

PLUS 500

ESSENTIALS

INSTRUCTIONS

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## STATUTORY WARNINGS

Please read these operating instructions carefully for full information on the safe installation, use and care of your new Esse appliance.

This appliance must be correctly installed in accordance with these instructions by a suitably qualified person.

We cannot accept responsibility for damage to persons or items due to poor or incorrect installation of this appliance.

Make sure that the voltage and frequency of the supply correspond to the details on the cooker data plate which is located on the inside of the Lower compartment door.

Maintenance and servicing work must only be carried out after the power supply has been disconnected by switching off at the socket and removal of the plug or if the Plus-500 IT then switching off at the isolation socket.

Due to our policy of continuous innovation, we reserve the right to adjust or modify our product without prior notification.

Do not let children near the oven during use to avoid the danger of burns or injury. Use of the appliance by the elderly or infirm should be supervised.



WARNING

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.

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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 carried out by children without supervision.



WARNING

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, instead switch off the appliance, cover the flame with a lid or use a fire blanket.

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WARNING

Danger of fire: do not store items on cooking surfaces.

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WARNING

If the Induction zone glass is cracked or broken the cooker **MUST NOT BE CONNECTED** and no part of it may be used. Switch off and unplug the appliance to avoid possibility of electric shock.

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Metallic objects such as knives, forks, spoons and lids should not be placed on the hob surface since they can get hot.

Do not use steam cleaners to clean any part of this appliance.

If any of the supply cords are damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

**Induction Zone:** After use, switch off the hob element by its control and do not rely on the pan detector.

During cooking, food naturally produces steam, which is vented away to prevent excessive build-up within the ovens. As steam can condense to water droplets on the cooler outer trim of the oven, it may be necessary during cooking to wipe away any moisture with a soft cloth. This will also help to prevent soiling and discolouration of the oven exterior by cooking vapours.

## TECHNICAL DATA

Fig.1a Plus-500 & Plus-500 HT cooker data plate





Manufacturer: Esse Engineering Ltd Long Ing, Barnoldswick, Lancashire, BB18 6BJ, England	
Type: Esse Cooker	Model: Plus-500/Plus-500 HT
Voltage 230 Volts	Input 1 X 13Amp
Supply 50 Hz ~	
Serial No: PLUS-500-	 

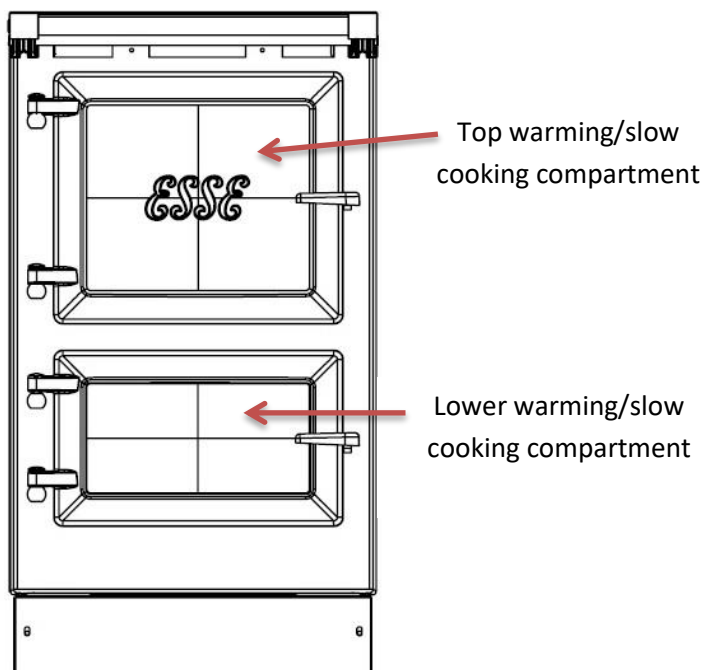
Fig.1a Plus-500 IT

Manufacturer: Esse Engineering Ltd Long Ing, Barnoldswick, Lancashire, BB18 6BJ, England	
Type: Esse Cooker	Model: Plus-500 IT
Voltage 230 Volts	Input 2 X 13Amp
Supply 50 Hz ~	
Serial No: PLUS-500-IT-	 

The cooker data plate is located on the inner door panel of the lower compartment door.

The Esse Plus-500 has a 400 Watt element which heats the Top and lower warming/slow cooking compartments which are thermostatically controlled to between 85°C - 90°C for the top compartment and 60°C - 70°C for the lower compartment.

Fig.2 Plus 500



## UNPACKAGING YOUR NEW COOKER

Unpack your new Esse Cooker, removing all of the outer packing and accessories from the top and bottom ovens, including protective film on the door liners. At this time please examine the cooker for any damage to the enamel finish and hob glass.

Any damage to the cooker or anything missing, please contact your supplier for advice.

We ask that you dispose of any packaging in a safe, responsible manner and recycle where possible.

## INSTALLATION

**You must be aware of the following safety requirements & regulations:**

This appliance shall be installed in accordance with the regulations in force.

Read the instructions before installing or using this appliance.

The cooker must be installed in accordance with: All relevant British Standards / Codes of Practice and the relevant Building / IEE regulations

### **Location of the Oven**

This appliance is designed for domestic cooking only. Use for any other purpose could invalidate any warranty or liability claim.

