

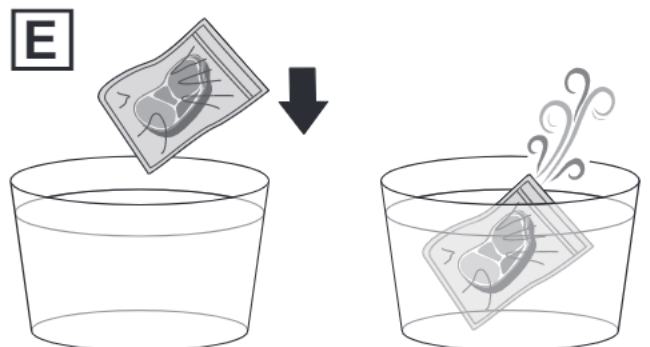
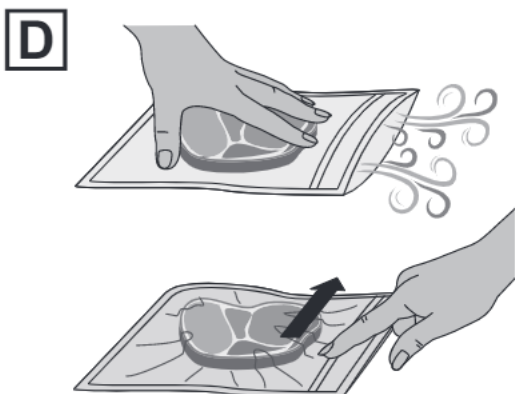
