

CONTENDER

STEP UP TO THE PLATE



CONTENDER COMMERCIAL ELECTRIC RICE COOKER

EBW034 • EBW035 • EBW036

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I. SAFETY INFORMATION

THIS MANUAL COVERS THE CONTENDER COMMERCIAL ELECTRIC RICE COOKER RANGE – MODELS EBW034 (10 LITRE), EBW035 (18 LITRE), AND EBW036 (24 LITRE) – FEATURING ROBUST STAINLESS-STEEL CONSTRUCTION, A REMOVABLE NON-STICK INNER BOWL, AUTOMATIC COOK/WARM SWITCHING, AND SIMPLE PUSH-BUTTON CONTROLS. WHEN USING ELECTRICAL APPLIANCES, BASIC SAFETY PRECAUTIONS MUST ALWAYS BE FOLLOWED, INCLUDING THE FOLLOWING:

- READ ALL INSTRUCTIONS, AND SAVE FOR FUTURE REFERENCE.
- BEFORE USE, CHECK THAT THE VOLTAGE OF THE WALL OUTLET CORRESPONDS TO THE ONE SHOWN ON THE RATING PLATE.
- POSITION THE APPLIANCE ON A FLAT, STABLE SURFACE, CAPABLE OF SUPPORTING ITS WEIGHT WHEN FULL.
- INSTALLATION AND ANY REPAIRS MUST BE CARRIED OUT BY A QUALIFIED SERVICE AGENT OR TECHNICIAN. DO NOT REMOVE ANY COMPONENTS OR SERVICE PANELS FROM THIS APPLIANCE.
- CONSULT LOCAL AND NATIONAL STANDARDS TO ENSURE COMPLIANCE WITH THE FOLLOWING, WHERE APPLICABLE:
 - HEALTH AND SAFETY AT WORK LEGISLATION
 - BS EN CODES OF PRACTICE
 - FIRE PRECAUTIONS
 - IEE WIRING REGULATIONS
 - BUILDING REGULATIONS
- DO NOT IMMERSE THE APPLIANCE IN WATER.
- DO NOT TOUCH HOT SURFACES WITH BARE HANDS. ALWAYS USE PROTECTIVE GLOVES.
- USE EXTREME CAUTION WHEN MOVING OR HANDLING THE APPLIANCE CONTAINING HOT RICE OR ANY OTHER HOT CONTENTS.
- NEVER FILL THE INNER BOWL ABOVE THE MAXIMUM WATER LINE.
- NEVER ALLOW WATER OR ANY LIQUID TO ENTER THE OUTER BODY OF THE APPLIANCE.
- ONLY USE UTENSILS PROVIDED WITH THIS APPLIANCE, OR UTENSILS SUITABLE FOR USE WITH NON-STICK COOKWARE. SHARP OBJECTS MAY DAMAGE THE NON-STICK COATING OF THE INNER BOWL.
- DO NOT USE THE APPLIANCE FOR ANYTHING OTHER THAN ITS INTENDED PURPOSE OF COOKING AND KEEPING WARM RICE AND SIMILAR FOODS.
- DO NOT CONNECT THE APPLIANCE TO THE POWER SUPPLY UNTIL READY TO COOK. THE APPLIANCE WILL REMAIN SWITCHED ON UNTIL IT IS UNPLUGGED.
- ALWAYS SWITCH OFF AND DISCONNECT THE APPLIANCE FROM THE POWER SUPPLY WHEN NOT IN USE.
- THIS APPLIANCE IS NOT SUITABLE FOR OUTDOOR USE.
- KEEP ALL PACKAGING AWAY FROM CHILDREN. DISPOSE OF PACKAGING IN ACCORDANCE WITH THE REGULATIONS OF YOUR LOCAL AUTHORITY.
- IF THE POWER CORD IS DAMAGED, IT MUST BE REPLACED BY A QUALIFIED TECHNICIAN IN ORDER TO AVOID A HAZARD.
- THIS APPLIANCE IS NOT INTENDED FOR USE BY PERSONS (INCLUDING CHILDREN) WITH REDUCED PHYSICAL, SENSORY, OR MENTAL CAPABILITIES, OR LACK OF EXPERIENCE OR KNOWLEDGE, UNLESS THEY HAVE BEEN GIVEN SUPERVISION OR INSTRUCTION CONCERNING USE OF THE APPLIANCE BY A PERSON RESPONSIBLE FOR THEIR SAFETY.
- CHILDREN SHOULD BE SUPERVISED TO ENSURE THAT THEY DO NOT PLAY WITH THE APPLIANCE.
- THIS APPLIANCE SHOULD BE PERIODICALLY TESTED (AT LEAST ANNUALLY) BY A COMPETENT PERSON. TESTING SHOULD INCLUDE, BUT NOT BE LIMITED TO: VISUAL INSPECTION, POLARITY TEST, EARTH CONTINUITY, INSULATION CONTINUITY, AND FUNCTIONAL TESTING.
- IT IS RECOMMENDED THAT THIS APPLIANCE IS CONNECTED TO A CIRCUIT PROTECTED BY AN APPROPRIATE RCD (RESIDUAL CURRENT DEVICE).



