

BUILT-IN Microwave Oven

MUK23SS With
Building In Trim
TUK23SS



MUK23SS

Important Safeguards

When using electrical appliances basic safety precautions should be followed, including the following:

FOR YOUR SAFETY

Read all instructions before using the appliance.

- Use this appliance only for its intended use as described in this manual. Do not use corrosive chemicals or vapours in this appliance. This type of oven is specifically designed to heat, cook or dry food. It is not designed for industrial or laboratory use.
- Do not operate the oven when empty.
- The appliance is not intended for use by children or infirm persons without supervision.
- Young children should be supervised to ensure they do not play with the appliance.
- Do not operate this appliance if it has a damaged cord or plug, if it is not working properly or if it has been damaged or dropped. If the supply cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person in order to avoid a hazard.
- To reduce the risk of fire in the oven cavity:
 - When heating food in plastic or paper container, keep an eye on the oven due to the possibility of ignition.
 - Remove wire twist-ties from paper or plastic bags before placing bag in oven.
 - If smoke is observed, switch off or unplug the appliance and keep the door closed in order to stifle any flames.
 - Do not use the cavity for storage purposes.
 - Do not leave paper products, cooking utensils or food in the cavity when not in use.
 - Microwave heating of a beverage can result in delayed eruptive boiling, therefore care has to be taken when handling the container.
 - Do not fry food in the oven. Hot oil can damage oven parts and utensils and even result in skin burns.

- 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.
- Pierce foods with heavy skins such as potatoes, whole squashes, apples and chestnuts before cooking.
- The contents of feeding bottles and baby jars should be stirred or shaken and the temperature should be checked before serving in order to avoid burns.
- Cooking utensils may become hot because of heat transferred from the heated food. Potholders may be needed to handle the utensil.

Utensils should be checked to ensure that they are suitable for use in microwave oven. Utensil Test: Fill the utensil to be tested with one cup of water. Microwave for 1.5 minutes at 100% power. If the water becomes warm and the utensil stays cool, it is safe to use. If the water stays cool and the utensil becomes very hot, it should not be used in the microwave.

Save These Instructions

IMPORTANT SAFETY INSTRUCTIONS.

READ CAREFULLY AND KEEP FOR FUTURE REFERENCE

NOTE:

To reduce the risk of burns, electric shock, fire, injury to persons or exposure to excessive microwave energy please carefully read the following:

WARNING

Liquid or other food must not be heated in sealed containers since they are liable to explode.

It is hazardous for anyone other than a trained person to carry out any service or repair operation which involves the removal of any cover which gives protection against exposure to microwave energy.

COMPULSORY WARNING

If the supply cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person in order to avoid a hazard.

This product has not been designed for any uses other than those specified in this booklet.

Introduction and Guarantee

Thank you for choosing our microwave. Before first using the product, it is important that you familiarize yourself with the functions and follow the instruction in this booklet carefully.

Your 1st Year Guarantee

Your appliance carries a 12 months parts and labour warranty. To fulfil the conditions of your guarantee, the appliance must be correctly installed and operated, in accordance with the instructions, and only be used for normal domestic purposes.

Please note that the guarantee and service availability only apply to the United Kingdom.

Customer Service

In case of difficulty please call the Customer Service Helpline on our helpline number.

0870 850 2234

When calling customer service, please ensure you have the model and serial number to hand.

Please keep your receipt or invoice in a safe place as they will be required as proof of date of purchase.

WARRANTY CONDITIONS

1. This warranty is only valid for appliances used according to the manufacturer's instructions.
2. This appliance must not be modified or changed in any way.
3. Connection must be to the voltage requirements as specified in the ratings label located on the product.

4. The manufacturer does not accept liability for any direct or consequential damage, loss or other expense arising from misuse or incorrect installation and operation of the appliance.
5. Warranty will only be given where proof of purchase is provided, e.g. original invoice.
6. Not designed or warranted for industrial or commercial use.

DO NOT SEND IN THIS WARRANTY

Fill out the following details and file with your purchase invoice.

RETAIN & FILE WITH YOUR RECEIPT.

Your Purchase Receipt/Invoice is proof of date of purchase. You must be able to present it at the place of purchase to obtain a replacement or service under warranty.

We reserve the right to discontinue items, modify designs and change specifications without incurring obligation. Whilst every effort is made to ensure that descriptions, specifications and other information in this publication is correct, no warranty is given in respect thereof and the company shall not be liable for any errors therein.

Purchased from: _____

Co.Name: _____

Address: _____

Date of Purchase: _____

Precautions to Avoid Possible Exposure to Excessive Microwave Energy

- Do not attempt to operate this oven with the door open since open-door operation can result in harmful exposure to microwave energy. It is important not to tamper with the safety interlocks.
- Do not place any object between the oven front face and the door or allow soil or cleaner residue to accumulate on sealing surfaces.
- Do not operate the oven if it is damaged. It is particularly important that the oven door closes properly and that there is no damage to the :
 - Door (bent),
 - Hinges and latches (broken or loosened),
 - Door seals and sealing surfaces.
- The oven should not be adjusted or repaired by anyone except properly qualified service personnel.

Before You Call for Service

If the oven fails to operate:

- Check to ensure that the oven is plugged in securely. If it is not, remove the plug from the outlet, wait 10 seconds and plug it in again securely.
- Check for a blown circuit fuse or a tripped main circuit breaker. If these seem to be operating properly, test the outlet with another appliance.
- Check to ensure that the control panel is programmed correctly and the timer is set.
- Check to ensure that the door is securely closed engaging the door safety lock system. Otherwise, the microwave energy will not flow into the oven.