## CONNECTING YOUR COOKER

For your own safety we recommend that a competent person installs your cooker.

### **Connecting the Plus-500, Plus-500 HT & Plus-500 IT**

The Plus-500, Plus-500 HT & Plus-500 IT cookers are designed to be installed using a standard 13 Amp plugs. A qualified electrician is not required.

#### **Electrical connection**

Ovens with a three-pole power supply cable are designed to operate with alternated current at the supply frequency and voltage indicated on the data plate (located on the inner door panel of the control compartment).

#### **Connecting the power supply cable to the mains:**

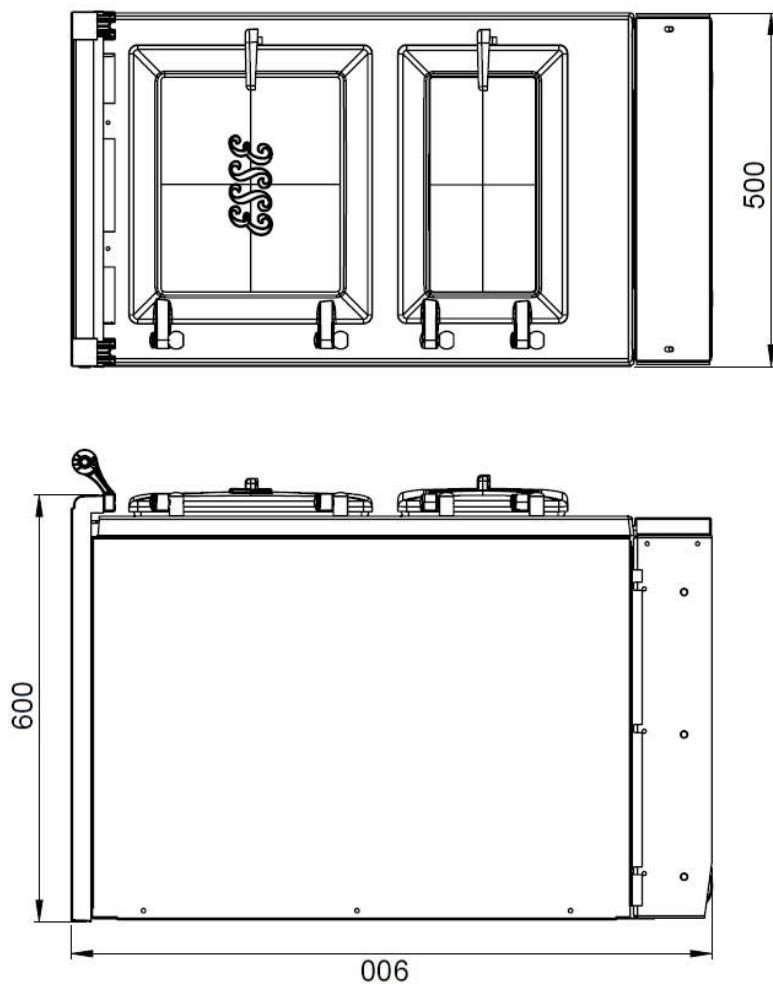
The appliance is supplied fitted with a 1.5 metre cable and normalized 13 amp plug which correspond to the load indicated on the data plate. Before making the connections check that: the circuit breakers or fuses of the home system can support the appliance load (see data plate); the power supply system has a sufficient earth connection which complies with the provisions of current regulations and the law; there is easy access to the socket. Do not use reducers or adapters as these could cause heating or burning.

#### **Connecting the Plus-500 IT**

The appliance is supplied fitted with two 1.5 metre cables and normalized 13 amp plugs which correspond to the load indicated on the data plate. Before making the connections check that: the circuit breakers or fuses of the home system can support the appliance load (see data plate); the power supply system has a sufficient earth connection which complies with the provisions of current regulations and the law; there is easy access to the socket. Do not use reducers or adapters as these could cause heating or burning.

Fig. 3 Plus-500 Cooker Dimensions

All dimensions are in mm





The cooker is not to be grouted or sealed at the back or sides of the worktop as if any maintenance is required the cooker will have to be pulled away from the wall at the rear. This is to allow the cooker top to be lifted.

The cooker weighs 99kg and so the floor must be capable of withstanding the load.

Make sure the cooker is level, use packing pieces if necessary.

We ask that a 3mm gap is provided between the cooker top plate any adjoining non-combustible work surfaces that may be fitted, this is to allow for the safe removal of the top plate should this be required at a later date. If the adjoining work surfaces are combustible, a 20mm gap is required.

It is not recommended that any wall cupboards are fitted above the cooker as steam may cause damage.



**NOTE**

Before using your cooker remove plastic protective covers from inner door panels; lift up lids and hinge covers.

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**COMMISSIONING CHECKLIST**

To assist with any potential guarantee claim please complete the following information:-  
**To be completed by the installer.**

**Dealer the appliance was purchased from:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone No: \_\_\_\_\_

**ESSENTIAL information:**

Date Installed \_\_\_\_\_

Model Description: \_\_\_\_\_

Serial No: \_\_\_\_\_

**Installation Engineer:**

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone No: \_\_\_\_\_

**Commissioning Checks – to be completed and signed:**

Has the use of the appliance, operation and controls been explained?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Instruction book handed to the customer?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

Signature:.....