WARNING

ALWAYS TAKE CARE TO AVOID THE EXPULSION OF STEAM WHEN REMOVING THE LID. ALWAYS USE HEAT-PROOF GLOVES WHEN REMOVING THE INNER BOWL AFTER COOKING.

2. TECHNICAL DATA

MODEL	VOLTAGE	POWER	CURRENT	CAPACITY	NET WEIGHT	DIMENSIONS (H X W X D) MM
EBW034	220-240V~ 50/60HZ	1600W	7A	10 LITRES	6.9KG	320 X 415 X 400
EBW035	220-240V~ 50/60HZ	2200W	9A	18 LITRES	11.15KG	340 X 535 X 470
EBW036	220-240V~ 50/60HZ	3000W	12A	24 LITRES	12.1KG	375 X 550 X 600

NOTE: DUE TO OUR CONTINUOUS IMPROVEMENT PROCESS, PRODUCT SPECIFICATIONS ARE SUBJECT TO CHANGE WITHOUT NOTICE.

3. BEFORE FIRST USE

THIS APPLIANCE IS SUPPLIED FULLY ASSEMBLED AND READY TO USE ONCE UNPACKED. BEFORE USING THE RICE COOKER FOR THE FIRST TIME, PLEASE CARRY OUT THE FOLLOWING CHECKS:

1. REMOVE ALL PACKAGING MATERIALS FROM THE APPLIANCE, INCLUDING ANY PROTECTIVE FILM ON THE OUTER BODY.
2. CHECK THAT THE APPLIANCE, POWER CORD, AND PLUG SHOW NO SIGNS OF DAMAGE. DO NOT USE THE APPLIANCE IF ANY PART APPEARS DAMAGED – CONTACT RG DISTRIBUTORS LTD.
3. REMOVE THE INNER BOWL AND ACCOMPANYING ACCESSORIES (MEASURING CUP, SPOON, AND RICE PADDLE) AND WASH IN WARM, SOAPY WATER. RINSE AND DRY THOROUGHLY.
4. WIPE THE EXTERIOR AND HEATING PLATE WITH A CLEAN, DAMP CLOTH AND DRY THOROUGHLY BEFORE USE.
5. CHECK THAT THE VOLTAGE AND FREQUENCY SHOWN ON THE RATING PLATE MATCH YOUR LOCAL ELECTRICAL SUPPLY.
6. POSITION THE APPLIANCE ON A FLAT, STABLE SURFACE WITH ADEQUATE CLEARANCE AND VENTILATION, AWAY FROM WALLS OR OTHER EQUIPMENT.
7. ENSURE THE INNER BOWL IS CORRECTLY SEATED IN THE HEATING CHAMBER AND IN FULL CONTACT WITH THE HEATING PLATE BEFORE SWITCHING ON.



CAUTION

SOME PARTS MAY HAVE SHARP EDGES. TAKE CARE WHEN UNPACKING AND HANDLING THE INNER BOWL AND ACCESSORIES.

4. OPERATION

4.1. COOKING TIPS

WASH THE RICE THOROUGHLY BEFORE COOKING. THIS HELPS TO STOP THE RICE GRAINS STICKING TOGETHER.

- A SMALL AMOUNT OF VEGETABLE OIL IN THE RICE CAN HELP SEPARATE THE GRAINS.
- BROWN OR WILD RICE MAY REQUIRE ADDITIONAL WATER.