If None of The Above Rectify The Situation

Then contact a qualified technician. Do not try to adjust or repair the oven yourself.

Installation

- Make sure that all the packing materials are removed from the inside of the door. This microwave oven must be placed on a flat, stable surface to hold its weight and the heaviest food likely to be cooked in the oven.
- Remove the protective plastic foil from the stainless steel parts.
- Do not place the oven where heat, moisture or high humidity are generated, or near combustible materials.
- For correct operation, the oven must have sufficient airflow. Do not cover or block any openings on the appliance. Do not remove feet.
- Do not operate the oven without glass tray, roller support, and shaft in their proper positions.
- Make sure that the power supply cord is undamaged and does not run under the oven or over any hot or sharp surface.
- The socket must be readily accessible so that it can be easily unplugged in an emergency. Do not use the oven outdoors.

WARNING: Check the oven for any damage, such as misaligned or bent door, damaged door seals and sealing surface, broken or loose door hinges and latches and dents inside the cavity or on the door. If there is any damage, do not operate the oven and contact a qualified service personnel.

NOTE: It is important not to remove or unscrew the metal panel that appears on the upper right wall inside the microwave oven.

For step to step illustrations referring to installation of the oven into a cabinet, please refer to P.12 - P.16 of this manual.

Connection to the Mains Supply

Check that the voltage marked on the product corresponds with your supply voltage.

This product is fitted with a 13A plug complying with BS1363. If this plug is unsuitable or needs to be replaced, please note the following:

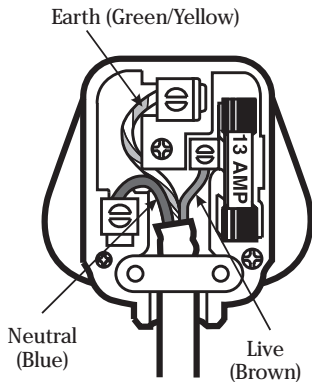
WARNING -THIS APPLIANCE MUST BE EARTHED

Note: The wires in the mains lead are coloured in accordance with the following code:

GREEN/YELLOW - EARTH

BLUE - NEUTRAL

BROWN - LIVE



FOR UK USE ONLY - Plug fitting details (where applicable):

As the colour of the wires in the mains lead of this appliance may not correspond with the coloured markings identifying the terminals in your plug, proceed as follows:

The GREEN/YELLOW wire is the EARTH and must be connected to the terminal which is marked with the letter E or by the earth symbol ⊕ or coloured GREEN or GREEN/YELLOW.

The Blue wire is the NEUTRAL and must be connected to the terminal which is marked with letter N or coloured BLACK.

The BROWN wire is the LIVE wire and must be connected to the terminal which is marked with the letter L or coloured RED.

Always ensure that the plug cord grip is fastened correctly.

If a 13A (BS1363) fused plug is used it must be fitted with a 13A fuse conforming to BS1362 and be ASTA approved.

If in doubt consult a qualified electrician who will be pleased to do this for you. This product conforms to EC Directive 92/31/EEC with respect to Electromagnetic Compatibility.

NON-REWIREABLE MAINS PLUG

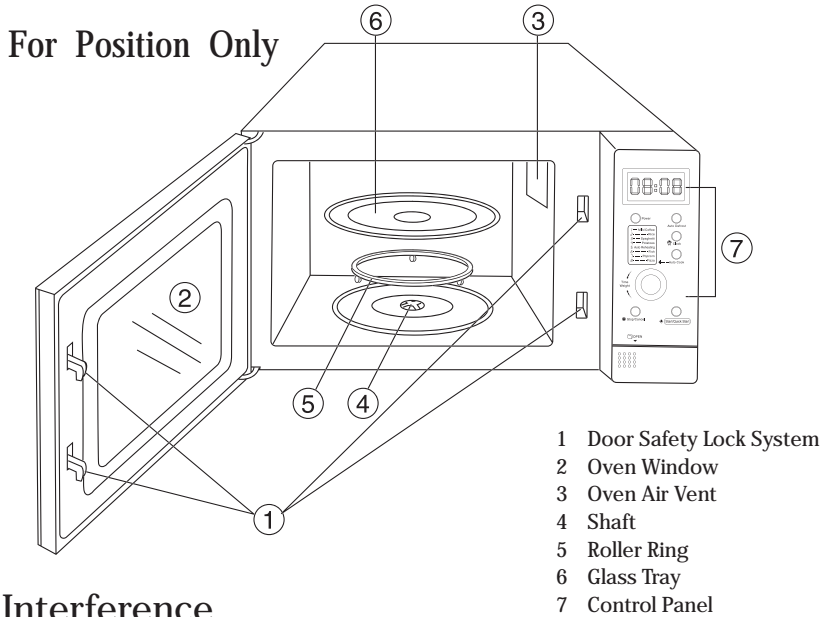
If your appliance is supplied with a nonrewireable plug fitted to the mains lead, you will find that it incorporates a fuse, the value of which is indicated either on the base of the plug or on the fuse carrier. Should the fuse need replacing, you must use an ASTA approved one (conforming to BS1362) of the same rating.

If the fuse cover is lost, the plug must not be used until a replacement is obtained from an electrical supplier.