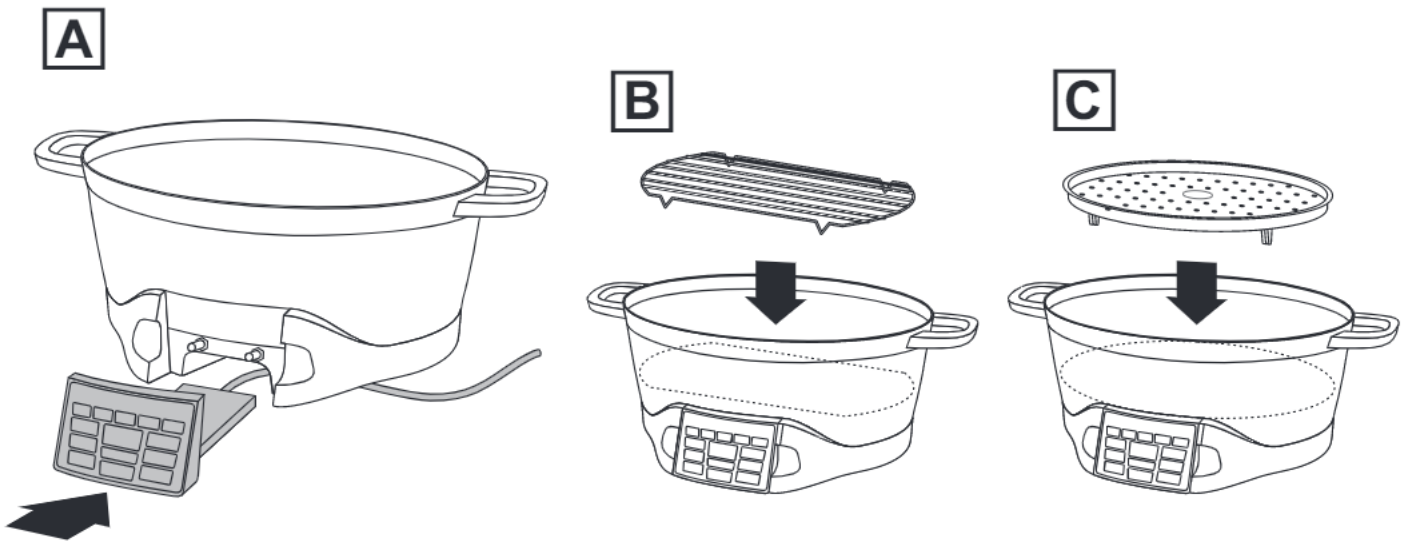
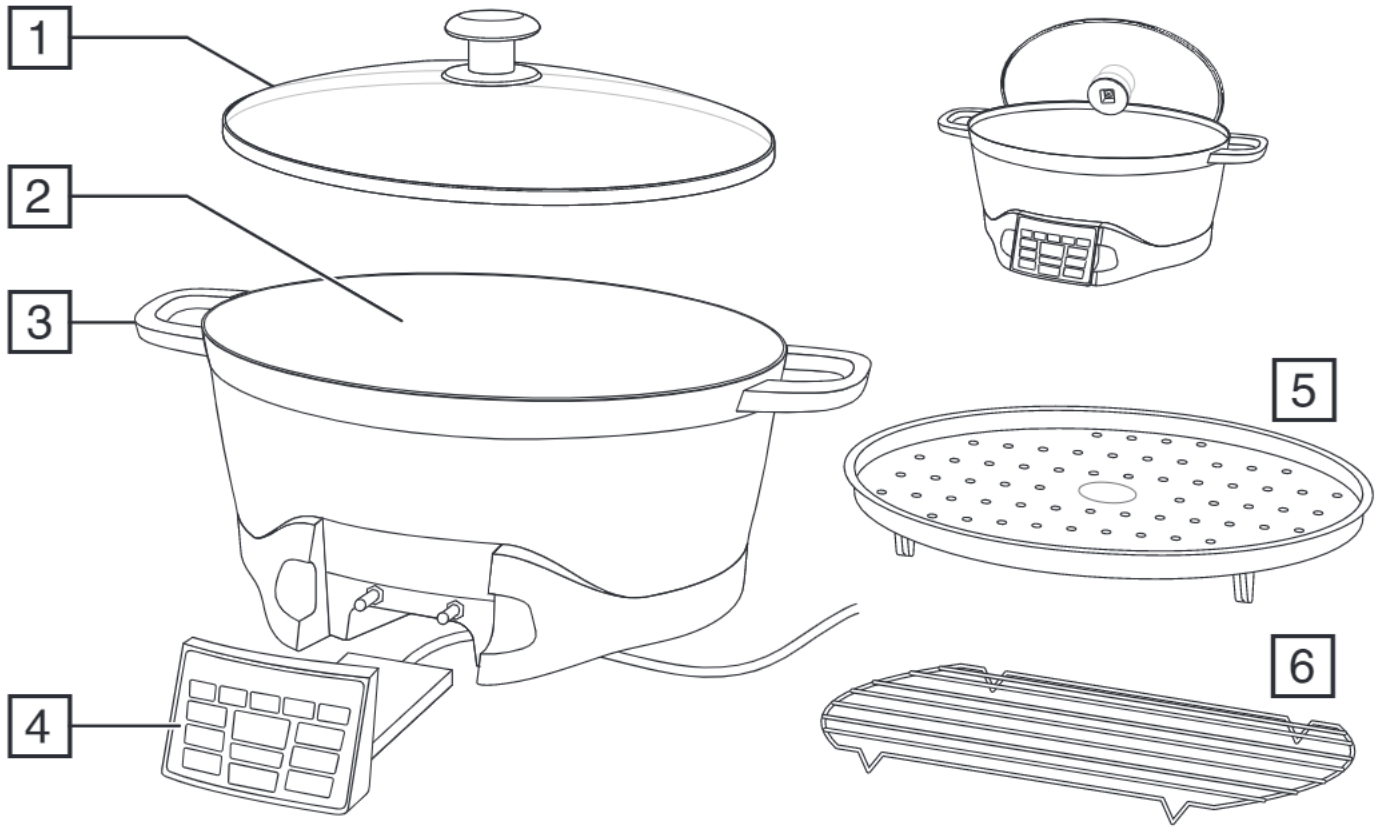