4.2. USING THE RICE COOKER

THE INNER BOWL FEATURES MEASUREMENT LINES INSIDE AS A GUIDE. THE CUP PROVIDED IS DESIGNED TO MEASURE THE RICE AND WATER.

1. MEASURE THE DESIRED AMOUNT OF RICE USING THE MEASURING CUP SUPPLIED.



NOTE

ONE CUP OF RICE WILL PRODUCE APPROXIMATELY TWO CUPS OF COOKED RICE.

2. RINSE THE RICE IN A SIEVE UNDER RUNNING WATER TO REMOVE EXCESS BRAN AND STARCH.
3. POUR THE RICE INTO THE INNER BOWL. TO ACHIEVE EVENLY COOKED RICE, SPREAD IT EVENLY AROUND THE BOWL.
4. ADD THE CORRECT AMOUNT OF WATER USING THE MEASURING CUP, OR BY FILLING THE INNER BOWL TO THE APPROPRIATE LEVEL.



NOTE

SLIGHTLY REDUCE THE AMOUNT OF WATER FOR FIRMER RICE, AND INCREASE THE AMOUNT FOR SOFTER RICE.

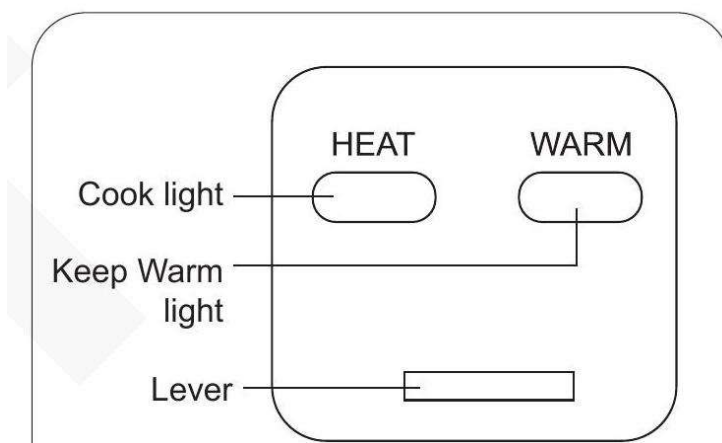
5. PLACE THE INNER BOWL INTO THE RICE COOKER.



NOTE

ENSURE THERE IS NO RICE OR MOISTURE ON THE OUTSIDE OF THE INNER BOWL.

6. REPLACE THE LID, OR CLOSE THE LID AND PRESS DOWN UNTIL THE LATCH ENGAGES (ON MODELS FITTED WITH A LOCKING LID).
7. CONNECT THE RICE COOKER TO THE POWER SUPPLY.
8. DEPRESS THE LEVER TO THE COOK POSITION. THE COOK LIGHT WILL ILLUMINATE.
9. ONCE COOKING IS COMPLETE, THE SWITCH AUTOMATICALLY MOVES TO THE WARM POSITION AND THE KEEP WARM LIGHT WILL ILLUMINATE.



- IO. KEEP THE LID CLOSED FOR 10 – 15 MINUTES FOR BEST RESULTS.
- II. CAREFULLY OPEN THE LID, ALLOWING ANY STEAM AND CONDENSATION TO RUN BACK INTO THE RICE COOKER.



WARNING

ALWAYS TAKE CARE TO AVOID THE EXPULSION OF STEAM WHEN REMOVING THE LID. ALWAYS USE HEAT-PROOF GLOVES WHEN REMOVING THE INNER BOWL AFTER COOKING.

12. STIR THE RICE AND SERVE AS QUICKLY AS POSSIBLE.
13. DISCONNECT THE APPLIANCE FROM THE POWER SUPPLY AFTER USE.

4.3. RICE & WATER MEASUREMENTS

THE INNER BOWL FEATURES MEASUREMENT LINES INSIDE AS A GUIDE. THE CUP PROVIDED IS DESIGNED TO MEASURE THE RICE AND WATER.

