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You can read the recommendations in the user guide, the technical guide or the installation guide for TRICITY SB431C (PRESIDENT). You'll find the answers to all your questions on the TRICITY SB431C (PRESIDENT) in the user manual (information, specifications, safety advice, size, accessories, etc.). Detailed instructions for use are in the User's Guide.

User manual TRICITY SB431C (PRESIDENT)
User guide TRICITY SB431C (PRESIDENT)
Operating instructions TRICITY SB431C (PRESIDENT)
Instructions for use TRICITY SB431C (PRESIDENT)
Instruction manual TRICITY SB431C (PRESIDENT)

TRICITY BENDIX

*OPERATING & INSTALLATION
INSTRUCTIONS*



SPLASHBACK ELECTRIC COOKER

SB431

PLEASE READ THIS INSTRUCTION BOOKLET BEFORE USING THE APPLIANCE



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Manual abstract:

@@@3 Preface

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..... 24 24 24 24 24 25 25 25 25 25 26 26 26 27 28 29 30 4 PREFACE Dear Customer, Thank you for buying a Tricity Bendix appliance.

With our 80 years experience in developing and manufacturing the very best in U.K. appliances, you can be assured that you have purchased a hard working, reliable, quality product. Tricity Bendix appliances comply with British Standard safety and performance requirements. They have been approved by BEAB (British Electrotechnical Approvals Board) and are covered by a 12 month parts and labour guarantee.

To get the best from your new Tricity Bendix appliance, we ask that you PLEASE READ THESE INSTRUCTIONS CAREFULLY. Particular attention should be made to cooking times and temperatures, which may differ, from your previous appliance. It is most important that this instruction book is retained with the appliance for future reference. Should the appliance be sold, or if you move house and leave the appliance, always ensure that the book remains with the appliance. This will enable the new owner to be acquainted with the functioning of the appliance and the relevant warnings.

Please read the whole instruction book before attempting to use the appliance ensuring you follow the recommendations given. 5 SAFETY THESE WARNINGS ARE PROVIDED IN THE INTERESTS OF YOUR SAFETY. ENSURE THAT YOU UNDERSTAND THEM ALL BEFORE INSTALLING OR USING THE APPLIANCE. PLEASE READ CAREFULLY DURING OPERATION This appliance is not intended to be operated by means of an external timer or separate remote control system. Do not use this appliance if it is in contact with water. Never operate it with wet hands. This appliance is designed to be operated by adults. Young children must not be allowed to tamper with the appliance or play with the controls. During use the appliance becomes Hot. Care should be taken to avoid touching the heating elements inside the oven.

CAUTION: Accessible parts may be hot when the grill is in use. Young children should be kept away. BEFORE INSTALLATION This appliance is heavy and care must be taken when moving it. Ensure that all packaging, both inside and outside the appliance has been removed before the appliance is used. If the appliance is to be placed on a base, measures must be taken to prevent the appliance slipping from the base. Take great care when heating fats and oils, as they will ignite if they become too hot. Do not try to lift or move the appliance by pulling the door handles. The electrical installation work must be undertaken by a qualified electrician/competent person. This appliance has been designed for cooking edible foodstuffs only, and must not be used for any other purposes.

It is dangerous to alter or modify the specifications of the appliance in any way.

Never place plastic or any other material which may melt in the oven or on the hob. Do not allow young children to play with any part of the packaging.

Ensure cooking utensils are large enough to contain foods to prevent spillages and boil overs. After installation, please dispose of the packaging with due regard to safety and the environment, your local authority can arrange this. The handles of saucepans which are smaller than the heated area on the hob will become hot.

Ensure your hand is protected before handling the pan. 6 Take care to follow the recommendations given for tending the food when grilling. Always use oven gloves to remove and replace food in the oven. Ensure that you support the grill pan when it is in the withdrawn or partially withdrawn position. Ensure that all vents are left unobstructed to ensure ventilation of the oven cavity.

Ensure the anti-tilt shelves are put in place correctly. Refer to instructions on page 18 and 20. Never line any part of the appliance with foil. Do not allow heatproof cooking materials e.g. roasting bags, to come into contact with oven elements. Always stand back from the appliance when opening the oven door to allow any build up of steam or heat to release. Never leave the appliance unattended when flammable material and MUST NOT be nearer than 40mm to the hob side. Overhanging surfaces or a cooker hood should be a minimum of 685mm above the hob. It is important to ensure that the appliance is level after installation.