Print Name:.....

Fig.4: Plus-500 Warming/Slow Cook control.

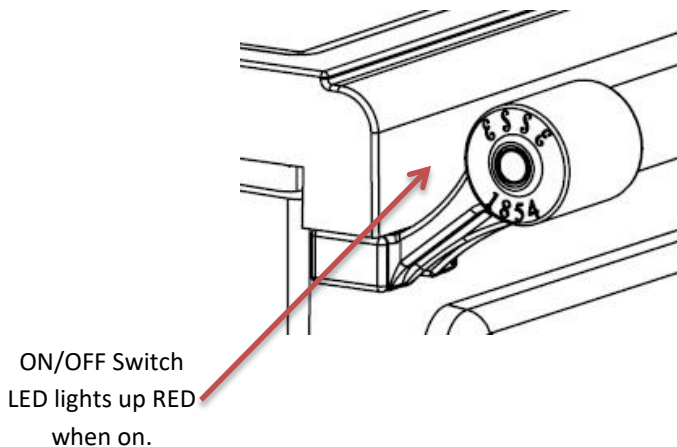
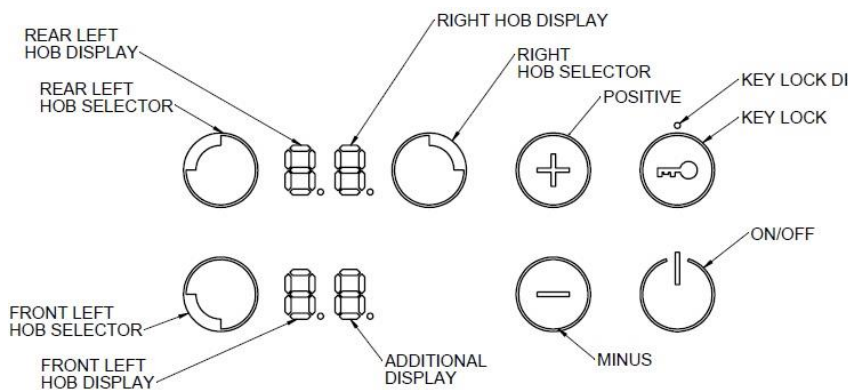


Fig.5: Plus-500 IT Induction User Interface (UI)



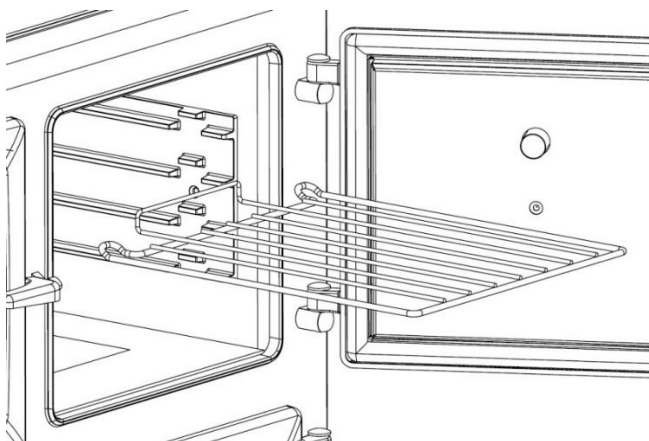
## WARMING/SLOW COOK OVEN

The oven works with a simple on/off switch with one element heating both the top and bottom chamber.

When the Plus-500 HT (Hot Top) specification is selected, a 50 watt stick on element is attached to the underside of the aluminium plate. This is wired in to the Warming/Slow cooking element and is activated and de-activated at the same time as the oven element.

When fitting oven shelves, ensure that the shelf is orientated as shown in fig 6. The oven shelf has two raise loops at the back that act as a stop so as to prevent the shelf from accidentally tipping when partially extended.

Fig 6: Fitting an oven shelf



The slow cook oven is intended for slow cooking items such as casseroles, joints of meat, etc. Your slow cook oven is capable of cooking a complete meal; for instance – casserole, rice pudding and jacket potatoes – or just warming the dishes (use only heat resistant dishes).

### **Points to remember when slow-cooking:**

- Preheat the oven before starting to cook.
- Do not allow dishes to touch the heating elements either side of the oven.
- Bring casseroles, soups etc. to the boil on the hob before placing into a suitable casserole dish for slow cooking.
- Make sure that casseroles have sufficient liquid, particularly when cooking over a long period.
- Use lids on casseroles or foil to cover food whilst it is cooking to retain moisture.
- Make sure all dishes will fit into the oven before preparing the food.
- Wrap washed and pricked jacket potatoes in foil before cooking.
- Make sure that meat and poultry reach a safe temperature before eating.
- Always thaw frozen food completely before cooking.

Your slow cook oven is also useful for warming plates and serving dishes (use only heat resistant dishes).

You can cook a fruitcake in the slow cook oven (if perhaps your other ovens are in use).

You can also produce crisp, white meringues cooked in the slow cook oven.

Timings for cooking in the slow cook oven will depend upon the quantity and type of dish you are cooking.

Keep an eye on the food until you are familiar with the oven.

