



# HADEN

ESTD. ENGLAND 1958



## INSTRUCTION MANUAL



MODEL: HES50W / HES60W / HEC60W

## SINGLE OVEN



To request a service call tel. 01759 487830

Or visit [www.appliancesupport.co.uk](http://www.appliancesupport.co.uk)

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# SAFETY INFORMATION

Read these instructions carefully and completely before using your appliance and keep in a safe convenient place for reference when necessary.

- 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 given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children shall not play with the appliance.
- Children less than 8 years of age shall be kept away unless continuously supervised.
- Cleaning and user maintenance shall not be made by children without supervision.
- The appliance and its accessible parts become hot during use. Care should be taken to avoid touching heating elements.
- Unattended cooking on a hob with fat or oil can be dangerous and may result in fire.
- NEVER try to extinguish an oil (chip pan) fire with water. Switch the appliance off and cover the flame with a lid or a fire blanket / wet towel.
- Do not store items on the cooking surfaces.
- If the surface is cracked or damaged, switch off the appliance to avoid the possibility of electric shock.
- Hobs incorporating a lid; spillages should be removed from the lid before opening. Also, the hob surface should be allowed to cool before closing the lid.
- The appliance is not intended to be operated by means of an external timer or separate remote-control system.
- In order to prevent tipping of the appliance, the stabilizing brackets must be installed. (Please read the anti-tilting kit set guide.)

- During use, the appliance becomes hot. Care should be taken to avoid touching heating elements or burners inside the oven or on the hob.
- During use, handles held for short periods in normal use can get hot.
- Do not use harsh abrasive cleaners or sharp metal scrapers to clean the oven door glass and cooker surfaces. Scratches may result in shattering of the glass or damage to the cooker & hob surface.
- Do not use steam cleaners for cleaning the appliance.
- Ensure that the appliance is switched off before replacing the oven lamp to avoid the possibility of electric shock.
- Accessible parts may get hot when cooking or grilling. Young children should be kept away.
- Your appliance is produced in accordance with all applicable local and international standards and regulations.
- Maintenance and repair work must be made only by authorized service technicians. Installation and repair work that is carried out by unauthorized technicians may endanger you.
- It is dangerous to alter or modify the specifications of the appliance in any way.
- This appliance is designed only for cooking food and is intended for indoor domestic household use only and should not be used for any other purpose or in any other application, such as use within a commercial environment or for room heating.
- Do not try to lift or move the appliance by pulling the door handle.
- This appliance is not connected to a combustion products evacuation device. It shall be installed and connected in accordance with current installation regulations. Particular attention shall be given to the relevant requirements regarding ventilation.
- Avoid hitting, knocking or scratching the glass with accessories or whilst cleaning as this may weaken the glass and cause it to break.
- Never leave anything on the hob surface when unattended and not in use.

- Never remove the oven shelves whilst the oven is hot.
- Never heat up unopened food containers as pressure can build-up causing the container to burst.
- Never place flammable or plastic items on or near the hob.
- Never fill a deep fat frying pan more than 1/3 full of oil.
- Never operate the grill with the grill door closed as this will cause the appliance to overheat.
- Never use the appliance as a room heater.
- Never use the grill to warm plates.
- Never dry any items on either the hob or the oven doors.
- Never install the appliance next to curtains or other soft furnishings.
- If the appliance is not in use for a prolonged period of time, disconnect from the power supply.
- Do not hang towels, dishcloths or clothes from the appliance.

**DO NOT:** Modify this appliance.

**WARNING:** The appliance and its accessible parts become hot during use and will retain heat even after you have stopped cooking. Care should be taken to avoid touching heating elements.

**CAUTION:** A long term cooking process has to be supervised from time to time. A short term cooking process has to be supervised continuously.

**Danger of fire: DO NOT** store items on the cooking surfaces. To avoid overheating,

**DO NOT** Install the cooker behind a decorative door.

Keep babies and children away from the cooker and never wear loose-fitting or hanging clothes when using the appliance.

**DO NOT:** Use a steam cleaner on your cooker.

# INSTALLATION

Electrical connections and installations should be in accordance with BS 7671. Otherwise, all installations must be in accordance with the relevant instructions within this booklet, with the relevant national and local regulations, and with the local electricity supply companies' requirements.

