residue, etc...<br>Move any metal objects away from the oven walls.<br>Never use metallic containers with the rack. |

## After-sales service

- If the equipment has sustained any damage :
  - **Check that the door is not deformed.**
- If the oven does not operate, before calling the repairman :
  - Check the electrical supply.
  - Check that the door is properly closed.
  - Check your programming.



**CAUTION : never attempt to repair your oven yourself.**

**WARNING :** it is dangerous for anyone other than qualified personnel to make any repairs requiring removal of the cover providing protection from exposure to microwave energy.

**Only a specially trained technician is qualified to repair your microwave oven.**

In the unlikely event of there being a problem, please call the number below quoting the model number. This can be found on the rating plate. Our trained staff are available to advise or book a service call to one of our authorised agents.

BRANDT UK LTD.  
INTEC FOUR  
Wade Rd.  
Basingstoke  
Hants RG24 0PL  
Tel. : 01256 308000  
Fax : 01256 346877

### **TECHNICAL DATA :**

Power supply :	220-240 V
Microwave power consumption :	1550W
Microwave output power :	900W
Fuse :	13A
Dimensions (w x h x d) :	540,5 x 316 x 495 mm
Interior volume :	24 L
Weight :	22 kg

**UK ONLY**

## 12- Month Guarantee Registration plus Low Cost Optional Breakdown Plan

**UK ONLY**

As part of our on-going commitment to our customers, and because even the most reliable of appliances sometimes develop faults, we provide you with a 12 month guarantee against the cost of repair in the event of failure.

To help us provide you with a prompt and efficient service please ensure you complete and return the registration form below (within 30 days)

- What Happens when my guarantee runs out?
- How much does the plan cost?

To safeguard your appliance after the initial 12-month guarantee expires; we offer a 2 or 4 year extended insurance plan

- What does the Insurance plan protect?  
Protection against the cost of repair bills caused by electrical or mechanical breakdown

- What to do in the event of a claim  
Simply call our Customer Service Department on 08705 490000. Our advisors are available 24 hrs a day, 365 days a year.

- Renewable Protection  
We've made it easy for you to continue with the protection for as long as possible, you can normally renew your protection on an annual basis.

- How to apply  
Simply complete the form on the next page, decide on the payment method and return the form to the Brandt registration Department

<b>Brandt</b>	CHARGES	
	+2 yrs	+4 yrs
Refrigerator	£34	£62
Freezer + £100 food loss	£42	£74
Fridge Freezer + £100 food loss	£59	£109
FROST FREE Freezer + £100 food	£59	£109
FROST FREE F/F + £100 food loss	£67	£124
American Fridge Freezer	£99	£199
Automatic Washing Machine	£99	£199
Combined Washer Dryer	£129	£249
Tumble Dryers	£39	£79
Dishwasher	£69	£129
Cooker Hood	£24	£42
Hob	£39	£69
Oven	£47	£94
Double Oven	£64	£114
Microwave Oven	£34	£64
Steam Oven	£59	£104

## Brandt Purchase Registration

**UK ONLY**

NAME (Mr/Mrs/Ms/Miss) .....

ADDRESS .....

..... Postcode .....

Telephone (inc. STD) .....

APPLIANCE DESCRIPTION *e.g. Oven* .....

Model No. .... Serial No. ....

Date of Purchase .... / .... / ..... Purchase Price £.....

Were you given or did you purchase an extended guarantee from your retailer (mark with X) Yes  No

If YES, for what period (mark with X) 1 Year  2 Year  3 Years  4 Years

Once completed, return to:

**Brandt Registration Department**  
**Leicester House**  
**17 Leicester St**  
**Bedworth**  
**CV12 8JP**

- You can also register your appliance by phone  
**0870 6069876**

- Or on the web  
**www.BrandtUK.com**

## SUMMARY OF EXTENDED WARRANTY PROTECTION

### WHAT IS PROTECTED:

The cost of repairs to the equipment including parts and labour charges following mechanical or electrical breakdown. We will always repair your equipment unless:

- a) We cannot repair it; or
- b) We cannot obtain the spare parts to repair it; or
- c) If it is under 5 years old and we can replace it for less than the cost of the repair; or
- d) If it is over 5 years old and the cost of the repair is more than we will pay - see table below.

Age of Equipment	What we will pay
Over 5 years and up to 6 years	50% of the current retail
Over 6 and up to 7 years	40% of the current retail
Over 7 years	30% of the current retail

(The current retail price is the lowest price reasonably available)

- We will only replace your equipment if we agree to do so before a repair is carried out. When we have replaced your equipment, your plan will end immediately and there will be no refund of the fee you have paid. When we have replaced your equipment you may dispose of the original equipment if it is in your possession.

- If we do not repair your equipment we will replace it with equipment of the same make or similar make and specification. For equipment which is over 5 years old and up to 6 years old we will ask you to pay 50% of the current retail price of the equipment. For equipment over 6 years old and up to 7 years old we will ask you to 60% of the current retail price and for equipment over 7 years we will ask you to pay 70%. You must also pay us for our supplier's delivery and/or installation charges and any outstanding fee instalments. We will not be responsible for any costs that you may incur to dispose of your original equipment.