Induction cooking is a safe, efficient and economical cooking method. It works by electromagnetic vibrations generating heat directly in the pan, rather than traditional electric hob technologies that indirectly heat through a glass surface or metal plate. As a result of the induction technology, the glass surface only heats up due to heat transfer from the pan.

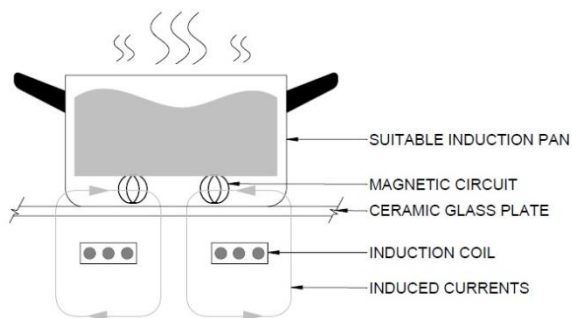


Fig 7 Induction Cooking

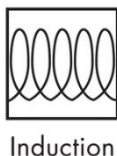
Before using the induction zone, read this guide, taking special note of the 'safety warnings' section.

### **Choosing compatible Cookware**

Induction hobs require cookware that is magnetic. New pans suitable for induction cooking will be marked 'Induction' or with the symbol shown in fig 8. These can be easily checked with a magnet.

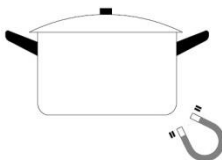
Only use cookware with a base suitable for induction cooking. Look for the induction symbol on the packaging or on the bottom of the pan, see Fig. 8.

Fig. 8



- Most homes will already have cast iron or stainless steel pans that will be suitable. You can check whether your cookware is suitable by carrying out a magnet test. Move a magnet towards the base of the pan. If it is attracted, the pan is suitable for induction.

Fig. 9



- Cookware made from the following materials is not suitable: pure stainless steel, aluminium or copper without a magnetic base, glass, wood, porcelain, ceramic, and earthenware. Some aluminium pans available have a magnetic core inserted in the base which will make them suitable. Esse do not recommend these pans as they have been known to cause issues with induction hobs.

Pans should have a thick flat base. Do not use cookware with jagged edges or a curved base.

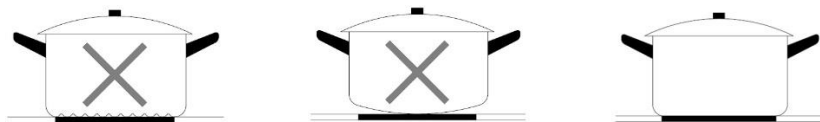
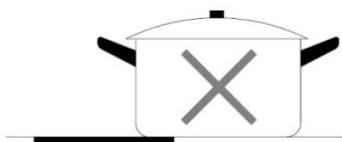


Fig. 10

Make sure that the base of your pan is smooth, sits flat against the glass, and is the same size as the cooking zone. For the Ø210 ring Pots less than Ø130 mm could be undetected by the hob and for the Ø145 rings pots less than Ø90mm may be undetected.

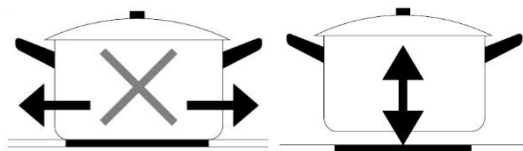
You can use multiple pans on the induction zone, but one pan must always be covering the centre of the glass.

Fig. 11



Always lift pans off the induction hob – do not slide, or they may scratch the glass.

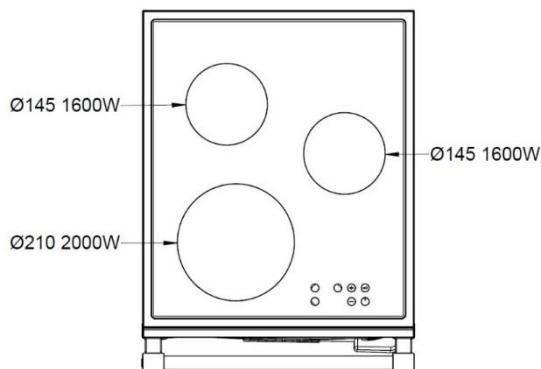
Fig. 12



### **Using your Induction Hob**

The induction hob has 3 rings or burners. Two are Ø145mm with 1.6kW elements and one Ø210mm ring or burner with a 2kW element.

Fig. 13

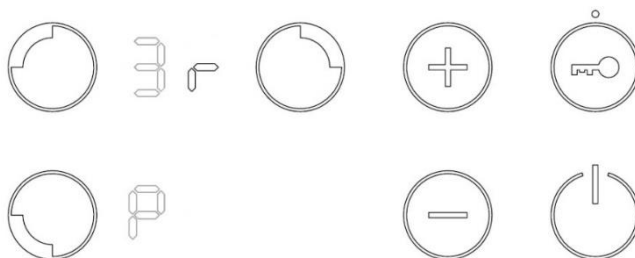


The induction is controlled via User Interface (UI) shown in Fig 5. The set power level, any error codes and any selected functions are displayed on the induction status display, shown Fig 5.