If you need to remove the plug, cut it from the mains lead and immediately dispose of it. Never attempt to re-use this plug or insert it into a socket outlet as there is a very great risk of an electric shock.



Features of Your Microwave Oven



Radio Interference

1. Operation of the microwave oven can cause interference with your radio, TV or similar equipment.
2. When there is interference, it may be reduced or eliminated by taking the following measures:
 - Clean door and sealing surface of the oven.
 - Reorientate the receiving antenna of the radio or television.
 - Relocate the microwave oven with respect to the receiver.
 - Move the microwave oven away from the receiver.
 - Plug the microwave oven into a different outlet so that microwave oven and receiver are on different branch circuits.

Microwave Cooking Principles

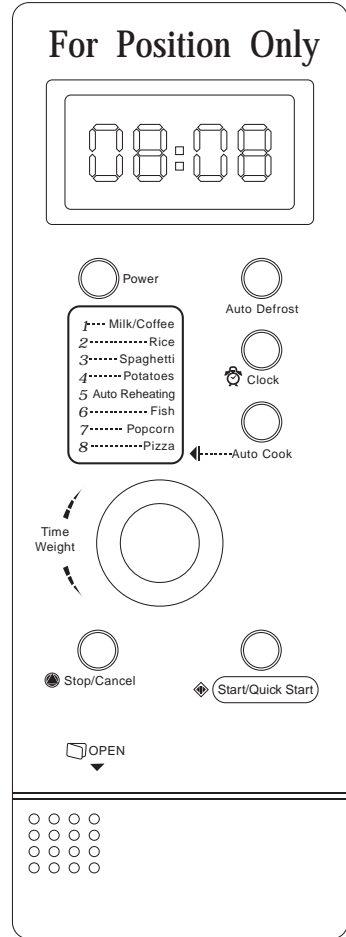
- Arrange food carefully. Place thickest areas towards the outside of the dish.
- Watch the cooking time. Cook for the shortest amount of time indicated and increase as needed. Food which is severely overcooked can smoke or ignite.
- Cover foods while cooking. Covers prevent splattering and help foods to cook evenly.
- Turn foods over once during microwaving to speed cooking of such foods as chicken and hamburgers. Large items like roasts must be turned over at least once.
- Rearrange foods such as meatballs halfway through cooking both from top to bottom and from the center of the dish to the outside.

Utensils Guide

- The ideal material for a microwave utensil should be transparent to microwaves, allowing energy to pass through the container and heat the food
- Only use a temperature probe recommended for microwave ovens.
- Microwaves cannot penetrate metal, so metal utensils, or dishes with a metallic trim should not be used.
- Do not use recycled paper products when microwave cooking, as they may contain small metal fragments which may cause sparks and/or fires.
- Round /oval dishes rather than square/oblong ones are recommend, as food in corners tends to overcook.

The list below is a general guide to help you select the correct utensils.

Control Panel



Cookware	Microwave Cooking
Heat-Resistant Glass	Yes
Non Heat-Resistant Glass	No
Heat-Resistant Ceramics	Yes
Microwave-Safe Plastic Dish	Yes
Kitchen Paper	Yes
Metal Tray	No
Metal Rack	No
Aluminum Foil & Foil Containers	No

Microwave Control Panel

MENU ACTION SCREEN

Cooking time, power, action indicators, and clock time are displayed.

POWER

Touch this button a number of times to set the microwave cooking power level.

AUTO COOK

Press for instant setting to cook popular foods.

AUTO DEFROST

Touch to defrost food by weight.

CLOCK

Use to set the digital clock.

TIME/WEIGHT

Turn the dial to enter the oven clock time or input the cooking time.

Rotate to specify the food weight or number of servings.

START/QUICK START

Touch to start a cooking programme.

Simply touch it a number of times to state the cooking time and the oven starts immediately at full power.

STOP/CANCEL

Press to cancel the setting or reset the oven before setting a cooking programme.

Press once to temporarily stop cooking, or twice to cancel cooking altogether.

It is also used for setting the child lock.

How To Set The Oven Controls

BEEP DURING OVEN SETTINGS

Each time a button is touched, a beep will sound to acknowledge the touch.

SETTING THE DIGITAL CLOCK

With the oven ready for input, touch the **CLOCK** button once or twice to set the digital clock in 12 or 24 hours cycle.

FOR EXAMPLE: Suppose you want to set the oven clock time to 8:30.

1. Press **CLOCK** button once or twice
2. Turn **TIME/WEIGHT** to indicate the hour digit 8.
3. Press **CLOCK** button.
4. Turn **TIME/WEIGHT** dial to indicate the minute digits until the screen shows 8:30.
5. Press **CLOCK** to confirm the setting.

To check clock time during cooking, press the **CLOCK** button once, the time will be displayed for 5 seconds.

Microwave Cooking

Press the POWER button a number of times to select a cooking power level, and then use the TIME/WEIGHT dial to set a desired cooking time. The longest cooking time is 60 minutes.

Select the power level as follows:

PRESS POWER BUTTON	COOKING POWER
once	100%
twice	80%
3 times	60%
4 times	40%
5 times	20%

For example, suppose you want to cook for 1 minute at 60% of microwave power.

1. Press POWER button 3 times.
2. Turn TIME/WEIGHT to 1:00.
3. Press START/QUICK START button.

AUTO COOK

For certain food, it is not necessary to programme the duration and the cooking power. It is sufficient to indicate the type of food that you wish to cook as well as the weight of this food. In order to do this, press the AUTO COOK button a number of times to

select a category of food/cooking mode, then turn the TIME/WEIGHT dial to indicate weight of food to be cooked. The oven begins cooking once the START/QUICK START button is engaged. You may need to turn the food over half way through the cooking process to obtain uniform cooking.