Levelling feet are fitted to the appliance to accommodate uneven floors. 8 GENERAL NOTES ON USING YOUR APPLIANCE We suggest that you run the oven elements for 10 or 15 minutes at 220 C to burn off any residue from their surfaces. The procedure should be repeated with the grill for approximately 5 10 minutes. During this period an odour may be emitted, it is therefore advisable to open a window for ventilation. GRILL AND OVEN FURNITURE The following items of grill/oven furniture have been supplied with the appliance. If you require replacements of any of the items listed below, please contact your local Service Force Centre quoting the relevant part number. ABOUT CONDENSATION AND STEAM When food is heated it produces steam similar to a boiling kettle. The ovens are vented to allow some of this steam to escape. However, always stand back from the appliance when opening the oven door to allow any build up of steam or heat to release. If the steam comes into contact with a cool surface on the outside of the appliance, e.

g. a trim, it will condense and produce water droplets. This is quite normal and is not caused by a fault on the appliance. To prevent discolouration, regularly wipe away condensation and also soilage from surfaces, including the vent at the rear of the hob. For your safety wall coverings at the rear of the appliance should be securely fixed to the wall.

1 grill pan (311409401) 1 grill pan handle (311468100) NOTE: If you require an additional handle for your grill pan, this can be ordered from your local Service Force Centre by quoting the relevant part number 3114798006 1 grill pan grid (311419801) 1 straight shelf for grilling and top oven cooking 2 straight shelves for main oven cooking Scuffing of the Stayclean panel/s by the oven furniture pack may occur during transit.



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These marks will disappear after the oven elements have been burnt off for the first time. 9 GETTING TO KNOW YOUR APPLIANCE THE CONTROL PANEL A B C D E F G Please Note: SB431 Green Timer will differ from the one shown in the diagram. FEATURES A B C D E F G Timer Main Oven Temperature Control Main Oven Indicator Neon Top Oven Temperature Control Top Oven Indicator Neon Selector Control Hotplate Controls 10 THE TIMER A CLOCK/COOK TIME SETTING KNOB B START TIME SETTING KNOB C MINUTE HAND D MANUAL SYMBOL (E DISPLAY WINDOW F START TIME INDICATOR (G HOUR HAND G C B D E)) F A 1. TO SET THE TIME OF DAY The clock will operate when the appliance is switched ON at the wall.

To set, push in and turn setting knob (A) anticlockwise until the right time of day is displayed, e.g. 7 a.m. as Fig.1. A 2. TO SET TO MANUAL Ensure the time of day has been set as above. Push in and turn setting knob (B) in either direction until the start time indicator (F) lines up with the hour hand of the clock. Turn setting knob (A) anti-clockwise, without pushing it in until the manual symbol () can be seen in the display window as Fig.

2. The oven temperature controls can now be operated as required. The oven indicator neon will glow. Fig. 2 B Fig. 1 A 3. TO SET THE MINUTE MINDER Turn setting knob (A) anti-clockwise, without pushing it in. The selected minutes can be seen in the display window, e.g. 60 minutes as Fig. 3. A period of up to 3 hours (180 minutes) can be timed using the minute minder. The minute minder cannot be used when an automatic programme has been set on the oven timer. At the end of the set time a continuous bell will sound for up to 6 minutes. The oven will turn off. Fig. 3 A 11 4. TO CANCEL THE MINUTE MINDER Turn setting knob (A) anti-clockwise, without pushing it in until the manual symbol appears () in the display window as Fig.4. 5.

HOW TO SET THE OVEN TIMER When using the oven timer for the very first time, it is advisable to let it operate while you are at home. The timer can be checked to show that it is operating correctly, you will then feel confident to leave a meal to cook automatically in the future. A Fig. 4 B A) i) ii) TO SWITCH THE OVEN ON AND OFF AUTOMATICALLY Make sure the electricity supply is switched ON. Ensure the clock shows the correct time of day and the appliance is set in manual (see point 2). Adjust as necessary as Fig. 5. Place food in oven. To set the length of time you want the food to cook; turn setting knob (A) anti-clockwise, without pushing it in, until the required cooking period can be seen in the display window e.g.