## **In the UK the cooker must be installed in accordance with:**

- All relevant British Standards / Codes of Practice.
- The relevant Building / IEE regulations.

## **In the Republic of Ireland the cooker must be installed in accordance with:**

- The installation must be carried out by a competent person and installed in accordance with the current edition of ETCI rules for electrical installation.

Only a qualified service engineer should service the cooker, and only approved spare parts should be used.

Always allow the cooker to cool and then switch it off at the mains before cleaning or carrying out any maintenance work, unless specified otherwise in this guide

## INSTALLATION WARNINGS

- Ensure that the supply cord is not wedged during the installation. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to prevent a hazard.
- While the oven door is open, do not let children climb on the door or sit on it.
- Do not operate the appliance before it is fully installed.
- The appliance must be installed by an authorized technician.
- The producer is not responsible for any damage that might be caused by defective placement and installation by unauthorized people.
- When you unpack the appliance, make sure that it has not been damaged during transportation. In case of any defect; do not use the appliance and contact a qualified service agent immediately.
- The materials surrounding your appliance (cabinet) must be able to withstand a temperature of min 100°C.
- Before using for the first time, protective coatings applied during the manufacturing process need to be burnt off. Fumes will be emitted but this is normal. Ensure the room is well ventilated during the burning off process. Avoid inhaling the fumes. For this reason, before using your oven, run it empty at maximum temperature for 45 minutes. At the same time, you need to properly ventilate the environment in which the product is installed.
- During usage, the outer and inner surfaces of the oven get hot. While opening the oven door, step back to avoid the hot steam coming out of the oven.
- Always use oven gloves to remove and replace food in the oven.
- Always position pans over the centre of the cooking zone, and turn the handles to a safe position so they cannot be knocked or grabbed.
- Make sure the appliance control knobs are always in the "0" (off) position when not in use.

- The trays incline when pulled out. Be careful not to let hot liquid spill over.
- Prolonged intensive use of the appliance may call for additional ventilation, for example opening of a window, or more effective ventilation, for example increasing the level of mechanical ventilation where present.
- When using the grill burner, keep the (Grill) oven door closed.
- Please note that continuous use of the grill with the door open may cause damage to your appliance that will not be covered by your warranty. You also risk the control knobs above the grill section becoming hot to touch.
- Glass lids may shatter when heated.
- Turn off all the burners before shutting the lid.
- The hob surface should be allowed to cool before closing the lid.
- When the door or drawer of the oven is open, do not leave anything on it. You may unbalance your appliance or break the cover.
- Do not hang towels, dishcloths or clothes from the appliance or its handles.

#### **During Cleaning and Maintenance:**

- Always turn the appliance off before operations such as cleaning or maintenance. You can do it after plugging the appliance off or turning the main switches off.
- Do not remove the control knobs to clean the control panel.

**TO MAINTAIN THE EFFICIENCY AND SAFETY OF YOUR APPLIANCE, WE RECOMMEND YOU ALWAYS USE ORIGINAL SPARE PARTS AND THAT YOU ONLY CALL AUTHORIZED SERVICE AGENTS**



# INSTALLATION AND CONNECTION

Please ensure that this cooker is installed by an Electrical Service Engineer.

## INSTALLATION AND PREPARATION FOR USE WARNING

This appliance must be installed by an authorised service engineer or qualified electrical technician, according to the instructions in this guide and in compliance with the current local regulations.

- Incorrect installation may cause harm and damage, for which the manufacturer accepts no responsibility and the warranty will not be valid.
- Prior to installation, ensure that the local distribution conditions, electricity voltage and frequency of the appliance are compatible. The operating conditions for this appliance are stated on the label.
- The laws, ordinances, directives and standards in force in the country of use are to be followed (safety regulations, proper recycling in accordance with the regulations, etc.).

## INSTRUCTIONS FOR THE INSTALLER GENERAL INSTRUCTIONS

- After removing the packaging material from the appliance and its accessories, ensure that the appliance is not damaged. If you suspect any damage, do not use it and contact an authorised service person or qualified technician immediately.
- Make sure that there are no flammable or combustible materials in the close vicinity, such as curtains, oil, cloth etc. which may catch fire.
- The worktop and furniture surrounding the appliance must be made of materials resistant to temperatures above 100°C.
- The appliance should not be installed directly above a dishwasher,

fridge, freezer, washing machine or clothes dryer.