For example, to cook 400g of fish.

1. Press the AUTO COOK button 6 times.
2. Turn TIME/WEIGHT dial to indicate a weight of 400g.
3. Press START/QUICK START button.

AUTO DEFROST

The oven allows the defrosting of meat, poultry, and seafood. The time and the defrosting power are adjusted automatically once the weight is programmed. The range weight of frozen foods varies between 100gr and 2700gr.

For example: Suppose you want to defrost 600g of shrimps.

1. Place the shrimps to be defrosted into the oven.
2. Press the AUTO DEFROST button once.
3. Turn the TIME/WEIGHT dial to choose the weight 600g.
4. Press the START/QUICK START button.

Auto Cook Codes/Menu

Code	Food/Cooking mode	Turn TIME/WEIGHT dial to indicate weight of food
1	Coffee/Milk (unit)	Check the display for setting the weight of food (or number of servings): As you turn the time/weight dial, a number of preset weight parameters or number of servings come up on screen one by one. Choose the one that is equal to the weight of food you have placed into the oven.
2	Rice (g)	
3	Spaghetti (g)*	
4	Potato (g)	
5	Auto reheat (g)	
6	Fish (g)	
7	Popcorn (g)	
8	Pizza (g)	

* Add boiling water before cooking.

(g) stands for gram

The result of auto cooking depends on factors such as the shape and size of food, how well cooked you want the food and even how well you place food in the oven. If you find the result not quite satisfactory, please adjust the cooking time a little bit accordingly.

QUICK START

This feature allows you to start the oven at full power level.

Press the START/QUICK START button a number of times to set the cooking time.

PRESS START/QUICK START BUTTON	TIME
once	0:30
twice	1:00
three times	1:30
etc.	etc.

FOR EXAMPLE, to set the oven to cook for 2 minutes using this feature:

Press the START/QUICK START button 4 times, the oven starts working immediately at full microwave power.

CHILD LOCK

Use to prevent unsupervised operation of the oven. THE CHILD LOCK indicator will show up on the display screen, and the oven cannot be operated while the CHILD LOCK is set.

To set the CHILD LOCK: Press and hold the STOP/CANCEL button for 3 seconds, a beep sounds and the LOCK indicator lights appears.

To cancel the CHILD LOCK: Press and hold the STOP/CANCEL button for 3 seconds until the lock indicator display goes off.

SPECIAL FEATURE

AUTO REMINDER

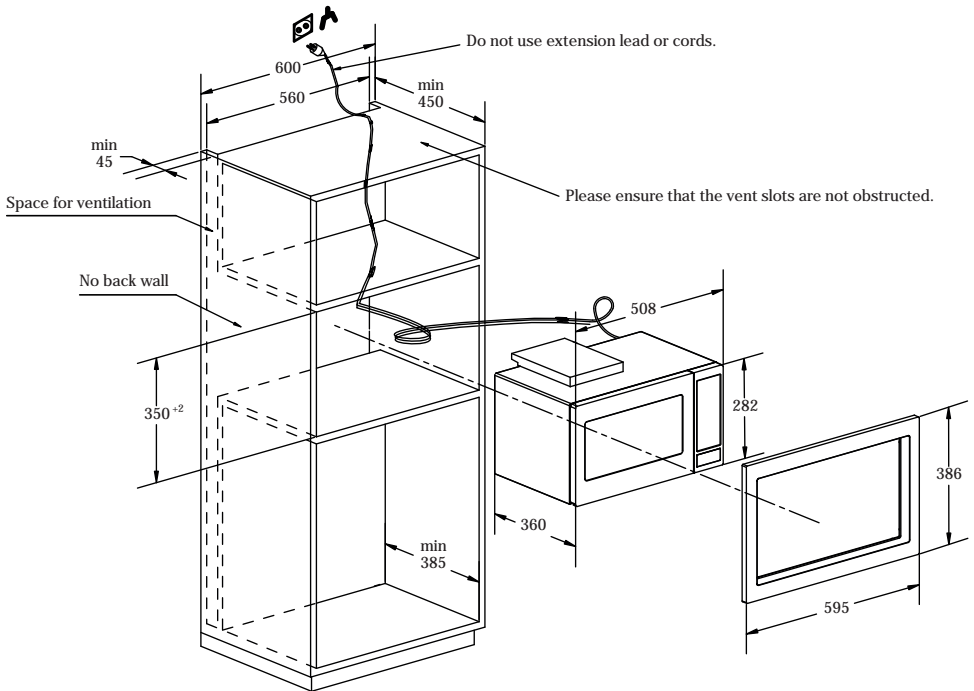
After a cooking or defrosting programme has been completed, the oven will automatically continue to beep every two minutes until the oven door is opened or the STOP/CANCEL button is pressed.