Food spoilage for freezing equipment only: if the equipment breaks down or there is an accidental failure of the public electricity supply (except as a result of bad weather) we will provide the cost of:

- Food spoil in the freezing compartment (up to the value of £100 for any one claim); or
- Hiring temporary freezer space (up to the cost of £50 per claim) to prevent the food from spoiling. The most we will pay in any one period of insurance is £500

### WHAT IS NOT PROTECTED

- c) Routine maintenance, cleaning, servicing and descaling
- d) Costs protected by any manufacturer's, suppliers or installers guarantee or warranty.
- e) Costs arising from not following the manufacturer's instructions
- f) Costs arising from using your equipment in a non-domestic environment, unless we agree to the use in writing, beforehand
- g) Accidental damage, theft, attempted theft, malicious damage or damage caused by fire or explosion

- a) Costs arising from being unable to use the equipment or from damage caused when your equipment breaks down.
- b) The cost of replacing any item or accessory that is intended to be replaceable. These include: fuses, batteries, light bulbs, fluorescent lights, fluorescent tubes and related starters, filters, attachments, spark plugs, cables, plugs or light covers. We will also not protect the following: ceramic or glass surface, oven liners.

### GOVERNING LAW AND STATUTORY RIGHTS

Purchasing this plan doesn't affect your statutory rights. The plan is governed by English law unless we have agreed otherwise with you **RIGHTS OF THIRD PARTIES**

This plan is for the benefit of you and anyone else we have agreed with you. No benefits will be given to anyone else.

### TRANSFERRING YOUR PLAN

You can transfer your plan to a new owner of the equipment as long as you give us written details of the new owner. Your plan cannot be transferred to any other piece of equipment.

### CANCELLING YOUR PLAN

- a) You may cancel this plan at any time by giving 14 days notice in writing.
- b) If you cancel the plan during the period covered by the manufacturer's guarantee, and you have made no claims under this plan, we will give you a full refund.
- c) If you cancel the plan after the manufacturer's guarantee has run out and you have not made a claim, we will refund the part of your fee relating to the remaining full months protection. We will not make any refunds if you have made any claims during the period of insurance.
- d) If we cancel this plan, we will do so in writing giving you 14 days notice to your last known address. We will refund to you the part of the fee relating to the remaining full months protection.

### HOW TO CONTACT US OR COMPLAIN

- call our customer service department on 08705 490 000;
- write to the customer care manager at Domestic & General Insurance PLC, Leicester House, 17 Leicester St, Bedford, Warwickshire, CV12 8JP
- Email us at [web.support@domgen.com](mailto:web.support@domgen.com) or by clicking on 'contact us' on [www.domgen.com](http://www.domgen.com)

We want you to contact us so that we know what you think of us and the services we provide. We hope you are satisfied with the services we provide. If you are not satisfied, you can ask for your case to be reviewed by us and a final decision made on behalf of the managing director.

If you are still not satisfied you can ask the Financial Ombudsman Service to review your case. They can be contacted at: South Quay Plaza, 183 Marsh Wall, London E14 9SR Telephone 0845 080 1800 Email: [complaint@financial-ombudsman.org.uk](mailto:complaint@financial-ombudsman.org.uk)

### DATA PROTECTION

Your details will be held and used by Domestic & General Services Limited and Domestic & General Insurance PLC and Brandt Group to provide customer services, information about extended warranties and for other marketing purposes. We will disclose your information to our service providers and agents for these purposes. Your details may also be used by us or carefully selected third parties for other marketing purposes. We and the third parties may contact you by mail, telephone or email. If you do not wish third parties to receive your data or do not wish for us to use your data for other marketing purposes please put an X in this box:

To help keep your details accurate we will use information we receive from our partners. You can ask for a copy of your details (for a small fee) and to correct any inaccuracies. To make sure we follow your instructions correctly and to improve our service we may monitor or record our communications with you. Please note that failure to provide some or all of the information requested does not affect your statutory rights but may affect the quality of the service provided.

### TELEPHONING US

We may record your telephone calls with our representatives to monitor and improve the quality of the service we provide.

N.B. Protection is subject to the Terms & Conditions of the plan issued. A specimen of the plan giving full details of exclusions and conditions can be obtained on request. Copies of any correspondence relating to this application should be kept by the proposer. A copy of the accepted application form is available for up to 3 months after its completion. Purchasing a Domestic & General breakdown insurance plan does not limit your protection under the manufacturer's guarantee, nor does it affect your statutory rights.

### UNDERWRITTEN BY:

DOMESTIC & GENERAL INSURANCE PLC  
SWAN COURT, MANSELL ROAD,  
WIMBLEDON, LONDON SW19 4AA

REGISTERED NO. 485850 ENGLAND REGISTERED OFFICE AT ABOVE ADDRESS  
A MEMBER OF THE ASSOCIATION OF BRITISH INSURERS AND OF THE INSURANCE OMBUDSMAN SERVICE

UK ONLY

## Extended Insurance Application

**INSURANCE DETAILS** I agree to pay the breakdown total insurance premium of (see table) £    .

**PAYMENT METHOD**

I enclose cheque/Post Order payable to Domestic & General Insurance PLC

Please charge my MasterCard / Visa / Delta / Switch account number

MasterCard / Visa / Delta / Switch expiry date  /  /

**DECLARATION** I hereby apply for the Domestic & General Insurance Plan in accordance with the terms and conditions of your policy. I confirm that the equipment is in good working order and used for domestic purposes only and declare that the details in this proposal are true and complete to the best of my knowledge and belief

Signature

Date  /  /

WARNING: Any false statement may render your policy invalid