**28270**

 [www.russellhobbs.com](http://www.russellhobbs.com)

**Register online for an EXTRA year guarantee**

Visit [uk.russellhobbs.com/product-registration](http://uk.russellhobbs.com/product-registration) You must register within 28 days of purchase



Read the instructions, keep them safe, pass them on if you pass the appliance on. Remove all packaging before use.

## IMPORTANT SAFEGUARDS

Follow basic safety precautions, including:

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 supervised/instructed and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be done by children unless they are older than 8 and supervised. Keep the appliance and cable out of reach of children under 8 years.

If the cable is damaged, it must be replaced by the manufacturer, its service agent, or someone similarly qualified, to avoid hazard.

Don't immerse the appliance in liquid.

⚠ The surfaces of the appliance will get hot.

⊘ Do not use this appliance near bathtubs, showers, basins or other vessels containing water.

- Leave a space of at least 50 mm all round the appliance.
- Use extreme caution when moving the appliance when it contains hot food or hot liquids.
- Use oven gloves or similar protection when removing the lid. Beware of escaping steam when removing the lid.
- Do not use this appliance outdoors.
- Don't cover the appliance or put anything on top of it.
- Unplug the appliance when not in use, before moving and before cleaning.
- Don't use accessories or attachments other than those we supply.
- Don't use the appliance for any purpose other than those described in these instructions.
- Don't operate the appliance if it's damaged or malfunctions.
- Don't place the cooking pot on any surface affected by heat. Always place the pot onto a trivet or heat-proof mat.
- The base of the cooking pot has a rough surface and can leave scratches or other marks on delicate or polished surfaces. Always place protective padding under the cooking pot to protect these types of surface.

### HOUSEHOLD USE ONLY

## PARTS














- |                |                  |
|----------------|------------------|
| 1. Glass lid   | 4. Control panel |
| 2. Cooking pot | 5. Roasting rack |
| 3. Handles     | 6. Steaming rack |

## BEFORE USING FOR THE FIRST TIME

Remove any packaging material and labels. Wash the removable parts in warm soapy water, rinse well, drain, and air dry.

## CONTROLS

The following table give a brief description of the control panel functions.

	<b>Keep Warm</b> Selects the keep warm mode.		<b>Roast</b> Selects the roast mode.
	<b>Steam</b> Selects the steamer mode.		<b>Sous Vide</b> Selects the sous vide mode.
	<b>Rice</b> Selects the rice cooking mode.		<b>Temperature</b> Used to select temperature values for adjustment.
	<b>Boil</b> Selects the boil mode.		<b>Time</b> Used to select time values for adjustment.
	<b>Sear</b> Selects the sear mode.		Used to increase/decrease temperature or time values.
	<b>Slow Cook High</b> Used to select the slow cooker high setting mode.		Used to start or stop the appliance.
	<b>Slow Cook Low</b> Used to select the slow cooker low setting mode.		

---

## ASSEMBLY

The control panel can be removed when you are serving food or for when you are cleaning the unit.

### To fit:

With the plug removed from the power socket, slide the control panel into the front of the cooking pot (fig. A).

### To remove:

Remove the mains plug from the power socket and then slide the control panel out from the cooking pot.

---

## TEMPERATURE UNITS

To switch back and forth between °F and °C hold the **Temperature** button for 3 seconds.

---

## COOKING FUNCTIONS

**Sear:** Use your multicooker to sauté, sear and fry.

**Roast:** Perfect for roast joints using the included roasting rack.

**Sous Vide:** Sous-vide is a French term meaning “under vacuum”. It is a method of cooking food inside a sealed pouch in a water bath at an accurately regulated temperature. Sealing the food in pouches retains the juices and subtle flavours that would otherwise be lost during conventional cooking.

**Slow Cook:** Perfect for casseroles, soups, stews, and combinations of meats and vegetables.

**Steam:** Steam vegetables, fish, etc. using the included steaming rack.

**Rice:** Make perfect rice automatically.

**Boil:** Use for boiling ingredients, making soups, making pasta etc.

**Keep Warm:** Allows you to keep cooked food warm before serving.

## SAUTÉ

1. Plug in the appliance. The main control display will flash “----”. This indicates that the heat is off and the appliance is ready to be programmed.
  2. Press the **Sear** button.
  3. The display will flash and show a default time of 30 minutes.
  4. To adjust the cooking time, use the ▲ and ▼ buttons. The maximum cooking time is 1 hour.
  5. Press the **I/O** button. The display will stop flashing and the cooking pot will start to heat up.
  6. When the temperature of the unit reaches approx. 220°C the time will begin to count down.
  7. Add butter, oil, etc. to the cooking pot and use it in the same way as you would use a frying pan.
  8. When finished, press the **I/O** button.
  9. Unplug the appliance when not in use and always allow it to completely cool before cleaning and storing.
- Do not use the lid when using the sauté function.