- AS A GENERAL GUIDE, USE ONE FULL CUP OF WATER TO EACH FULL CUP OF RICE.
- ADD SLIGHTLY MORE WATER FOR SOFTER RICE, OR SLIGHTLY LESS WATER FOR FIRMER RICE.
- BROWN OR WILD RICE MAY REQUIRE ADDITIONAL WATER.



NOTE

THE INNER BOWL ON SOME MODELS FEATURES INTERNAL MEASUREMENT MARKINGS AS A GUIDE FOR COOKING WASHED WHITE RICE. WATER SHOULD BE ADDED UP TO THE CORRESPONDING WATERLINE FOR THE QUANTITY OF RICE BEING COOKED. YOU MAY NEED TO VARY THE AMOUNT OF WATER SLIGHTLY TO ACHIEVE RESULTS TO YOUR PREFERENCE.

5. TROUBLESHOOTING

A QUALIFIED TECHNICIAN MUST CARRY OUT REPAIRS IF REQUIRED.

PROBLEM	POSSIBLE CAUSE	SOLUTION
THE APPLIANCE IS NOT WORKING	THE UNIT IS NOT SWITCHED ON	CHECK THE UNIT IS PLUGGED IN CORRECTLY AND SWITCHED ON
	PLUG OR LEAD IS DAMAGED	REPLACE PLUG OR LEAD
	FUSE IN THE PLUG HAS BLOWN	REPLACE THE FUSE
	MAINS POWER SUPPLY FAULT	CHECK MAINS POWER SUPPLY
	THE BOWL IS NOT IN CONTACT WITH THE HEATING PLATE	REALIGN THE BOWL
RICE IS NOT THOROUGHLY COOKED	THE BOWL IS NOT IN CONTACT WITH THE HEATING PLATE	REPOSITION THE BOWL
	THE BOWL HAS BECOME DEFORMED	REPLACE THE BOWL
	NOT ENOUGH WATER	INCREASE THE AMOUNT OF WATER USED
RICE IS OVERCOOKED	TOO MUCH WATER	DECREASE THE AMOUNT OF WATER USED
NO POWER	THERMAL CUT-OUT SWITCH IS ACTIVATED	WAIT UNTIL THE UNIT COOLS DOWN. CHECK THE MACHINE IS SAFE WITH NO OBVIOUS DAMAGE, THEN PRESS THE RESET SWITCH

SERVICE

SHOULD YOUR APPLIANCE DEVELOP A FAULT, PLEASE CONTACT RG DISTRIBUTORS LTD ON 0333 358 3678 OR VISIT WWW.ECATERING.CO.UK.

6. CLEANING



WARNING

ALWAYS SWITCH OFF AND DISCONNECT THE APPLIANCE FROM THE POWER SUPPLY BEFORE CLEANING. ALWAYS ALLOW THE APPLIANCE TO COOL BEFORE CLEANING.

1. REMOVE THE INNER BOWL AND WASH IN WARM, SOAPY WATER. DO NOT USE HARSH ABRASIVE CLEANERS OR PRODUCTS THAT ARE NOT RECOMMENDED FOR USE ON NON-STICK COATINGS.
2. RINSE AND DRY THOROUGHLY.
3. CLEAN THE EXTERIOR OF THE RICE COOKER WITH A DAMP CLOTH.
4. ENSURE THE HEATING PLATE IS CLEAN AND FREE OF FOOD OR OTHER DEBRIS THAT COULD INTERFERE WITH THE COOKING PROCESS.
5. DRY THE HEATING PLATE THOROUGHLY BEFORE USE.

6.1. WATER COLLECTOR (MODELS FITTED WITH A LOCKING

1. REMOVE THE WATER COLLECTOR FROM BELOW THE LID HINGE BY PULLING OUTWARDS. DISCARD THE WATER COLLECTED AFTER EACH USE.
2. CLEAN AND REPLACE THE WATER COLLECTOR.



IMPORTANT

FOR BEST PERFORMANCE, IT IS RECOMMENDED THAT THE APPLIANCE IS CLEANED AFTER EACH DAY OF USE. CHECK THE HEATING PLATE REGULARLY TO ENSURE IT IS FREE OF ANY FOOD DEBRIS. FAILURE TO MAINTAIN THE APPLIANCE IN ACCORDANCE WITH THIS SECTION WILL INVALIDATE THE GUARANTEE.

