NOT PERFORMING? CHECK THESE FIRST.

Won't switch on	Check the plug, socket and fuse. On countertop models, make sure the element head is seated fully in place.
Stops heating	The safety cut-out has probably tripped. Let it cool, check the oil level, then press the reset button shown in your manual.
Oil leaking	Check the drain tap is fully closed and the tank isn't filled above the MAX line.
Foaming or bubbling over	Usually wet or frozen food, an overloaded basket or old oil. Dry food first, fry smaller batches and change the oil regularly.
Gas model won't light	Check the gas supply is on and matches your model's gas type. Follow the lighting steps in your manual, or call your Gas Safe engineer.
Arrived damaged	Contact our sales team immediately with images of the damage. Please keep all packaging.

STILL STUCK? WE'RE IN YOUR CORNER.

Phone: 0333 358 3678

Email: sales@ecatering.co.uk

Open: Monday to Friday, 8am to 5pm

Have your order number and model code ready. Warranty details are on your order confirmation.

Want to return it? Please see the **Returns & Refunds** page on our website, ecatering.co.uk