## ROAST

1. Place the roasting rack into the cooking pot and add the ingredients (fig. B).
  2. Plug in the appliance. The main control display will flash “----”. This indicates that the heat is off and the appliance is ready to be programmed.
  3. Press the **Roast** button.
  4. The display will change to the default temperature of 204°C. To change the temperature, use the ▲ and ▼ buttons. The range is approx. 65 to 215°C.
  5. Next, press the **Time** button. The default cooking time is 1 hour 30 minutes. To adjust the cooking time, use the ▲ and ▼ buttons. The maximum cooking time is 20 hours.
  6. Once you have set the temperature and time, press the **I/O** button. The display will stop flashing and cooking will start.
- When the cooking time has ended, the unit will beep three times and automatically switch to the keep warm setting. The display will flash and start counting up from zero (00:00) to 4 hours (04:00).

- After the keep warm setting has been on for 4 hours, the unit will stop heating and return to the default display: "----".
- **Note:** Do not keep foods on the keep warm setting for more than 4 hours.
- Unplug the appliance when not in use and always allow it to completely cool before cleaning and storing.

### Tips

- The approximate maximum capacity for roasting is a 1.8–2.2 kg. chicken or a 1.3–1.8 kg. roast.
- If you desire the deeper flavor of browned meat use the Sauté function before roasting to brown the meat.
- Always roast with the lid on. Open the lid as little as possible to ensure even cooking and to keep heat from escaping.
- Using a meat thermometer can help significantly improve and give a more accurate end result.

## SOUS VIDE

For Sous Vide cooking you will need a bag or pouch to put the ingredients into from which you can remove as much of the air as possible, and then seal.

Bag/pouch type	Advantages	Disadvantages
'Zipper lock' plastic bag suitable for food	Inexpensive	'Single use' only
Silicon bag for sous vide cooking	Can be reused Can be cleaned in a dishwasher	Can be more difficult to remove air
Vacuum pack machine	Creates an almost perfect vacuum and seals the bag at the same time.	Higher initial cost Each bag is 'single use' only

### PREPARATION

Place the ingredients into your chosen bag or pouch. Use one bag per portion. Try to keep portions similar in size. Before sealing the bag, you need to remove as much air out of it as possible.

#### For 'Zipper lock' style bags:

1. Hand Method (fig. D)

Place the bag onto a flat surface and, using your hand, carefully push out as much of the air from the bag as you can. Be careful not to squash or damage the ingredients when you do this. Then, close the seal on the bag.

2. Water Immersion Method (fig. E)

Fill a container big enough to hold the zip bag and ingredients with cold water. Put the ingredients into the bag and close the seal almost all of the way just leaving a small opening at one corner. Slowly push the bag into the water leaving the unsealed corner sticking up out of the water. When you do this, make sure that no water accidentally enters the bag. As you immerse the bag, the water will push almost all of the remaining air out. Finally, seal the corner and remove the bag from the container.

#### For Silicon bags:

Follow the instructions provided by the manufacturer of the bag.

#### For Vacuum pack machines:

A purpose made vacuum sealer suitable for food use is perfect for sous vide cooking. Use the correct bags as recommended by the manufacturer, and follow the instructions that come with the machine.

### USING THE SOUS VIDE MODE

1. Add hot water and fill the cooking pot to approximately half way. Use water from the hot water tap (not boiling). Try and get the temperature of the water as close as you can to the temperature you are cooking at as this will cut down any unnecessary waiting time. Use a mixture of hot and cold water as required. If the water that you put in the cooker is at a temperature that is very different from the temperature you will be cooking at, the appliance will take a lot longer to either heat the water up or cool it down to the selected temperature.
2. Plug in the appliance. The main control display will flash "----". This indicates that the heat is off and the appliance is ready to be programmed.
3. Put the bagged food into the cooking pot ensuring that it is fully submerged. Add additional water if needed.
4. Cover with the glass lid.
5. Press the **Sous Vide** button.
6. The default cooking temperature is set at 57°C. To change the temperature, use the ▲ and ▼ buttons. The range is approx. 38 to 96°C.
7. Next, press the **Time** button. The default cooking time is 1 hour. To adjust the cooking time, use the ▲ and ▼ buttons. The maximum cooking time is 20 hours.

8. Press the **I/O** button. The display will stop flashing and the cooking pot will start to heat up.
  9. At this point the water will start heating up to the target temperature. The amount of time that takes varies. The bagged food can stay in the water during the heating up time as long as the set temperature is 55°C or above. The cooking cycle timer will only begin to count down once the water has reached the target temperature.
- When the cooking time has ended, the unit will beep three times and automatically switch to the keep warm setting. The display will flash and start counting up from zero (00:00) to 4 hours (04:00).
  - After the keep warm setting has been on for 4 hours, the unit will stop heating and return to the default display: "----".
  - **Note:** Do not keep foods on the keep warm setting for more than 4 hours.
  - Unplug the appliance when not in use and always allow it to completely cool before cleaning and storing.