Each induction zone has 9 power settings, along with a full power boost setting (P). The induction unit is set to work on a 13 Amp plug and is limited to 2800w maximum. Each zone will still work to its maximum power setting, including the power boost functions. However each time the user tries to increase the power, the total power level of the cooktop is calculated. If this total power level is greater than the cooktop power limit, the power increase is not allowed. An error beep sounds and the heater display shows an 'r' for 3 seconds.



Fig. 14



Level	Coil 210	Coil 145
Booster "P"	2000W	1600W
9	1500W	1200W
8	1300W	1000W
7	1100W	800W
6	900W	600W
5	700W	500W
4	500W	400W
3	300W	300W
2	200W	1500W
1	100W	75W

### User interface initial calibration.

The User Interface has implemented an initial keyboard calibration focused to adapt the sensibility of the keys, to the final mechanical, environmental and user conditions. Any time the Cooktop is plugged in or there is a power failure that generates a reset in the user interface, the first time the **Key Lock** is touched the sensitivity of the keyboard is readjusted. This first touch of the **Key Lock** must be done in certain conditions: Do not use gloves, Use a clean finger.

### Initial Light Conditions

When power is initially applied to the Cooktop, the touch control conducts a calibration process for the touch keys, which requires a low level of ambient light in the area of the touch keys.

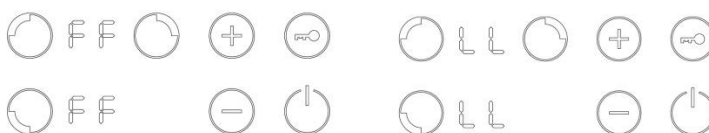
If during this calibration process excessive ambient lighting is detected the User Interface displays "FL" (Infrared Ambient Light Error) and the control calibration process is suspended. In order to rectify the process any lighting that could affect the

calibration process should be switched off (e.g. halogen cooker hood lighting). The error will disappear when satisfactory ambient lighting is detected and the touch control calibration procedure will now complete satisfactorily.

#### Notes:

- 1) The "FL" error can only be generated within approximately 3s of initial power being applied to the cooktop.
- 2) We recommend that the user switches off all cooker hood lighting and any lighting directed towards the cooktop when power is initially applied to the cooktop.
- 3) After the touch control has conducted its initial calibration process, (approximately 3s) any cooker hood or other lighting can be switched on as normal and will not affect the operation of the touch control.

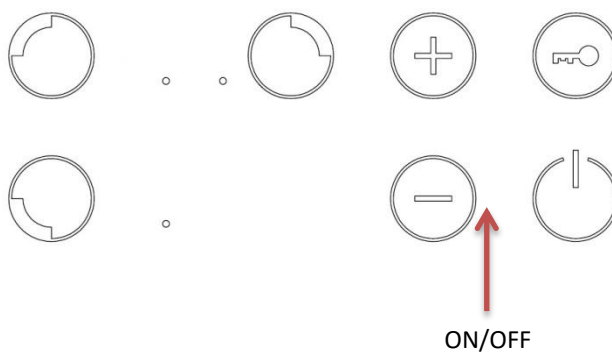
Fig. 15 Infrared Ambient Light Error



#### Switching On/Off the Cooktop

The cooktop is switched ON by touching the [ON/OFF] key for 1 sec. A beep sounds and all the heater displays show the digit point.

Fig. 16



If the selection of a heater is not done in 10 seconds, the cooktop will be turned off automatically.

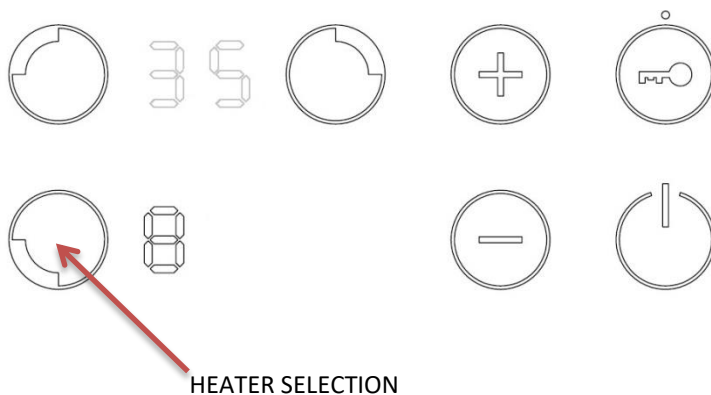
The cooktop is switched OFF by touching the [ON/OFF] key for 1 sec. An [OFF\_SOUND] sounds and all the heaters are switched OFF. The purpose of these [OFF\_SOUND] is to distinguish the OFF action over all others.

When the cooktop is OFF, after 5 sec without any error/alarm to display and without any message to indicate (residual heat), the control switches off the (KEYLOCK LED) in order to reduce as much as possible the power consumption. As soon as we touch a key, the (KEYLOCK LED) goes ON and we can continue to operate us normal unlocking the keyboard if necessary and touching the [ON/OFF] key to switch ON the cooktop. The (ON/OFF) key will be locked to switch ON the cooktop if the key lock is activated (KEYLOCK LED on) or if there is any appliance error.

### Switching On a Heater

To switch on a heater it is necessary to actuate the desired cooking zone or zones. Once the KEY LOCK is disabled and the hob turned ON, this is done by means of selecting the heater and then selecting the required power level.