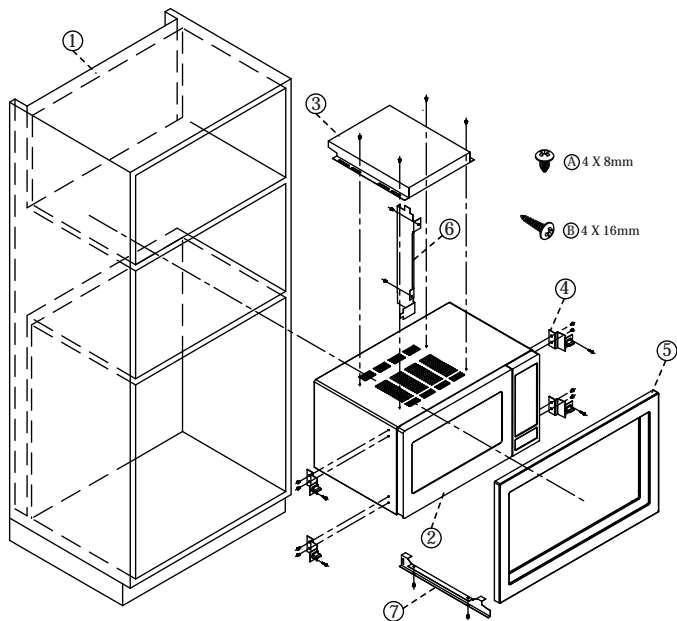
Care and Cleaning

- Turn off the oven and remove the power plug from the wall socket before cleaning.
- Keep the inside of the oven clean. When food splatters or spilled liquids adhere to oven walls, wipe with a damp cloth. Mild detergents may be used if the oven gets very dirty. Avoid the use of spray and other harsh cleaners as they may stain, streak or dull the door surface.
- The outside surfaces should be cleaned with a damp cloth. To prevent damage to the operating parts inside the oven, water should not be allowed to seep into the ventilation openings.
- Wipe the door and window on both sides, the door seals and adjacent parts frequently with a damp cloth to remove any spills or splatters. Do not use abrasive cleaners.
- Do not allow the control panel to become wet. Clean with a soft, damp cloth. When cleaning the control panel, leave the oven door open to prevent the oven from accidentally turning on.
- If steam accumulates inside or around the outside of the oven door, wipe with a soft cloth. This may occur when the microwave oven is operated under high humidity conditions, and is normal.
- It is occasionally necessary to remove the glass tray for cleaning. Wash the tray in warm soapy water or in a dishwasher.
- The roller ring and oven floor should be cleaned regularly to avoid excessive noise. Simply wipe the bottom surface of the oven with mild detergent. The roller ring may be washed in mild soapy water or a dishwasher. When removing the roller ring for cleaning, ensure to replace it in the proper position.
- Remove odours from your oven by combining a cup of water with the juice and skin of one lemon in a deep microwaveable bowl, microwave for 5 minutes. Wipe thoroughly and dry with a soft cloth.

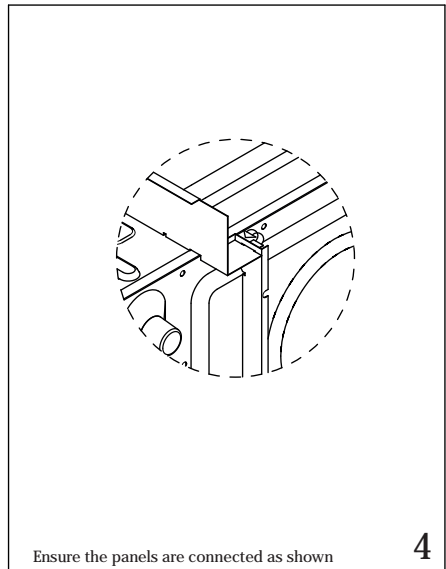
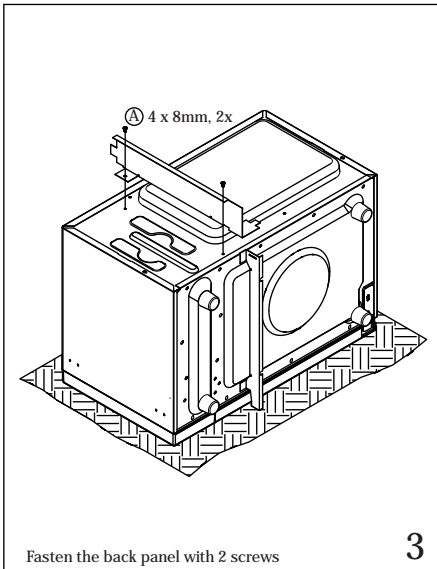
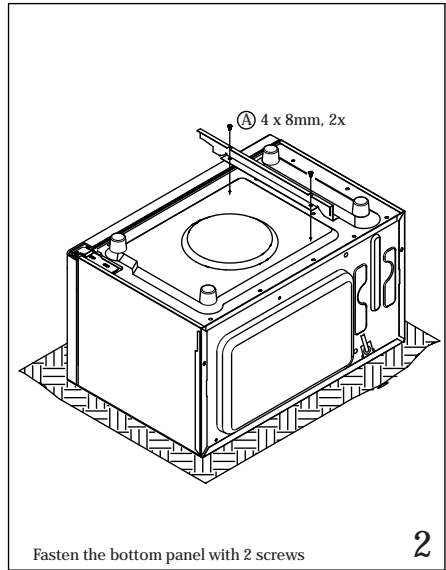
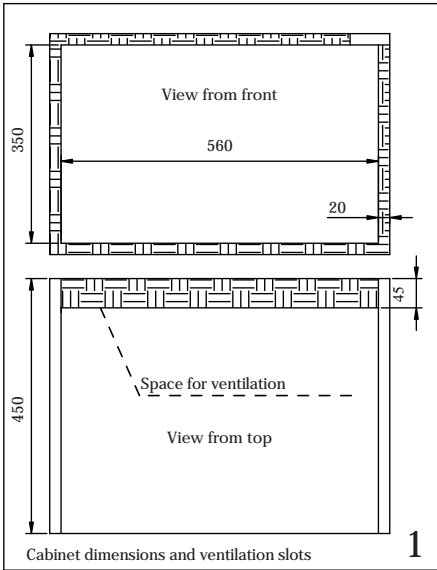
Installation instruction for the MUK 23SS Microwave and TUK 23SS Building in Trim Kit.