### Finishing Steps

Some foods can be eaten straight after cooking. For steaks and other meats, searing after cooking is essential for the best flavour and texture.

- Use your multicooker's Sauté function to sear the edges and sides of the meat to your preference (up to 2 minutes per side).

---

## NOTES ON COOKING TIMES AND FOOD SAFETY

To minimise the risks of illness due to improperly cooked food, please note the following :

- Cooking food at the right temperature and for the correct length of time will ensure that any harmful bacteria are killed. Always check the advice on food packaging and follow the cooking instructions provided.
- For food safety reasons, food cooked below 55°C (e.g. steak) should not be cooked for longer than 2 hours and must be seared on the outside.
- Fish is often cooked at temperatures lower than 55°C and if you intend to do this, it is important that you buy fish that is classed as Sushi grade (i.e. fish that can be eaten raw).
- Do not take meat out early. Let it cook at least for the minimum length of time on the chart at the correct temperature.
- It is OK to leave meat in longer than the minimum time range. Fish is the exception to this rule. Fish will get mushy if overcooked using the sous vide function.
- Always check that food is correctly cooked through (e.g. for pork, poultry, etc. till the juices run clear). Cook fish till the flesh is opaque throughout.
- Adding chilled ingredients straight from the refrigerator can rapidly decrease the temperature of the water and therefore add significantly to the overall cooking time. In a similar way, adding a lot of ingredients to the cooking pot can also lower the water temperature.

### SOUS VIDE COOKING GUIDE TABLE

Food	Temperature	Time (hours)		Notes
		min.	max.	
Beef steaks (fillet, ribeye, sirloin, rump, etc.)	Medium rare: 56°C	1	1 ½	Timings based on a 200 - 250 g portion.
	Medium: 60°C	1 ½	2	
	Well done: 68°C	2	2 ½	
Lamb, veal, duck, venison, etc. (cutlets, loin, steaks, etc.)	Pink: 56°C	1 ½	3 ½	Timings based on a 200 - 250 g portion.
	Well done: 68°C	2	4	
Pork (chops, fillet, loin, etc.)	Juicy/tender: 63°C	1 ½	3	Timings based on a 200 - 250 g portion.
	Well done: 70°C	3	5	
Chicken breast	Juicy/tender: 60°C	1 ½	3	Timings based on a 200 - 250 g portion.
	Well done: 70°C	2	4	
Chicken leg, wing, thigh	Juicy/tender: 63°C	3 ½	5 ½	
	Well done: 72°C	4 ½	6 ½	
Fish, (salmon, cod, etc.)	Soft, flaky 55°C	1	2	Timings based on a 150 - 200 g portion.
	Firm, well cooked 65°C	1 ½	2 ½	
Root vegetables (carrots, swede, celeriac, etc.)	80°C	4	6	Cut into even sized pieces, 15-20 mm in size.

# SLOW COOKING

## THE BENEFITS OF SLOW COOKING

- **Health:** The gentle cooking action reduces damage to vitamins and retains more of the nutrients and flavours.
- **Economy:** Long, slow cooking can tenderise the cheaper, tougher cuts of meat, and uses about a quarter of the power of the small ring on the average hob.
- **Convenience:** Prepare the ingredients the night before, put them in the slow cooker before you leave, and have a delicious meal waiting for you when you get home.

## USING THE SLOW COOKING MODE

1. Add the ingredients to the cooking pot and cover with the glass lid.
  2. Plug in the appliance. The main control display will flash "----". This indicates that the heat is off and the appliance is ready to be programmed.
  3. Press the **Slow Cook High** or **Slow Cook Low** button as desired.
  4. The display will show a flashing default time. For the low setting, the default cooking time is 8 hours and for the high setting the default time is 4 hours. To adjust the cooking time, use the ▲ and ▼ buttons. The maximum cooking time is 20 hours.
  5. Press the **I/O** button to begin cooking. The display will stop flashing and the ":" between the numbers will flash, indicating the unit is cooking.
- When the cooking time has ended, the unit will beep three times and automatically switch to the keep warm setting. The display will flash and start counting up from zero (00:00) to 4 hours (04:00).
  - After the keep warm setting has been on for 4 hours, the unit will stop heating and return to the default display: "----".
  - **Note:** Do not keep foods on the keep warm setting for more than 4 hours.
  - Unplug the appliance when not in use and always allow it to completely cool before cleaning and storing.