7. TECHNICAL SPECIFICATIONS

7.1. ELECTRICAL WIRING

THE APPLIANCE IS SUPPLIED WITH A 3-PIN BSI363 PLUG AND LEAD.
THE PLUG IS TO BE CONNECTED TO A SUITABLE MAINS SOCKET.
THE APPLIANCE IS WIRED AS FOLLOWS:

- LIVE WIRE (COLOURED BROWN) TO TERMINAL MARKED L
- NEUTRAL WIRE (COLOURED BLUE) TO TERMINAL MARKED N
- EARTH WIRE (COLOURED GREEN/YELLOW) TO TERMINAL MARKED E



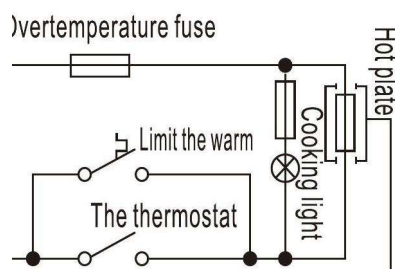
IMPORTANT

THIS APPLIANCE MUST BE EARTHED. IF IN DOUBT, CONSULT A QUALIFIED ELECTRICIAN.

ELECTRICAL ISOLATION POINTS MUST BE KEPT CLEAR OF ANY OBSTRUCTIONS. IN THE EVENT OF ANY EMERGENCY DISCONNECTION BEING REQUIRED, THEY MUST BE READILY ACCESSIBLE.

7.2. CIRCUIT SCHEMATIC DIAGRAM

THE DIAGRAM BELOW SHOWS THE ELECTRICAL CIRCUIT SCHEMATIC FOR THE APPLIANCE, INCLUDING THE OVERTEMPERATURE FUSE, THERMOSTAT, COOKING INDICATOR LIGHT, AND HOT PLATE.



8. ENVIRONMENTAL POLICY

THE PACKAGING MATERIALS ARE RECYCLABLE. PLEASE DO NOT THROW THE PACKAGING INTO HOUSEHOLD WASTE BUT REUSE OR RECYCLE IT WHEREVER POSSIBLE.

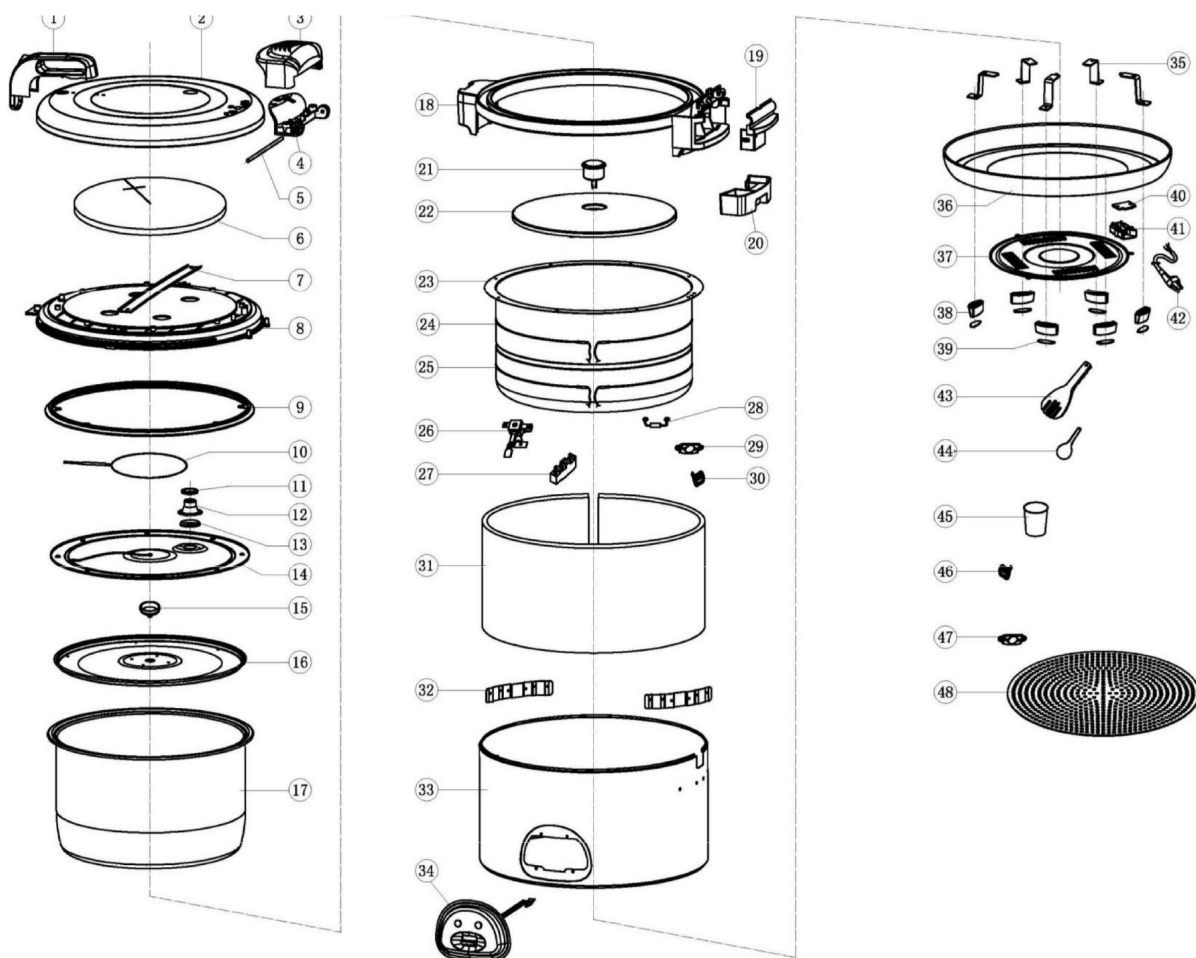
CONSULT YOUR LOCAL WASTE COLLECTION AUTHORITY REGARDING DISPOSAL OF YOUR APPLIANCE. LOCAL AUTHORITIES ARE NOT OBLIGED TO DISPOSE OF COMMERCIAL CATERING EQUIPMENT BUT MAY BE ABLE TO OFFER ADVICE ON HOW TO DISPOSE OF THE EQUIPMENT LOCALLY.