165 minutes (2 hours 45 mins) as Fig. 6. Set the start time, by pushing in and turning setting knob (B) in either direction until indicator () (F) lines up with the time you want the food to start cooking, e.g. 1.30 p.m. as Fig.7. Turn the oven temperature control to the required setting. The oven indicator light should be OFF. When automatic cooking starts the oven indicator neon will remain on whilst reaching temperature and will then turn ON and OFF showing that the oven temperature is being maintained. The start time indicator (F) will move with the hour hand of the clock until the length of cooking time is complete. A bell will sound which can be cancelled by turning setting knob (A) anti-clockwise without pushing it in, until manual () symbol appears in the display window as Fig.8.

The maximum cooking time on automatic is 3 hours. Fig. 8 Fig. 6 Fig. 5 A iii) iv) A v) B F vi) vii) Fig. 7 viii) A iv) 12 B) TO SET THE TIMER TO SWITCH OFF AUTOMATICALLY i) ii) Make sure the electricity supply is switched on. Ensure the clock shows the correct time of day and the appliance is set to manual. Adjust as necessary. Place food in oven. To set the length of time you want the food to cook; turn setting knob (A) anti-clockwise, without pushing it in, until the required cooking period can be seen in the display window, e.g. 120 minutes (2 hours) and Fig. 9. Turn the oven temperature control to the required setting. The oven indicator neon should glow.

The oven indicator neon will remain on whilst reaching temperature and will turn ON and OFF showing that the oven temperature is being maintained. The start time indicator (F) will move with the hour hand of the clock until the length of cooking time is complete. A bell will sound which can be cancelled by turning setting knob (A) anticlockwise, without pushing it in, until the manual symbol () appears in the display window as Fig. 10. iii) iv) A Fig. 9 v) vi) vii) 6. RETURNING THE APPLIANCE MANUAL OR TO CANCEL AUTOMATIC PROGRAMME TO AN Fig. 10 Turn the oven temperature control OFF. Ensure the start time indicator () (F) lines up with the hour hand of the clock by pushing in and turning in either direction, setting knob (B). Fig.

11. The manual symbol () should be displayed in the window by turning setting knob (A) anticlockwise, without pushing it in. Turn the oven temperature control ON to check that the oven operates manually. The oven indicator neon should glow. B F Fig. 11 A 7. THINGS TO NOTE * * * If an automatic programme has been set on the main oven, the grill WILL NOT operate manually. @@@@The saucepan base should cover the hotplate as much as possible. @@Avoid using thin, badly dented or distorted saucepans. @@Traditional round bottomed Woks must not be used even with a stand. @@a bucket. Never use an asbestos mat. Never line the spillage tray with foil. @@@@DO NOT use water on the fire. Leave the pan to cool for at least 30 minutes before moving it. @@1. Preparing the food. Seal the food by coating with flour, egg and breadcrumbs or batter. Do not use a basket with batter coated foods as they will stick. 2.

Amount of oil. For safety purposes fill the pan only one-third full of oil. 3. Testing the temperature of the oil. @@@@4. Cooking the food. Lower the food gently into the oil. @@@@Once cooked, drain the food on absorbent paper. 5. Double frying chips. Double frying will ensure good chips. @@Remove the chips from the oil. @@@@DO NOT use a pan that overlaps the perimeter of the hob trim. 2. @@@@3. Use firm fruit or vegetables and wash well before using. 4. Preserving sugar gives clear jam, however granulated sugar is cheaper and gives equally good flavour. 5. Crystallization may be caused if sugar is not completely dissolved before bringing jam to the boil. Over boiling will affect the flavour, setting properties and colour of the jam. 6. To test jam for setting: If a jam thermometer is available, boil jam to 104°C. Marmalade should be boiled to 106°C. If a jam thermometer is not available, remove pan from heat, place sample of jam on a cold dish and cool quickly (i.e. in a freezer or frozen food storage compartment of a refrigerator). When cold it will crinkle and hold the mark of a finger run through it, if it is at setting point. 7. The scum should be removed as soon as possible after setting point has been reached.