### Making Adjustments During Cooking

You may adjust the time during the cooking cycle by pressing the ▲ and ▼ buttons. After 3 seconds of no buttons being pressed, the numbers will stop flashing and the new time for cooking will begin.

## GENERAL TIPS

- Keep in mind that ingredients used straight from the fridge can increase the cooking time.
- Try not to open the lid unnecessarily during cooking. A lot of heat can escape when you do this and it can take your multi cooker a long time to recover.
- When testing a dish to see if it's cooked, don't forget that root vegetables usually take longer to cook.
- Thaw frozen food completely before adding it to the cooking pot.
- Pre-browning meat beforehand is not strictly necessary but can help seal in the moisture and add depth to the flavour. Use your multi cooker's sear function to brown meat.
- Store ingredients prepared beforehand (e.g. the night before) in containers in the fridge. Don't put the multi cooker or the cooking pot into the fridge.
- When cooking with rice, use at least 150ml (¼ pt) of cooking liquid for each 100g (4 oz) of rice.
- Pasta isn't suitable for slow cooking, it becomes too soft. If your recipe requires pasta, it should be pre-cooked and then stirred in 30-40 minutes before the end of the cooking time.
- After all the ingredients are put into the cooking pot, it shouldn't be more than about three quarters full. If you overfill, it may spit hot liquid or overflow during use.
- If the finished dish is too liquid, it can be thickened using a little cornflour, arrowroot, etc. For each 250-300 ml of liquid, mix together 2 tbsp of cornflour with enough water to form a thin paste. Add the paste to the dish approx. 30-45 minutes before the end of cooking. Alternatively, stir in ready-made gravy granules following the manufacturer's instructions.

## COOKING GUIDELINES

### Vegetables

Slow cooking is ideal for vegetables. There's little evaporation, so all the juices and flavours are retained.

Root vegetables like potato, carrot, turnip, and swede, need more slow cooking than meat. Cut them into bite-size pieces and immerse in the cooking liquid. Place the vegetables as close to the bottom of the pot as possible.

Quickly cooked vegetables, like peas and sweetcorn, should be added half an hour before the end of cooking.

### Pulses (Beans, Peas and Lentils)

Some dried pulses (lentils, peas, etc.) may need soaking before use. Always check any recommendations on the packaging before using.

**WARNING** dried beans (e.g. red kidney beans, cannellini, etc.) should be soaked for a minimum of 8 hours and boiled for at least 10 minutes before adding to the slow cooker. They're poisonous if eaten raw or undercooked.

### Meat and Poultry

- Slow cooking tenderises cheaper cuts, and reduces shrinkage and evaporation, retaining flavour and nutritional value. The leanest cuts of meat are best for slow cooking.
- Trim excess fat from the meat because this can add to the liquid during cooking in the form of fat.
- Where possible, use chicken without skin.
- Cut the meat into evenly sized cubes (approx. 2.5 cm) for casseroles and stews.

Suitable cuts include:

**Beef** - Brisket, shin, silverside, topside, stewing steak, braising steak, chuck

**Pork** - Leg, shoulder, belly, cheek, chump

**Lamb** - Shanks, leg, shoulder, neck

---

## CONVERTING RECIPES FROM A TRADITIONAL OVEN

These times are approximate and can vary depending on the ingredients and quantities. Always check that the food is thoroughly cooked before serving.

Oven cooking time	Time on low (hours)	Time on high (hours)
15-30 minutes	4-6	1-2
30-60 minutes	6-8	2-4
1-3 hours	8-12	4-7

---

## IMPORTANT INFORMATION

- When slow cooking, if there is an interruption to the mains power supply during cooking of 2 hours or less, the appliance will resume cooking once the power is restored, and continue for the remaining amount of time that has been programmed. If the power is interrupted for longer than 2 hours the display will flash "----" to indicate that the food should be discarded. If you are not sure how long the appliance has been off, discard the food.
- Do not add cold food if the cooking pot is hot, and vice versa. The cooking pot material is not meant to handle sudden changes in temperature.