THE WEEE LOGO ON THIS PRODUCT OR ITS DOCUMENTATION INDICATES THAT THE PRODUCT MUST NOT BE DISPOSED OF AS HOUSEHOLD WASTE. TO HELP PREVENT POSSIBLE HARM TO HUMAN HEALTH AND/OR THE ENVIRONMENT, THE PRODUCT MUST BE DISPOSED OF IN AN APPROVED AND ENVIRONMENTALLY SAFE RECYCLING PROCESS. FOR FURTHER INFORMATION ON HOW TO DISPOSE OF THIS PRODUCT CORRECTLY, CONTACT RG DISTRIBUTORS LTD, OR THE LOCAL AUTHORITY RESPONSIBLE FOR WASTE DISPOSAL IN YOUR AREA.

9. EXPLODED DIAGRAM

THE DIAGRAM BELOW APPLIES TO ALL MODELS IN THIS RANGE. USE THE REFERENCE NUMBERS IN THE DIAGRAM TOGETHER WITH THE SPARE PARTS LIST IN SECTION 10 TO IDENTIFY AND ORDER REPLACEMENT COMPONENTS.



10. EXPLODED PARTS DIAGRAMS

THE SPARE PARTS LIST BELOW CORRESPONDS TO THE REFERENCE NUMBERS SHOWN ON THE EXPLODED DIAGRAM IN SECTION 9. TO ORDER SPARE PARTS, PLEASE CONTACT RG DISTRIBUTORS LTD, QUOTING THE ITEM NUMBER, PART CODE