Marmalade should be allowed to cool before potting to prevent the peel rising.



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Follow the temperatures recommended in the chart on page 22. As a guide reduce temperatures by about 20°C 25°C for your own recipes, using a conventional oven. **BATCH BAKING** The fan oven cooks evenly on both shelf levels, especially useful when batch baking. **SELECTING THE FAN OVEN** Please Note: SB431 Green Timer will differ from the one shown in the diagram. Turn the oven temperature control to the required setting.

TO FIT THE MAIN OVEN SHELVES The shelves should be fitted with the straight rods uppermost on the frame and the forms towards the back of the oven. If not fitted correctly the anti-tilt and safety stop mechanism will be affected. **THINGS TO NOTE 1.** The main indicator neon will glow until the oven has reached the desired temperature and then go out. It will turn ON and OFF periodically during cooking showing that the temperature is being maintained.

20 HINTS AND TIPS Arrange the shelves in the required positions before switching the oven ON. Shelf positions are numbered from the bottom upwards. When cooking more than one dish in the fan oven, place dishes centrally on different shelves rather than cluster several dishes on one shelf. This will allow the heat to circulate freely for the best cooking results. When batch baking one type of food, e.g. Victoria sandwich cakes, those of similar size will be cooked in the same time. It is recommended that when baking larger quantities, the shelf positions should be evenly spaced to suit the load being cooked. A slight increase in cooking time may be necessary. **DO NOT** place baking trays directly on the oven base as it interferes with the oven air circulation and can lead to base burning; use the lower shelf position.

The use of excessively high temperatures can cause uneven browning. It may be necessary to reduce temperatures slightly. Refer to the recommendations given in the oven cooking chart on page 22. **21 OVEN COOKING CHART** The oven temperatures are intended as a guide only. It may be necessary to increase or decrease the temperatures by 10°C to suit individual preferences and requirements. **FAN OVEN FOOD** Biscuits Bread Bread rolls/buns Cakes: SHELF POSITION Shelf Small & Queen Sponges Victoria Sandwich Madeira Rich Fruit Christmas COOKING TEMP °C 180 - 190 200 - 220 200 - 220 160 - 170 160 - 170 160 - 170 140 - 150 130 - 140 130 - 140 SHELF POSITION 1 1* 1 1 1 1 1 1 1 1 TOP OVEN COOKING TEMP °C 170 - 190 200 - 220 200 - 220 180 - 190 160 - 170 160 - 170 140 - 150 130 - 140 APPROX COOK TIME (m) 10 - 20 25 - 30 15 - 20 18 - 25 18 - 20 18 - 25 1 1/4 - 1 1/2 2 1/4 - 2 1/2 3 - 4 1/2 depends on size 1 1/4 - 1 1/2 2 1/2 - 3h 25 - 30 45 - 65 2 1/2 - 3h 1 1/4 - 1 1/2 20 - 30 20 - 25 40 - 50 1 1/2 - 2h 40 - 45 30 - 35 20 - 30 25 - 40 15 - 20 25 - 35 25 - 45 see roasting chart 8 - 12 30 - 40 20 - 30 1 - 1 1/2 1 - 1 1/2 25 - 40 15 - 25 positions are not critical but ensure that oven Gingerbread Meringues Flapjack Shortbread Casseroles: Beef/Lamb Chicken Convenience Foods Fish Fish Pie (Potato Topped) Fruit Pies, Crumbles Milk Puddings Pasta Lasagne etc. Pastry: Choux Eclairs, Profiteroles Flaky/Puff Pies Shortcrust Mince Pies Meat Pies Quiche, Tarts, Flans Roasting Meat, Poultry Scones Shepherd's Pie Soufflés Vegetables: Baked Jacket Potatoes Roast Potatoes Yorkshire Puddings: Large Individual shelves are evenly spaced when more than one is used 140 - 150 1 140 - 150 80 - 100 1 90 - 100 170 - 180 1 170 - 180 130 - 140 1 140 - 150 140 - 160 1* 140 - 160 180 - 190 1* 180 - 190 Follow manufacturer's instructions 170 - 190 1 170 - 190 190 - 200 1* 190 - 200 190 - 200 1 190 - 200 130 - 140 1 140 - 150 190 - 200 1 170 - 180 190 - 200 1 180 - 190 170 - 180 1 170 - 180 210 - 220 1* 210 - 220 190 - 200 1 190 - 200 190 - 210 1* 190 - 210 180 - 210 1 180 - 200 160 - 180 1* 160 - 180 210 - 220 1 220 - 230 190 - 200 1* 190 - 200 170 - 180 1 170 - 180 180 - 190 1 180 - 190 180 - 190 1 180 - 190 210 - 220 200 - 210 1 1 200 - 210 200 - 210 * = on a straight shelf on the oven base. Note: Shelf positions are counted from the bottom of the oven. **22 ROASTING CHART ROASTING CHART INTERNAL TEMPERATURES** Rare : 50-60°C; Medium : 60-70°C; Well done : 70-80°C **MEAT** Beef Beef, boned Mutton and Lamb Pork and Veal Ham Chicken Turkey and Goose **SECOND/FAN OVEN** 160-180°C 160-180°C 160-180°C 160-180°C 160-180°C 160-180°C 160-180°C **COOKING TIME** 20-35 minutes per 1/2kg (1lb) and 20-35 minutes over 25-35 minutes per 1/2kg (1lb) and 25-35 minutes over 25-35 minutes per 1/2kg (1lb) and 25-35 minutes over 30-40 minutes per 1/2kg (1lb) and 30-40 minutes over 30-40 minutes per 1/2kg (1lb) and 30-40 minutes over 15-20 minutes per 1/2kg (1lb) and 20 minutes over 15-20 minutes per 1/2kg (1lb) up to 3 1/2kg (7lb) then 10 minutes per 1/2kg (1lb) over 3 1/2kg (7lb) 25-35 minutes per 1/2kg (1lb) and 25-30 minutes over 35-40 minutes per 1/2kg (1lb) and 35-40 minutes over 20 minutes per 1/2kg (1lb) and 20 minutes over according to size according to size **Duck Pheasant Rabbit Potatoes with meat Potatoes without meat** 160-180°C 160-180°C 160-180°C 160-180°C 180-190°C The roasting temperatures are intended as a guide only. It may be necessary to increase or decrease the temperatures by 10°C to suit individual preferences and requirements.