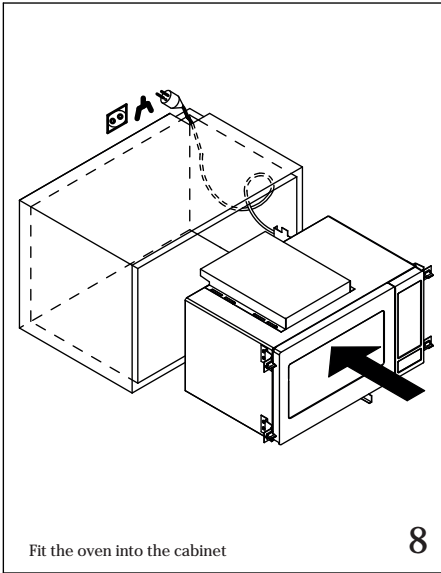
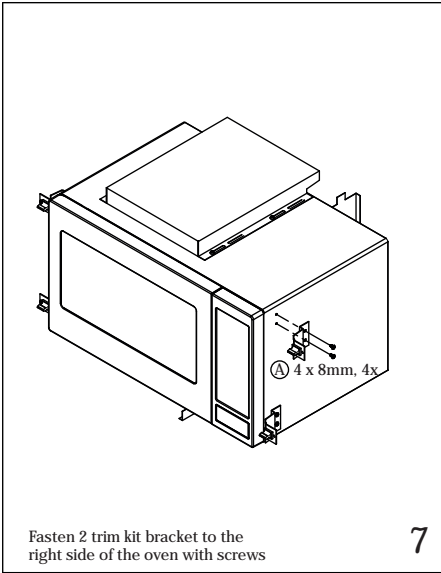
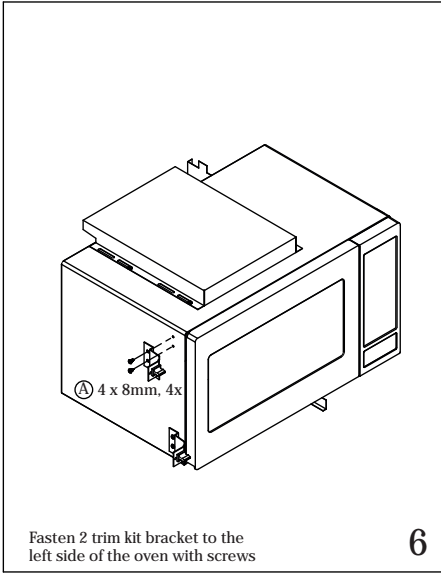
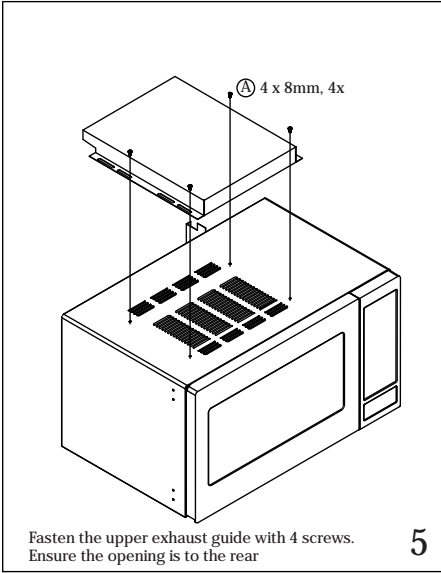
1. Check that you have all the parts as per overview provided on page 13.
2. Ensure that there are vent slots in the cabinets as per diagram 1.
3. Fit bottom panel (7) as per diagram 2 with 4 x 8 mm screws provided.
4. Fit back panel (6) as per diagram 3 with 4 x 8mm screws ensuring the two brackets clip together as shown on diagram 4.
5. Fit the upper exhaust guide (3) with 4 x 8mm screws as per diagram 5. Ensure the exhaust guide is fitted the correct way round i.e. with the opening to the rear of the microwave.
6. Fit the trim kit brackets (4) on to the microwave as per diagrams 6 & 7, using 4 x 8mm screws, and ensuring the brackets are completely upright.
7. Fit microwave into cabinet as per diagrams 8 & 9 and screw into cabinet, using 4 x 16mm screws as per diagram 10. Connect to the electric supply.
8. Clip the trim kit (5) onto the brackets as per diagram 11, ensuring that the section marked "top" is the upper section.
9. Your microwave is now ready to use. Please refer to the user manual for further instructions.