## STEAM

1. Fill the cooking pot with water to a depth of approx. 2 - 2.5 cm. This will give you approx. 30 minutes of steaming. Don't add too much water otherwise the ingredients will be submerged.
2. Place the steaming rack into the cooking pot (fig. C). Add ingredients such as fresh vegetables cut to a uniform size to the cooking pot and cover with glass lid.
3. Plug in the appliance. The main control display will flash "----". This indicates that the heat is off and the appliance is ready to be programmed.
4. Press the **Steam** button.
5. The display will flash and show a default time of 30 minutes. To adjust the cooking time, use the ▲ and ▼ buttons. The maximum cooking time is 2 hours.
6. Press the **I/O** button. The display will stop flashing and the cooking pot will start to heat up.
7. When the temperature of the unit reaches 100°C the time will begin to count down.
8. When the cooking time has ended, the unit will stop heating and return to the default display: "----".

### Tip

- Keep an eye on fresh vegetables and don't overcook. Aim for brightly colored and slightly softened but not limp. Refer to your recipe for precise times.

### Suggested Steaming Times

These foods are best cooked using your steamer from cold. Fill the reservoir with cold water, add the ingredients and set the timer according to the table.



Food (fresh)	Notes	Time (minutes)
Broccoli	Cut into 1-2 cm florets/pieces	13-15
Green Beans	Lay flat on the steaming rack	13-15
Carrots	Sliced approx. 1 cm thick	17-19
Cabbage (savoy)	Shred or cut into pieces	11-13
Asparagus	Lay flat on the steaming rack	11-13
Courgettes	Sliced approx. 1 cm thick	9-11
Sprouts	Whole (approx. 2 cm in diameter)	13-15
Cauliflower	Cut into 1-2 cm florets/pieces	15-17
Sweetcorn	Whole, on the cob	17-21
Potatoes	New potatoes or potatoes cut into 1-2 cm pieces	21-23
Boiled egg	Soft / Medium / Hard / Well done	5-6/7-8/9-10/11-12
Poached egg	Place in a ramekin or small dish	5-6
Chicken breast	Butterfly or dice into 1-2cm pieces	12-14
Salmon/round fish	Cod, Haddock, etc.	7-9
Flat white fish	Plaice, Sole, Basa, etc.	3-4
Steak fish	Tuna, Swordfish, etc.	7-9
Kale/cavolo nero	Cut into pieces	9-11
King prawns	Remove shells. Steam for 2-3 minutes or until the prawns have cooked all the way through. Stir half way through cooking.	

## RICE

1. Plug in the appliance. The main control display will flash "----". This indicates that the heat is off and the appliance is ready to be programmed.
2. Add the rice according to the table and fit the glass lid.
3. Press the **Rice** button. The display will show "----".
4. To adjust the cooking time, use the ▲ and ▼ buttons. The maximum cooking time is 1 hour.
5. Press the **I/O** button. The unit will beep once. The display will cycle through dashes. (- . . .), (- . .), ( . . -), ( . . -). This will continue to run through the entire cooking cycle. Keep the lid closed throughout the cooking cycle to ensure that the rice is cooked correctly.
6. The rice is cooked when the temperature reaches approx. 105°C, the liquid in the pot has been absorbed by the rice, and the excess has boiled off.
  - When cooking has ended, the unit will automatically switch to the keep warm setting. The display will flash and start counting up from zero (00:00) to 4 hours (04:00).
  - After the keep warm setting has been on for 4 hours, the unit will stop heating and return to the default display: "----".
  - **Note:** Do not keep foods on the keep warm setting for more than 4 hours.
  - Unplug the appliance when not in use and always allow it to completely cool before cleaning and storing.
7. When finished, press the **I/O** button.
8. Unplug the appliance when not in use and always allow it to completely cool before cleaning and storing.

### Tip

- Allow rice to rest on the keep warm settings for at least 15 minutes before serving.

### Rice Cooking Chart

Rice (grams)	Water (ml)	Approx. number of servings
FOR WHITE RICE		
200	480	2-4
300	720	3-5
400	960	4-5
600	1440	8-10

Rice (grams)	Water (ml)	Approx. number of servings
FOR BROWN RICE		
200	520	2-4
300	840	3-5
400	1160	4-6
600	1800	8-10

- For other types of rice not listed in the cooking chart or when in doubt, follow the package directions.