Wrap joints in foil if preferred, for extra browning uncover for the last 20 30 min. cooking time. **23 DEFROST FEATURE USES OF DEFROST** This fan oven function defrosts most foods faster than more conventional methods. It is particularly suitable for delicate frozen foods which are to be served cold e.g. cream filled gateaux, cakes covered with icings or frostings, cheesecakes, biscuits, scones, etc. Small or thin fish fillets, frozen peeled prawns, cubed or minced meat, liver, thin chops, steaks etc., can be thawed in 1 2 hours. A 1kg/2 1/4lb oven ready chicken will be thawed in approximately 5 hours. Remove the giblets as soon as possible during the thawing process.

It is preferable to thaw fish, meat and poultry slowly in the fridge. However, this process can be accelerated by using the defrost function. Joints of meat up to 2kg/4 1/2lb in weight can be thawed using the defrost function. **ALL JOINTS OF MEAT AND POULTRY MUST BE THAWED THOROUGHLY BEFORE COOKING. ALWAYS COOK THOROUGHLY AFTER THAWING. IMMEDIATELY SELECTING DEFROST** Please Note: SB431 Green Timer will differ from the one shown in the diagram. Turn the oven temperature control to the defrost setting. When defrost is selected, the oven indicator neon may come ON. It will stay ON until the oven reaches room temperature and then go OFF. It may turn ON and OFF periodically during defrosting to maintain a steady room temperature, inside the oven.