Fig. 17



A heater is selected by touching the heater [HEATER\_SELECTION] key for 500 milliseconds, a beep sounds and the heater display shows the power level with normal brightness.

If more than one heat is already operating, then the heaters that are not selected are dimmed.

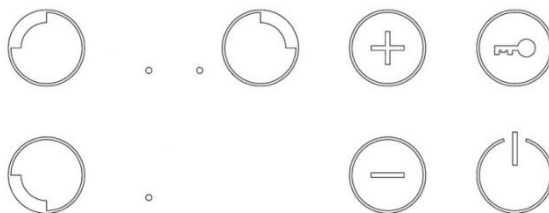
If more than one heater is on, the heater selection will finish 10 second after the last touch of the [-], [+] key or if another heater is selected. If only one heater is on, the heater selection will finish if another heater is selected.

When the heater selection is finished after 10 seconds, a beep sound and all the heater displays that were dimed show the power levels with normal brightness.

When the heater selection finishes, if the selected level is 0, the heater display will be switched off

When the heater selection finishes, if all the heaters are off, all the heater displays will show the digit point, waiting a heater selection.

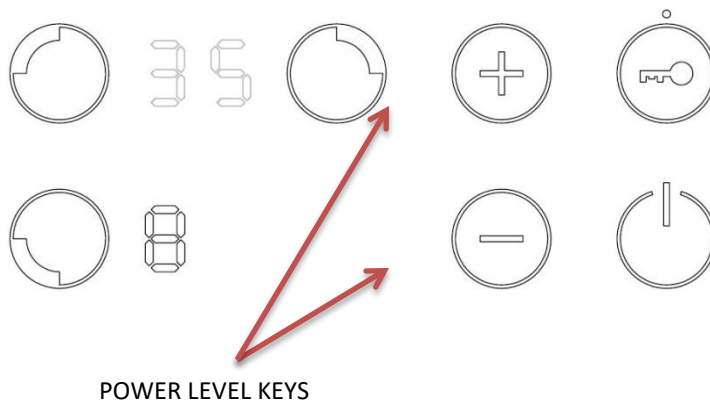
Fig. 18



### Selecting a power level for a heater

Once the heater is selected, the power level can be selected by touching the – or + keys. In each increase/ decrease a beep sounds and the corresponding display shows the new power level. If the finger is held down on the key, the action is repeated twice every second. The + key raises the cooking level to 9, whereas the - key reduces the cooking level to 0.

Fig. 19



With the heater at power level 0, the - key raises the cooking level to 9.

With the heater at power level 9, the + key raises the cooking level to Booster level a beep sounds and the heater display shows “P”

With the heater at Booster level, if the + key is Touched an error beep sounds and the cooking level doesn't change.

With the heater at Booster level, if the - key is Touched a beep sounds and the cook level is reduced to 9.

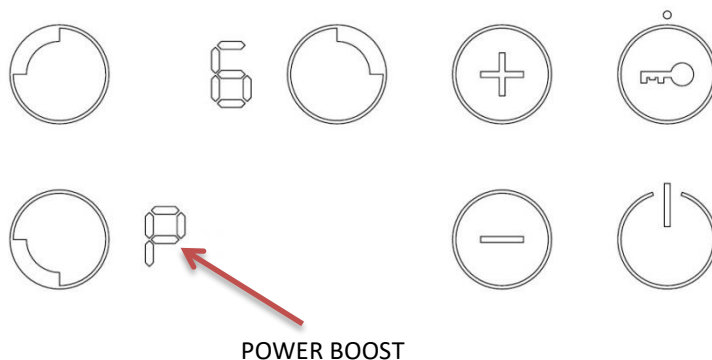
### **Fast Boil (Booster) Function**

After a heater has been selected, touch the + key until level 9. To select the Fast Boil function touch the + key again. A beep sounds and the heater display shows “P” (see selecting a power level for a heater)

The heater will work at maximum power level for 10 minutes. After these 10 minutes a beep sounds and the heater will return to level “9”.

All rings or burners can be set on Power Boost at the same time.

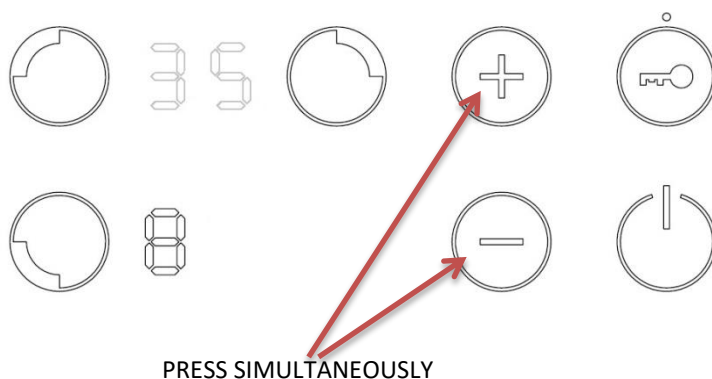
Fig. 20



### Switching Off a Heater

Once the heater is selected, the heater can be switched off by touching the - and + keys simultaneously. A beep sounds and the corresponding display shows "0".