## BOIL

1. Add water and ingredients and fit the glass lid.
  2. Plug in the appliance. The main control display will flash "----". This indicates that the heat is off and the appliance is ready to be programmed.
  3. Press the **Boil** button.
  4. The default cooking time is 30 minutes. To adjust the cooking time, use the ▲ and ▼ buttons. The maximum cooking time is 2 hours.
  5. Press the **I/O** button. The display will stop flashing and the cooking pot will start to heat up.
  6. When the temperature of the unit reaches 100°C, it will beep twice and the time will begin to count down.
  7. When the cooking time has ended, the unit will stop heating and return to the default display: "----".
- **IMPORTANT:** If you are making pasta, make sure that the water is boiling before adding the pasta.

## KEEP WARM

- **IMPORTANT:** Do not use the Keep Warm setting to cook. Only use it to keep warm cooked food that is already hot.
1. Start with already cooked and hot ingredients in the cooking pot, covered with the glass lid.
  2. Press the **Keep Warm** button.
  3. Press the **I/O** button.
- The display will start counting up from zero (00:00) to 4 hours (04:00).
  - After the keep warm setting has been on for 4 hours, the unit will stop heating and return to the default display: "----".
  - **Note:** Do not keep foods on the keep warm setting for more than 4 hours.
  - Unplug the appliance when not in use and always allow it to completely cool before cleaning and storing.

## SERVING FOOD

Once the food is cooked, you can serve it directly from the cooking pot.

1. Switch off (**I/O**) and unplug your multicooker.
  2. Slide out the control panel from the cooking pot.
  3. Use the handles to carry the cooking pot and its contents to the table and serve.
- Take great care when carrying the cooking pot as it, and the ingredients will be HOT! Always use the carrying handles and oven gloves if necessary.
  - Make sure that the surface on which you place the cooking pot will not be damaged by heat. Prepare the serving area by putting down a heat resistant pad or suitable trivet before you place the cooking pot down.

## CARE AND MAINTENANCE

1. Unplug the appliance and let it cool down before cleaning or storing away.
  2. Remove the control panel and wipe it with a damp cloth. DO NOT immerse the control panel in water or any other liquid.
  3. The cooking pot and glass lid can be cleaned in the dishwasher, or handwashed in warm soapy water.
  4. Allow to dry thoroughly before storing.
- Don't use harsh or abrasive cleaners, solvents, scourers, wire wool, or soap pads.



---

## RECYCLING



To avoid environmental and health problems due to hazardous substances, appliances and rechargeable and non-rechargeable batteries marked with one of these symbols must not be disposed of with unsorted municipal waste. Always dispose of electrical and electronic products and, where applicable, rechargeable and non-rechargeable batteries, at an appropriate official recycling/collection point.

---

## SERVICE

If you ring Customer Service, please have the Model Number to hand, as we won't be able to help you without it. It's on the rating plate (usually underneath the product).

The product isn't user-serviceable. If it's not working, read the instructions, check the plug fuse and main fuse/circuit breaker. If it's still not working, consult your retailer.

If that doesn't solve the problem – ring Customer Service – they may be able to offer technical advice.

If they advise you to return the product to us, pack it carefully, include a note with your name, address, day phone number, and what's wrong. If under guarantee, say where and when purchased, and include proof of purchase (till receipt). Send it to:

Customer Service

Spectrum Brands (UK) Ltd

Fir Street, Failsworth, Manchester M35 0HS

email: [support@russellhobbs.com](mailto:support@russellhobbs.com)

telephone: 0345 658 9700 (local rate number)

Please note: If you have purchased the product within the last 6 months, please contact the retailer in the first instance to deal with any matters relating to warranty.

---

## GUARANTEE

Defects affecting product functionality appearing within the guarantee period will be corrected by replacement or repair at our option provided the product is used and maintained in accordance with the instructions. Your statutory rights are not affected.

Guarantee period = 2 years from first retail purchase.

To claim an extra 1 year guarantee, register your product online within 28 days of purchase.

Register at: [uk.russellhobbs.com/product-registration](http://uk.russellhobbs.com/product-registration)

Consumables are guaranteed only for their recommended lifecycle. Replacement/Spare parts\* are excluded and are only covered by a 1 year warranty.

\* Examples include filters, removable grill plates, drip trays/crumb trays etc.

---

## ONLINE

[www.russellhobbs.com](http://www.russellhobbs.com) for more products