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HINTS AND TIPS · Place the frozen food in a single layer where possible and turn it over half way through the defrosting process. *THINGS TO NOTE* Care must always be taken when handling foods in the home. Always follow the basic rules of food hygiene to prevent bacterial and microbial growth and cross contamination when defrosting, preparing, cooking, cooling and freezing foods. · · 24 The actual speed of defrosting is influenced by room temperature. On warm days defrosting will be faster than on cooler days. **DO NOT** leave food at room temperature once it is defrosted. Cook raw food immediately or store cooked food in the fridge, once it has cooled. **CARE AND CLEANING ALWAYS SWITCH OFF THE ELECTRICITY SUPPLY AT THE MAIN WALL SWITCH AND ALLOW THE APPLIANCE TO COOL BEFORE CLEANING. CLEANING MATERIALS** Before using any cleaning materials on your appliance, check that they are suitable and that their use is recommended by the manufacturer. Cleaners that contain bleach should **NOT** be used as they may dull the surface finishes.

Harsh abrasives should also be avoided. *CLEANING THE RADIANT HOB AND HOTPLATE TRIMS* Clean the hob surface with liquid detergent or a mild abrasive cream cleaner. The chrome hotplate trims are removable for easy cleaning, and can be washed in the dishwasher. The chrome hotplate supports should **NOT** be removed. The spillage tray below the hotplates can be cleaned using a soap impregnated steel wool pad.

For convenience, the hob is hinged and can be supported using the hob stay rod during cleaning. *CLEANING THE BRASS PLATED HANDLES (SB431 GR ONLY)* It is strongly recommended that only hot soapy water is used for cleaning the handles. **ANY OTHER CLEANING MATERIALS WILL DULL THE BRASS PLATED FINISH. CLEANING THE OUTSIDE OF THE APPLIANCE DO NOT** use abrasive cleaning materials, or scourers on the outside of the appliance as some of the finishes are painted and damage may occur. Cleaners that contain bleach should **NOT** be used as they may dull the surface finishes.

Regularly wipe over the control panel, splashback, oven doors and appliance sides using a soft cloth and liquid detergent. *CLEANING THE VITREOUS ENAMEL* Use a clean damp cloth or scourer made for nonstick saucepans with 'Cif' or cream cleaner. *CLEANING THE GRILL AND OVEN FURNITURE* All removable parts, except the grill pan handle can be washed in the dishwasher. The chrome hotplate supports should **NOT** be removed. The grill pan, grill pan grid and oven shelves may be cleaned using a soap impregnated steel wool pad. Soaking first in hot soapy water will make cleaning easier. **DO NOT ATTEMPT TO REMOVE ANY OF THE CONTROL KNOBS FROM THE APPLIANCE AS THIS MAY CAUSE DAMAGE AND IS A SAFETY HAZARD. 25 CLEANING INSIDE COMPARTMENTS THE OVEN/GRILL HINTS AND TIPS** · · The Stayclean surfaces inside the ovens should not be cleaned manually. See "Care of Stayclean Surfaces". The vitreous enamel oven base can be cleaned using normal oven cleaners or aerosol oven cleaners with care.

Ensure that the manufacturers instructions are followed and that all parts are well rinsed afterwards. Aerosol cleaners must not be used on the Stayclean surfaces and must not come into contact with elements as this may cause damage. Manual cleaning of the Stayclean surfaces **IS NOT** recommended. Damage will occur if abrasives or aerosol sprays of any kind are used. Slight discolouration and polishing of the Stayclean surfaces may occur in time. This **DOES NOT** affect the Stayclean properties in any way. A good time to allow the oven to run on is after the weekly roast. After removing the roast, turn the oven up to 220°C and allow to run for an hour or so. It is important not to allow a build-up of soilage as this can prevent the Stayclean surfaces from working. Follow the recommendations below to keep oven soilage to a minimum.

Cook at the recommended temperatures. Higher temperatures during roasting will increase soilage. Try cooking at lower temperatures for an increased length of time, you will save energy and often the joint is more tender. Use minimal, if any, extra oil or fat when roasting meat, potatoes only require brushing with fat before cooking. Extra fat in the oven during roasting will increase splashing and soilage.

It is not necessary to add water to a meat tin when roasting. The water and the fat juices from the joint create excessive splattering during cooking even at normal temperatures as well as causing condensation. Covering joints during cooking will also prevent splashing onto the interior surfaces. Removing the covering for the last 20-30 minutes will allow extra browning if required. Some large joints and turkeys especially benefit by this method of cooking, allowing the joint to cook through before the outside is over-browned.