- The appliance can be placed next to kitchen furniture / cupboard, they must be heat resistant to heat of 50°C above room temperature. On condition that, the furniture's height does not exceed the height of the cooktop.

## **TRANSPORTATION AND HANDING**

For safe lifting, tilt the appliance backwards by no more than 45 degrees, hold the base and rear corners of cabinet. Lift the appliance carefully and never use the door handles for lifting. The cooker should not be dragged

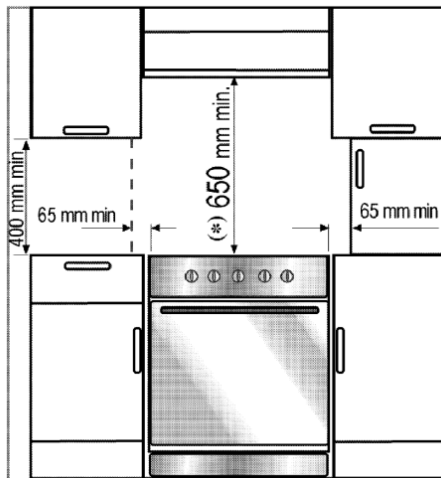
If you need to transport the product, use the original product packaging and carry it using its original case. Follow the transport signs on the packaging. Tape all independent parts to the product to prevent damaging the product during transport.

If you do not have the original packaging, prepare a carriage box so that the appliance, especially the external surfaces of the product, is protected against external threats.

## LOCATION

The cooker may be located in a kitchen, kitchen/diner or a bed-sitting room, but not in a room containing a bath or shower.

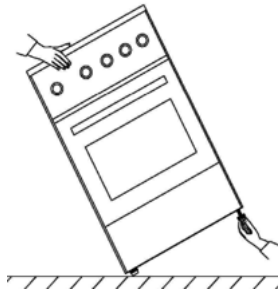
1. Install the appliance on flat, firm ground to prevent vibration and noise. Adjust the feet (located on the base of the unit), to ensure the item is level and has firm contact with the floor.
2. An air space of no less than 20 mm must be left between the cooker and any other furniture or wall allowing for air circulation.
3. The item is designed to fit in a space of 500mm (HES50W) or 600mm (HES60W & HEC60W) wide. If the item is to be placed directly next to kitchen cabinets, then they must be heat resistant to 100°C.
4. Kitchen cabinet / worktop should not exceed the height of the cooker top. If it does then the kitchen cabinet must be at least 100 mm away from the side of the cooker.
5. Leave at least 650 mm clearance above the cooker hob / hotplate and the cooker hood. If there isn't a cooker hood fitted then you must allow a minimum clearance of 700 mm. See diagram below.



## ADJUSTING FEET

Your oven stands on 4 adjustable feet. When the oven is placed in position check the oven is level and balanced. If it is not, then you should make adjustment by twisting the feet clockwise or anti-clockwise to raise or lower the feet.

Two people are needed to adjust the feet. One to tilt the cooker whilst the other adjusts the feet.



## MOVING THE COOKER

- Two people must always lift the cooker to prevent damaging the adjustable feet.
- Do not lift the cooker by the door handles.
- DO NOT DRAG the cooker. Always lift the feet clear of the floor.