Fig. 21



### Key Lock

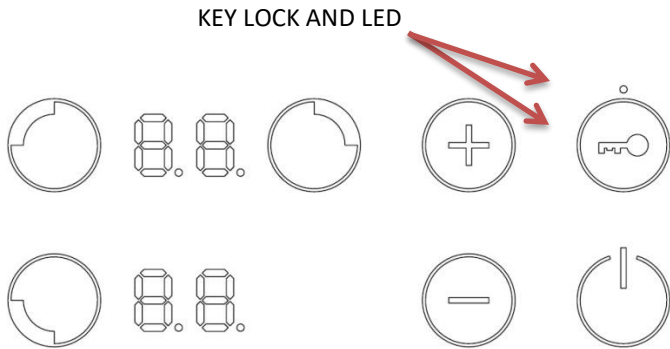
Touching the KEYLOCK key for 1 second, the key lock function is activated and deactivated. If the LED associated to the key lock key is on, the keyboard is locked.

The locking function can be activated when the heaters are on or when the cook top is off. If the cook top is on, the key lock function locks all the keys except the general ON/OFF key and the KEYLOCK.

When the cook top is OFF and the key lock function activated, all the keys, including the ON/OFF key are locked.

The key-lock is always activated at initial power up of the control.

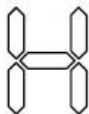
Fig. 22



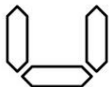
### Automatic Safety Shut Off

If the power level is not changed during a pre-set time, the corresponding heater turns off automatically. The maximum time a heater can stay on, depends on the selected cooking level

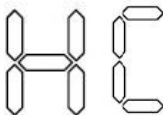
Power Level	Maximum Time ON (hours)
1	10
2	10
3	10
4	10
5	10
6	10
7	10
8	10
9	3

**Residual Heat Display:**

After turning off the induction unit, the residual heat on the cooking element is displayed as an H.

**Pot Detection:**

If cookware is not detected, the 'suspended pot' is shown on the Induction status display. If no cookware is recognised, the induction zone will switch off automatically after 10 minutes.

**Over Temperature:**

If the induction coil or heatsink goes over temperature a letter H and C will be displayed until the unit has reached a pre-set safe temperature.

**NOTE**

The minimum pan size for the induction zone is  
Ø90mm for the Ø145mm coil and Ø130mm for the  
210mm Coil.



Heat Setting	Suitability
1-2	<ul style="list-style-type: none"> <li>• Delicate warming for small amounts of food</li> <li>• Melting chocolate, butter and foods that burn quickly.</li> <li>• Gentle simmering</li> <li>• Slow warming.</li> </ul>
3-4	<ul style="list-style-type: none"> <li>• Reheating</li> <li>• Rapid simmering</li> <li>• Cooking rice</li> </ul>
5-6	<ul style="list-style-type: none"> <li>• Pancakes</li> </ul>
7-8	<ul style="list-style-type: none"> <li>• Sautéing</li> <li>• Cooking pasta</li> </ul>
9	<ul style="list-style-type: none"> <li>• Stir-frying</li> <li>• Searing</li> <li>• Bring soup to the boil</li> <li>• Boiling water</li> </ul>

### Errors/Alarms:

When an error is detected, the whole appliance or the heaters are switched off, a beep sounds (only if one or more heaters are active) and all displays show an 'F' letter and the error code alternately.

While in error status the keys of the corresponding heaters are not operative.

Except EEPROM and microcontroller errors, all errors are recoverable. That is, when the cause of the error disappears all displays are deactivated and the cooktop returns to normal operation.

<b>Fault/Error</b> (Visualization Priority Order)	<b>Heater</b> Displays (fore 0.5 sec./ back 0.5 sec)	<b>Effect in the appliance</b>	<b>Normal status recovery</b>
On/Off key emitter fault	FA	App. off	When the fault disappears
On/Off key receiver fault	FC	App. off	When the fault disappears
User interface temperature sensor short-circuit	FE	App. off	When the fault disappears
User interface temperature sensor open-circuit	Ft	App. off	When the fault disappears
User interface over temperature	Fc	App. off	When user interface temperature < T
EEPROM fault	FH	App. off	-----
Microcontroller A/D converter multiplexer fault	FJ	App. off	When the fault disappears
Ambient Light fault	FL	App. off	When satisfactory ambient lighting is detected
Microcontroller A/D converter conversion fault	FU	App. off	When the fault disappears

<b>Fault/Error</b> (Visualization Priority Order)	<b>Heater Displays</b> (fore 0.5 sec./ back 0.5 sec)	<b>Effect in the appliance</b>	<b>Normal status recovery</b>
Microcontroller fault	F0	App. off	-----
Heater temperature sensor short-circuit	F1	Heater/s off	When the fault disappears
Heater temperature sensor open-circuit	F2	Heater/s off	When the fault disappears
Power unit temperature sensor short-circuit	F3	Heater/s off	When the fault disappears
Power unit temperature sensor open-circuit	F4	Heater/s off	When the fault disappears
Communication fault	F5	Heater/s off	When the fault disappears
Mains zero crossing loss	F6	Heater/s off	When the fault disappears
Heater temperature sensor error 1	F7	Heater/s off	When the fault disappears
Heater temperature sensor error 2	F8	Heater/s off	When the fault disappears
Heater voltage fault	F9	Heater/s off	When the fault disappears

## INDUCTION SAFETY POINTS:

- If the Induction zone glass is cracked or broken the cooker **MUST NOT BE CONNECTED** and no part of it may be used. Switch off and unplug the appliance to avoid possibility of electric shock.
- Do not place or leave any magnetisable objects (e.g. credit cards, memory cards) or electronic devices (e.g. computers, MP3players) near the appliance, as they may be affected by its electromagnetic field.
- Never use the appliance as a work or storage surface.