· · · · **CARE OF STAYCLEAN SURFACES** Stayclean surfaces destroy splashes of food and fats when the oven temperature is raised to around 220°C. It is a good idea to run the oven for an hour or two per week to ensure continued good performance from the Stayclean finish. · · 26 **SOMETHING NOT WORKING?**

Before calling an Engineer please carry out the following checks, you may be able to solve the problem without the expense of an engineer. If our Service Engineer finds that the problem is listed below you will be charged for the call whether or not the appliance is under guarantee. @@* Check that the main appliance fuse is working. * Check that the timer has been set to manual (see page 11). @@@@ For the address of your local Service Force Centre and further information about Service Force, please visit the website at www.serviceforce.co.uk Before calling out an engineer, please ensure you have read the details under the heading "Something Not Working?" When you contact the Service Force Centre you will need to give the following details: 1.

Your name, address and post code. 2. Your telephone number. 3. Clear and concise details of the fault. 4. The model and serial number of the appliance (found on the rating plate). 5. The purchase date. Please note that a valid purchase receipt or guarantee documentation is required for in-guarantee service calls.

CUSTOMER CARE DEPARTMENT For general enquires concerning your Tricity Bendix appliance, or for further information on Tricity Bendix products, please contact our Customer Care Department by letter or telephone at the address below; Customer Care Department Tricity Bendix 55 77 High Street Slough Berkshire SL1 1DZ Tel: 0870 5 950950 (*) *calls to this number may be recorded for training purposes. 28 **GUARANTEE CONDITIONS** Standard guarantee conditions **NOTES** We, Tricity Bendix, undertake that if within 12 months of the date of the purchase this Tricity Bendix appliance or any part thereof is proved to be defective by reason only of faulty workmanship or materials, we will, at our option repair or replace the same **FREE OF CHARGE** for labour, materials or carriage on condition that: · · · · · The appliance has been correctly installed and used only on the electricity supply stated on the rating plate.



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The appliance has been used for normal domestic purposes only, and in accordance with the manufacturer's instructions. The appliance has not been serviced, maintained, repaired, taken apart or tampered with by any person not authorised by us. All service work under this guarantee must be undertaken by a Service Force Centre.

Any appliance or defective part replaced shall become the Company's property. This guarantee is in addition to your statutory and other legal rights. Home visits are made between 8.30am and 5.30pm Monday to Friday.

Visits may be available outside these hours in which case a premium will be charged. Exclusions This guarantee does not cover: Damage or calls resulting from transportation, improper use or neglect, the replacement of any light bulbs or removable parts of glass or plastic. Costs incurred for calls to put right an appliance which is improperly installed or calls to appliances outside the United Kingdom. Appliances found to be in use within a commercial environment, plus those which are subject to rental agreements. Products of Tricity Bendix manufacture which are not marketed by Tricity Bendix. European Guarantee If you should move to another country within Europe then your guarantee moves with you to your new home subject to the following qualifications: The guarantee starts from the date you first purchased your product. The guarantee is for the same period and to the same extent for labour and parts as exists in the new country of use for this brand or range of products. This guarantee relates to you and cannot be transferred to another user. Your new home is within the European Community (EC) or European Free Trade Area. The product is installed and used in accordance with our instructions and is only used domestically, i.

e. a normal household. The product is installed taking into account regulations in your new country. Before you move please contact your nearest Customer Care centre, listed below, to give them details of your new home. They will then ensure that the local Service Organisation is aware of your move and able to look after you and your appliances. France Germany Italy Sweden UK Senlis Nürnberg Pordernone Stockholm Slough +33 (0) 3 44 62 20 13 +49 (0) 800 234 7378 +39 (0) 800117511 +46 (0) 20 78 77 50 +44 (0) 1753 219898 29 NOTES 30 NOTES 31 Tricity Bendix, 55-77 High Street, Slough, Berkshire SL1 1DZ Consumer care telephone number 08705 950950 IMPORTANT NOTICE In line with our continuing policy of research and development, we reserve the right to alter models and specifications without prior notice. This instruction booklet is accurate at the date of printing, but will be superseded if specifications or appearance are changed. SB431 - 311316716 © Electrolux plc 2002 .



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