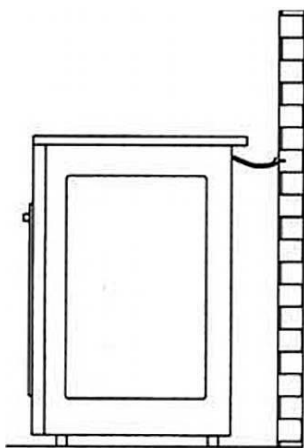
## SAFETY CHAIN

### IMPORTANT SAFETY ADVICE:

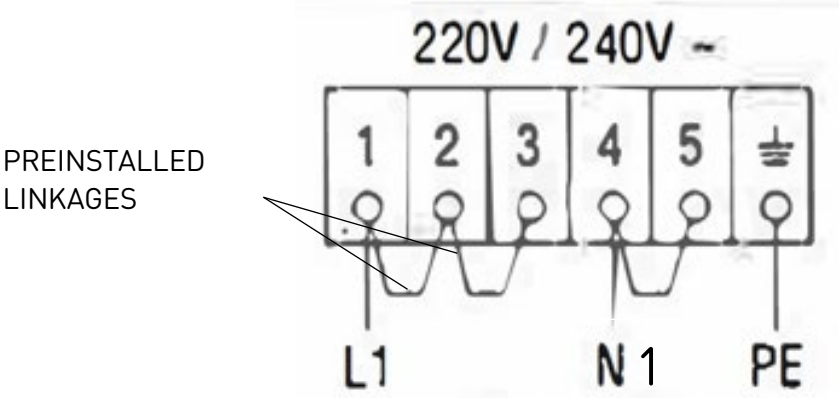
This cooker must be secured against overbalancing by using the supplied safety chains.

Fasten the end of the chain by using a proper peg to the kitchen wall and connect the other end of the safety chain to the hook via the locking mechanism

The manufacturer will accept no responsibility whatsoever for injury or damage if the safety chain is not fitted.



# ELECTRICAL CONNECTION



**WARNING:** The cooker must be installed by a qualified electrician, in accordance with all relevant British Standards/Codes of Practice (in particular BS 7671), or with the relevant national and local regulations.

**WARNING: THE APPLIANCE MUST BE EARTHED**

- Before connecting the appliance to the power supply, the voltage rating of the appliance (stamped on the appliance identification plate) must be checked for correspondence to the available mains supply voltage, and the mains electric wiring should be checked to ensure it is capable of handling the appliance’s power rating (also indicated on the identification plate).
- During installation, please ensure that isolated cables are used. An incorrect connection could damage your appliance. If the mains cable is damaged and needs to be replaced this should be done by qualified personnel.
- Do not use adaptors, multiple sockets and/or extension leads.
- The supply cord should be kept away from hot parts of the appliance and must not be bent or compressed. Otherwise the cord may be damaged, causing a short circuit.
- If the appliance is not connected to the mains with a plug, a multi-pole

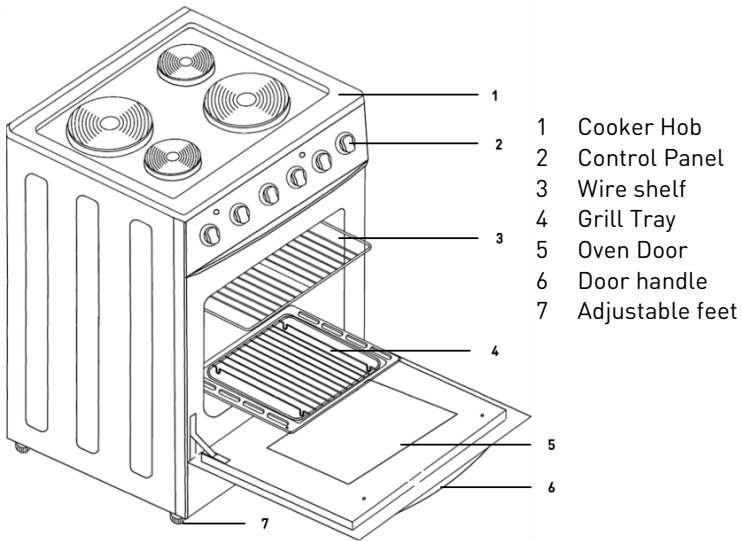
isolator switch (with at least 3 mm contact spacing) must be used in order to meet the safety regulations.