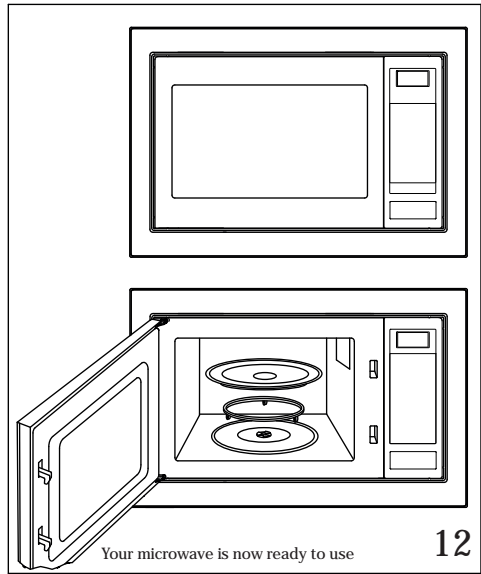
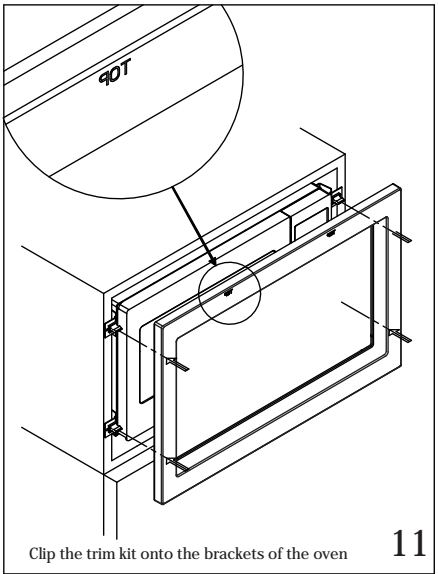
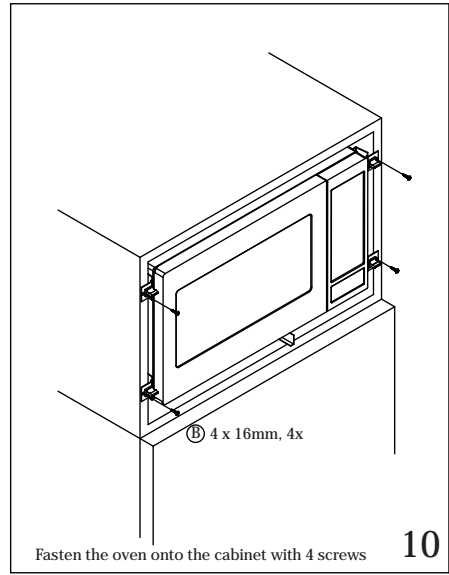
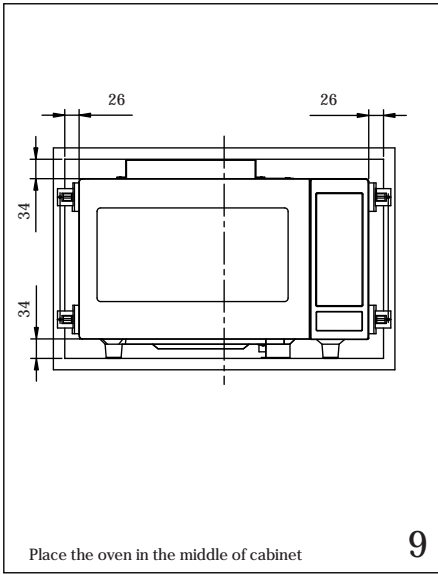




Sequence	Name	Quantity
1	Cabinet	1
2	Microwave Oven	1
3	Upper Exhaust Guide	1
4	Trim Kit Bracket	4
5	Trim Kit	1
6	Rack Panel	1
7	Bottom Panel	1







Technical Specification

Power Consumption: 230V ~ 50Hz, 1400W

Rated Microwave Power Output: 900W

Operation Frequency: 2450MHz

Product Dimensions: 317mm(H) x 508mm(W) x 375mm(D) (including trim kit)

Oven Cavity Dimensions: 215mm(H) x 350mm(W) x 330mm(D)

Oven Capacity: 23Litres

Cooking Uniformity: Turntable System (ø 314mm)

Net Weight: Approx. 15.6kg



Extended Guarantee

For your peace of mind

**Manufacturers Guarantee
1 Year Free**

**Additional Options
increase your cover - 3 or 5 Years Protection**
(inc. 1 year free)

PREMIUM APPLIANCE BRANDS

Dear Customer,

Welcome to CS Solutions. We are writing to thank you for purchasing your new appliance which has been supplied to your retailer by Premium Appliance Brands Limited.

We hope your new appliance provides you with many years of outstanding service.

Even the most reliable of appliances sometimes develop a fault, therefore the manufacturer provides you with a standard 12 month guarantee against the cost of repair in the event of failure.

If your appliance should breakdown due to an electrical or mechanical fault simply contact the after sales service team on 0870 850 2234.

All parts and labour costs relating to electrical or mechanical faults will be protected under the terms of your guarantee.

As part of our ongoing commitment, and as an extra service, CS Solutions would like to offer you the chance to extend your guarantee to a total of 3 or 5 years with our Breakdown Insurance Plan.

What does the insurance plan protect?

- **Full Cost of Parts & Labour.** For a further 2 or 4 years after your 12 month manufacturer's guarantee expires.
- **New-for-old protection.** If we can't fix your appliance during the warranty period, we'll give you a brand new replacement.
- **Repairs by the Experts.** JTM Service, the official CS Solutions service company or its authorised agents.
- **Expert Call Centre.** CS Solutions have experts at hand to ensure your enquiry is dealt with quickly and effectively.
- **Insurance Backed.** The plan is underwritten so you will always be protected.
- **Ease of Payment.** You can pay by credit/debit card, cheque or postal order.
- **10 Year Renewal Plan.** CS Solutions will normally continue to offer you a renewal for up to 10 years from the date of purchase of your appliance.