## CARING FOR YOUR ESSE COOKER

Your Esse cooker is very easy to keep clean.

Splashes and spills on the vitreous enamel should be wiped away as soon as possible, using a damp soft cloth. Micro-fibre cloths are especially good for this. Never use a cold wet cloth on any enamelled surfaces as the thermal shock can cause crazing.

If spills have become baked on to the enamel, use soap filled pad, not too coarse, so as to avoid scratching enamel. DO NOT use oven cleaners.

Likewise the inner door panels can be cleaned with a cream cleanser or for more stubborn marks, a soap filled pad. The linings will show marks and discolour with use, but with regular cleaning will maintain its look for longer.

The handrail can be cleaned with a damp soapy cloth, followed by a wet cloth, finishing by polishing with a clean dry cloth.

The enamelled surfaces can be cleaned with glass cleaner to help get a good streak free shine. Any spillage of milk or fruit juices on to the enamelled surfaces must be wiped up straight away, as the acidity may stain the front.

Some components such as the side panels are powder coated (painted) and nothing abrasive should be used on them. Use a soap filled pad instead.

If the cooker is finished in the 'Matte Black' painted finish, additional care must be taken not to use any chemicals or abrasive cleaners. Use a light brush or lint free cloth instead.

If the cooker is not going to be used for an extended period of time, we advise that the cooker be cleaned thoroughly and the doors left slightly ajar.

During the life of your cooker it may be necessary to adjust the door handles and change the door ropes. The door handles can be adjusted using the adjustment screw on the lift up latch part of the handle. A video on how to adjust the door handle is on the Esse TV section of [www.esse.com](http://www.esse.com). Replacement door ropes can also be purchased from [www.esse.com](http://www.esse.com)

## EXTRACTION

An extractor may be used with this appliance. See your local Esse dealer or [www.esse.com](http://www.esse.com) for details.

## GUARANTEE

Your ESSE is guaranteed against defects arising from faulty manufacture for 2 years when supplied by an ESSE Specialist.

Upon registration of the warranty, ESSE will extend the guarantee period to 5 years from purchase. Your details must be registered with us by either returning the completed warranty card or by completing registration on-line at [www.esse.com](http://www.esse.com).

The appliance must be only used for normal domestic purposes and in accordance with our instructions, be correctly installed and serviced.

### **The guarantee does not cover:**

Installation

Wear and tear

Parts deemed to be replaceable or service parts replaced in the normal usage of the appliance.

Enamel damage caused by impact, spillage, water ingress or condensate attack from flue or by using unsuitable fuels.

This guarantee is personal to the original purchaser and not transferable.

Any stove or defective part replaced shall become the Company's property

## **INTERMITTENT USE OF YOUR COOKER**

In the event of intermittent use and prolonged shutdown, it should be noted that in some circumstances enamel may be displaced due to ingress of damp. Whilst this is rare, it is most likely to occur in situations where the unused cooker remains in an unheated property. There is a layer (known as the ground coat) between the vitreous enamel surface and the cast iron. Ground coat is porous and if exposed (e.g. after a chip in the vitreous enamel coat), may allow damp to penetrate behind the vitreous enamel and spread through the ground coat. Surface oxidation of the cast iron may thereafter occur, causing the vitreous enamel to fall off. Such damage will not be covered by your warranty. We recommend that a light coating of petroleum jelly be applied to any damaged areas when the cooker is not in use to help keep out the damp, in addition to following the 'caring for your Esse cooker' instructions on page 28.

## CUSTOMER CARE

In the event you should require spare parts, please order through your ESSE dealer or by contacting Esse via telephone (01282 813235) or our website, [www.esse.com](http://www.esse.com).

Should you have cause for dissatisfaction with your cooker, you should contact your ESSE dealer, who will, in most instances, be able to offer you immediate assistance. You will be required to give the following details.

- Your name, address and postcode.
- Your telephone/contact details.
- Clear and concise details of the fault.
- Model and serial number of the cooker (found on the inside panel of the bottom right hand oven door).
- Purchase date (please note that a valid purchase receipt or guarantee documentation is required for in-guarantee service calls).

We will then check that we have an accurately completed warranty card, if not then any work carried out may be charged.

We will assess the nature of the complaint and either send replacement parts for your dealer to fit, send an engineer to inspect & report, or send an engineer to repair. If the fault is not actually due to faulty workmanship but some other cause such as misuse or failure to install correctly, a charge will be made to cover the cost of the visit and any new parts required, even during the warranty period. Home visits are made between 08.30-1700 hrs Monday to Friday, and are arranged for either a morning or afternoon appointment.



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**Website and On-line Store** <http://www.esse.com>

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