- The appliance is designed for a power supply of 220-240 V~ Using preinstalled linkages. If your supply is different, contact the authorized service personnel or qualified electrician.
- The power cable must be long enough to be connected to the appliance.
- The fused switch must be easily accessible once the appliance has been installed.
- Ensure all connections are adequately tightened.
- Fix the supply cable in the cable clamp and then close the cover.
- The terminal box connection is placed on the terminal box.
- Green/Yellow (Earth) wire to the terminal marked "PE".
- Brown (Live) wire to the terminal marked "L1".
- Live Linkages fitted between "L1 -L2" & "L2 - L3"
- Blue (Neutral) wire to the terminal marked "N1".
- Neutral linkage fitted between "N1 - N2".
- For this connection, a 'Twin and Earth 6242Y' type cable should be used.
- The mains cable must pass through the cable clamp.
- The mains cable should be routed away from the appliance and in particular the ventilation slots, the vent outlets and should not be obstructed when pushed into position between the appliance and the wall and/or cabinets.
- Ensure the power supply cord is not trapped under the appliance or that it becomes damaged when moving the appliance into location.

**SHOULD THE MAINS LEAD OF THE APPLIANCE BECOME DAMAGED OR NEED REPLACING AT ANY TIME, IT SHOULD BE REPLACED BY A QUALIFIED ELECTRICIAN.**

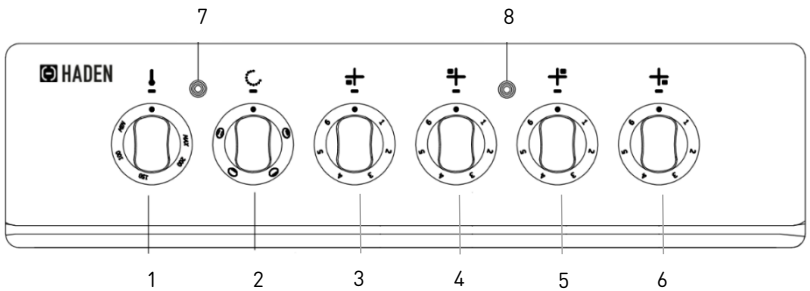
**DO NOT DISASSEMBLE THIS APPLIANCE. TOUCHING SOME OF THE INTERNAL COMPONENTS CAN BE EXTREMELY HAZARDOUS**

# GETTING TO KNOW YOUR COOKER



- 1 Cooker Hob
- 2 Control Panel
- 3 Wire shelf
- 4 Grill Tray
- 5 Oven Door
- 6 Door handle
- 7 Adjustable feet

## Control Panel



- 1 Temperature control knob
- 2 Function knob
- 3 Hotplate front left
- 4 Hotplate rear left
- 5 Hotplate front right
- 6 Hotplate rear right
- 7 Temperature lamp (oven)
- 8 Temperature lamp (hobs)



## **Preparation and Burning off**

**Before using for the first time, protective coatings applied during the manufacturing process need to be burnt off.** Fumes will be emitted but this is normal.

**Ensure the room is well ventilated during the burning off process. Avoid inhaling the fumes.**

### **Hotplates**

Adjust the hob control knobs to 3 and leave on for about 5 minutes. Do not place any pans or other cooking utensils on the hotplate during this process.

### **Grill – (Closed door grilling)**

Remove the grill tray from the inside of the oven and close the door. Turn the grill on and operate on full power for around 15 minutes.

### **Oven**

Close the door and operate the oven at 200°C for around 15 minutes.

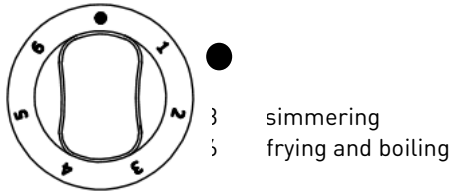
### **Cleaning**

Allow the appliance to cool down, and follow the cleaning instructions.

## Hob Controls

Each of the hotplates are controlled by a knob with 6 positions.

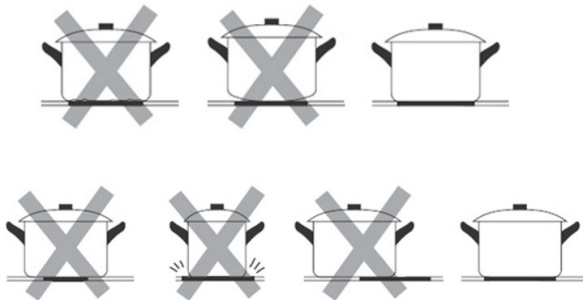
- Rotate the control knobs in either direction to provide fully variable heat control.
- When any one of the hotplates is on, the red temperature lamp on the control will turn on



For best results we recommend the use of good quality saucepans with smooth flat bases.