How to apply

It couldn't be easier to take out an Insurance Plan. Simply complete the form on the back page and decide which payment method suits you best:

1. Cheque
2. Postal Order
3. Credit or Debit Card

Please return the completed form to the address below.

How much does it cost?

Product Description	3 Years Protection inc. free 12 month manufacturer's guarantee	5 Years Protection inc. free 12 month manufacturer's guarantee
	Total Fee	Total Fee
60cm Oven/Cooker	£34.98	£59.98
70cm Oven/Cooker	£34.98	£59.98
90cm Oven/Cooker	£34.98	£59.98
Gas Hotplate	£20.98	£34.98
Electric Solid Plate Hotplate	£20.98	£34.98
Electric Ceramic Hotplate	£20.98	£34.98
Range Cooker	£59.98	£109.98
Microwave Oven	£25.98	£42.98
Coffee Machine	£32.98	£59.98
600 Larder Fridge	£35.98	£65.98
600 Freezer	£35.98	£65.98
50/50 Fridge Freezer	£39.98	£71.98
70/30 Fridge Freezer	£39.98	£71.98
Dishwasher Built-In	£49.98	£94.98
Washing Machine Built-In	£60.98	£119.98
Washer/Dryer Built-In	£69.98	£134.98
Basic Cooker Hood	£19.98	£29.98
Deluxe Cooker Hood	£19.98	£30.98
US Style Side by Side Fridge Freezer	£64.98	£124.98
Wine Coolers	£37.98	£69.98
Tumble Dryers	£49.98	£88.98

Details of Protection - Mechanical & Electrical Breakdown Insurance

Policy summary

Some important facts about the Mechanical Breakdown insurance are summarised below. This summary does not describe all the terms and conditions of the Certificate, so please take time to read the Certificate of Insurance to make sure you understand the cover it provides.

Policy Duration

Your cover is valid for the period stated on your certificate of insurance.

Insurer

The insurance is provided by UK Underwriting Ltd on behalf of Norwich Union Insurance Limited, Registered in England number 99122. Registered office, 8 Surrey Street, Norwich, Norfolk, NR1 3NG (An Aviva company) and is administered by Corporate Support Solutions Limited, Ground Floor, Picktree Court, Picktree Lane, Chester-Le-Street, Co, Durham, DH3 3SY.

About your Mechanical Breakdown Insurance cover

Features and benefits included automatically under the following sections - (Full details are detailed within your Certificate of Insurance)

Repair costs to the Insured equipment as a result of mechanical or electrical breakdown

There is also cover in respect of the purchase cost of frozen food in your Insured Freezer or Fridge Freezer lost as a direct result of a mechanical or electrical breakdown.

Significant exclusions (full details are shown within your Certificate of Insurance)

- Faults occurring during the manufacturers guarantee period.
- Wear and tear or any gradually operating cause.
- Accidental damage.
- Willful act or neglect or misuse of the Insured equipment, or disregard of manufacturer's instructions.
- Dismantling, transit or reinstallation.
- Accessories or peripherals that were not part of the original Insured Equipment.
- Where no fault is found.
- Claims in respect of routine inspection or maintenance, servicing adjustment, tuning, realignment, blockage or cleaning.

Please refer to the Certificate of Insurance that we issue you with for your full terms and conditions

Maximum Amount Payable for Claims

Mechanical or Electrical breakdown - Up to the original price paid for the Insured Equipment for any one repair and to a maximum of £750,00 in any twelve month period.

Frozen Food Loss - Up to £200,00 per claim and to a maximum of £300,00 in any twelve month period.

Cancellation right

We hope you are happy with the cover this policy provides. However you have the right to cancel it within 14 days of receiving the policy. See the attached policy addendum and the section headed "How to cancel your policy".

Making a claim

If you have a claim, please ring us as soon as possible to tell us about it on 0870 850 2234.

What to do if you are not satisfied

We do everything we can to make sure that our customers get the high standard of service they expect. If you feel you have cause for complaint regarding the information and or advice about your policy, you should contact the administrators of the policy. You can contact them by writing to The Managing Director, Corporate Support Solutions Limited, Ground Floor, Picktree Court, Picktree Lane, Chester-Le-Street, Co, Durham, DH3 3SY, Or by telephone on 0870 787 1089. Please remember to quote the details of this insurance and in particular your Policy Number in any correspondence, this may be found at the top of your Proposal Form.

If having received a response from Corporate Support Solutions Limited you remain dissatisfied you should write to: The Claims Manager, UK Underwriting Ltd, 2 Gibraltar House, Bowcliffe Road, Leeds LS10 1RJ. Please ensure you quote your policy number and where the insurance was purchased.

If you are still not happy with the response you have received, you have the right to ask the Financial Ombudsman Service to review your case. The Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR. Tel 0845 080 1800.

Financial Services Compensation Scheme

Norwich Union Insurance Limited are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme, if they cannot meet their obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 100% of the first £2,000 and 90% of the remainder of the claim. You can get more information about compensation scheme arrangements from the FSCS.

Notes

Notes

Note: Consistent with our continuing product development policy, improvements may have been made which render the contents of this package slightly different to that shown.

Cat.No.MUK23SS

May 2006

Premium Appliance Brands Ltd.

Cranage House
730 Mandarin Court

Centre Park

Warrington

WA1 1GG

United Kingdom

© 2006