ITEM	CODE	DESCRIPTION
1	AMI52	LID HANDLE ASSEMBLY
2		SS LID
3	AN660	LID COVER (UP)
4	AN661	LID COVER (DOWN)
5	AN662	LID ROD
6		LID INSULATION (ROUND)
7		PLATE
8		FIXED TRAY
9	AM797	INNER LID SEAL
10		LID HEATING WIRE
11-13		SILICONE VENT OUTLET CAP / SS VENT STEAM PLATE
14		INNER LID ASSEMBLY
15	AM798	SILICON RING
16		INNER LID
17	AF790	INNER BOWL
18		SUPPORT
19		SIDE LID COVER
20	AF791	WATER TRAY
21	AP082	155°C MAGNETIC THERMAL LIMITER
22		HEATING PLATE
23		LINER BOWL
24		BODY HEATING WIRE (B/43W)
25		BODY HEATING WIRE (A/12W)
26	AF792	CUT-OUT SWITCH
27	AP005	CERAMIC CONNECTOR (3 POINTS)
28	AF793	216°C THERMAL FUSE
29		THERMOSTAT SUPPORT
30	AF794	68°C THERMOSTAT
31		BODY INSULATION
32		DEAD PLATE
33		OUTER BODY
34	AF795	MAIN SWITCH SET

ITEM	CODE	DESCRIPTION
35		BOTTOM SUPPORT
36		BOTTOM
37		BOTTOM PLATE
38	AC64I	FOOT
39	AN662	FOOT WASHER
40		POWER CORD FIXED TRAY (UP)
41		POWER CORD FIXED TRAY (DOWN)
42		POWER CORD – UK
43	AC643	FORK
44	AC644	SPOON
45	AN674	MEASURING CUP / 450ML
46	AG993	185°C THERMOSTAT
47		THERMOSTAT SUPPORT
48	AJ098	RICE MAT

II. COMPLIANCE & DECLARATION OF CONFORMITY

THIS APPLIANCE HAS UNDERGONE STRICT PRODUCT TESTING IN ORDER TO COMPLY WITH REGULATORY STANDARDS AND SPECIFICATIONS SET BY INTERNATIONAL, INDEPENDENT, AND NATIONAL AUTHORITIES. THE APPLIANCE IS DESIGNED, MANUFACTURED, AND SUPPLIED IN ACCORDANCE WITH THE FOLLOWING UK AND EU REGULATIONS AND STANDARDS, AS APPLICABLE:

- LOW VOLTAGE DIRECTIVE (LVD) 2014/35/EU AND THE ELECTRICAL EQUIPMENT (SAFETY) REGULATIONS 2016 (UK).
- ELECTROMAGNETIC COMPATIBILITY (EMC) DIRECTIVE 2014/30/EU AND THE ELECTROMAGNETIC COMPATIBILITY REGULATIONS 2016 (UK).
- RESTRICTION OF HAZARDOUS SUBSTANCES DIRECTIVE (ROHS) 2011/65/EU (AS AMENDED BY 2015/863) AND THE RESTRICTION OF THE USE OF CERTAIN HAZARDOUS SUBSTANCES IN ELECTRICAL AND ELECTRONIC EQUIPMENT REGULATIONS 2012 (UK).
- BS EN 60335-1: HOUSEHOLD AND SIMILAR ELECTRICAL APPLIANCES – SAFETY – GENERAL REQUIREMENTS.
- BS EN 60335-2-15: PARTICULAR REQUIREMENTS FOR APPLIANCES FOR HEATING LIQUIDS.
- WASTE ELECTRICAL AND ELECTRONIC EQUIPMENT (WEEE) REGULATIONS 2013.
- UK FOOD SAFETY (TEMPERATURE CONTROL) REGULATIONS 1995 AND REGULATION (EC) 852/2004 ON THE HYGIENE OF FOODSTUFFS, RELEVANT TO THE INTENDED CATERING USE OF THIS APPLIANCE. (WHERE APPLICABLE), AND DESCRIPTION FROM THE TABLE BELOW, TOGETHER WITH YOUR APPLIANCE MODEL NUMBER.



NOTE

A FULL DECLARATION OF CONFORMITY FOR THIS MODEL IS AVAILABLE FROM RG DISTRIBUTORS LTD ON REQUEST.

12. WARRANTY

12.1. COVERAGE

THIS APPLIANCE IS COVERED BY A 12-MONTH PARTS-ONLY WARRANTY FROM THE DATE OF PURCHASE, COVERING MANUFACTURING DEFECTS IN MATERIALS AND WORKMANSHIP UNDER NORMAL COMMERCIAL USE.

12.2. WARRANTY CONDITIONS

THIS WARRANTY DOES NOT COVER REPAIR OF MALFUNCTIONS CAUSED BY ABNORMAL USE. THE FOLLOWING ARE EXCLUDED FROM COVER:

- MALFUNCTIONS OR DAMAGE ARISING FROM MISUSE, NEGLECT, OR USE CONTRARY TO THIS INSTRUCTION MANUAL.
- DAMAGE OCCURRING DURING SHIPPING, LOADING, OR UNLOADING AFTER DELIVERY TO THE END USER.
- DAMAGE CAUSED BY SUPPLY VOLTAGE NOT MATCHING THE APPLIANCE RATING PLATE, OR BY FAULTY ELECTRICAL INSTALLATION.
- DAMAGE CAUSED BY FIRE, FLOOD, LIGHTNING, OR OTHER EVENTS OUTSIDE THE MANUFACTURER'S CONTROL.
- UNAUTHORISED REPAIRS, MODIFICATIONS, OR SERVICING CARRIED OUT BY ANYONE OTHER THAN AN AUTHORISED SERVICE ENGINEER.
- IMPROPER INSTALLATION, SITING, OR ELECTRICAL CONNECTION.
- NORMAL WEAR AND TEAR, INCLUDING CONSUMABLE COMPONENTS SUCH AS SEALS, INNER BOWLS DAMAGED THROUGH MISUSE, AND NON-STICK COATINGS WORN THROUGH USE OF UNSUITABLE UTENSILS.
- FAILURE TO CLEAN AND MAINTAIN THE APPLIANCE IN ACCORDANCE WITH SECTION 6 OF THIS MANUAL.

12.3. MAKING A CLAIM

TO MAKE A WARRANTY CLAIM, CONTACT RG DISTRIBUTORS LTD USING THE DETAILS BELOW, QUOTING YOUR MODEL NUMBER, SERIAL NUMBER (WHERE FITTED), AND PROOF OF PURCHASE DATE. RESPONSIBILITY FOR VALIDATING THE CLAIM RESTS WITH THE SELLER OR DISTRIBUTOR FROM WHOM THE APPLIANCE WAS PURCHASED.

12.4. WARRANTY SERVICE

WARRANTY SERVICE WILL BE CARRIED OUT BY AUTHORISED SERVICE AGENTS ONLY. REPAIRS CARRIED OUT BY NONAUTHORISED TECHNICIANS WILL INVALIDATE THIS WARRANTY. ON-SITE SERVICE VISITS MAY BE SUBJECT TO ADDITIONAL CHARGES OUTSIDE THE SCOPE OF THE PARTS WARRANTY.

12.5. LIMITATION OF LIABILITY

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE REMEDIES DESCRIBED IN THIS WARRANTY ARE THE BUYER'S SOLE AND EXCLUSIVE REMEDIES. RG DISTRIBUTORS LTD SHALL NOT BE LIABLE FOR ANY INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES ARISING FROM THE USE OR INABILITY TO USE THE PRODUCT, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS, LOSS OF REVENUE, LOSS OF STOCK, OR BUSINESS INTERRUPTION.

12.6. STATUTORY RIGHTS

THIS WARRANTY IS OFFERED IN ADDITION TO, AND DOES NOT AFFECT, YOUR STATUTORY RIGHTS UNDER THE CONSUMER RIGHTS ACT 2015 (FOR CONSUMERS IN THE UK) OR EQUIVALENT EU LEGISLATION, WHICH VARY BY COUNTRY.



NOTE

PLEASE RETAIN YOUR PROOF OF PURCHASE FOR THE DURATION OF THE WARRANTY PERIOD. NOTHING IN THIS WARRANTY AFFECTS YOUR STATUTORY RIGHTS UNDER UK OR EU CONSUMER PROTECTION LEGISLATION.





EBW034 • CONTENDER COMMERCIAL 10L ELECTRIC RICE COOKER

EBW035 • CONTENDER COMMERCIAL 18L ELECTRIC RICE COOKER

EBW036 • CONTENDER COMMERCIAL 24L ELECTRIC RICE COOKER



STEP UP TO THE PLATE

Distributed by RG Distributors Ltd | Unit 7 Jade Business Park | Spring Road | Seaham | SR7 9DR

SERVICE & SUPPORT: ☎ 0333 358 3678 @ sales@ecatering.co.uk

Office Hours: Mon – Fri 9:00AM – 5:00PM (excluding public holidays)