### Warning

- Never operate a hotplate without pans on.
- Do not use cookware with jagged edges or a curved base.
- Make sure that the base of your pan is smooth, sits flat against the hotplate and is the same size as the cooking zone.
- Always centre your pan on the cooking zone.





## Operating the Oven and Grill



The oven heat is adjustable between min. and max. by means of the thermostatic control knob.

The temperature lamps will indicate the operation of the elements. Upon reaching the desired temperature level, the signal lamp will turn off. The thermostat will maintain the temperature level inside the oven, during the cooking process turning the elements on and off periodically.

Before cooking, it is advised to pre-heat the oven for five minutes. The inner lamp of the oven comes on when the oven control knob is used to select a function.

### Oven Functions

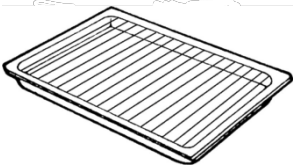
SYMBOL	FUNCTION
	<p><b>Upper and lower Heater:</b> This function is for cooking both with the upper and lower heater at the same time.</p> <p>Use the conventional heating mode for roasting meat and vegetables or baking cakes</p>
	<p><b>Upper Heater:</b> With this function you can cook your food by using only the upper heater. You can use this function to bake cakes of which the crust has already been baked.</p> <p>By using upper heat, you only bake the top of your cake. This way, your apple pie will not have a burnt crust.</p>

SYMBOL	FUNCTION
	<p><b>Lower Heater:</b> With this function you can cook your food by using only the lower heater. This method is ideal for baking something that requires a crispy base such as pizza. It is also used for baking a casserole.</p>
	<p><b>Grill:</b> The whole area below the grill heating element becomes hot. Close the door during Grilling.</p> <p>Can be used to grilling meat, sausages, fish or bread.</p>

WARNING - THE OVEN DOOR MUST BE CLOSED DURING GRILLING!

**ACCESSORIES**

Grill pan



Wire Oven Rack



# CLEANING AND MAINTENANCE

## Cleaning

### WARNING:

Switch the appliance off and allow it to cool before cleaning is to be carried out.

### General Instructions

- Check whether the cleaning materials are appropriate and recommended by the manufacturer before use on your appliance.
- Use cream cleaners or liquid cleaners which do not contain particles. Do not use caustic (corrosive) creams, abrasive cleaning powders, rough wire wool or hard tools as they may damage the cooker surfaces.

Do not use cleaners that contain particles, as they may scratch the glass, enameled and/or painted parts of your appliance.

- Should any liquids overflow, clean them immediately to avoid parts becoming damaged.

Do not use steam cleaners for cleaning any part of the appliance.

### Cleaning the Inside of the Oven

- The inside of enameled ovens are best cleaned while the oven is warm.
- Wipe the oven with a soft cloth soaked in soapy water after each use. Then, wipe the oven over again with a wet cloth and dry it.
- You may need to use a liquid cleaning material occasionally to completely clean the oven.

## Cleaning the Hotplate Heater

- Clean the hotplate heater on a regular basis.
- Wipe the hotplate with a soft cloth soaked in only water. Then, run the hotplate for a short time to dry it completely.

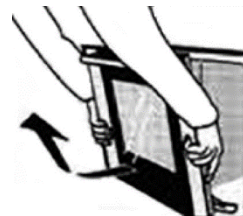
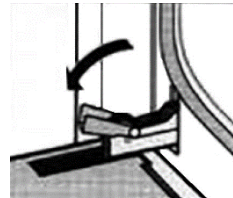
## Cleaning the Enameled Parts

- Clean the enameled parts of your appliance on a regular basis.
- Wipe the enameled parts with a soft cloth soaked in soapy water. Then, wipe them over again with a wet cloth and dry them.

## Removal of the Oven Door

Before cleaning the oven door glass, you must remove the oven door, as shown below.

1. Open the oven door.
2. Open the saddle bracket (with the aid of a screwdriver) up to the end position
3. Close the door until it almost reaches the fully closed position and remove the door by pulling it towards you.



## Changing the Oven Lamp

**WARNING:** Switch off the appliance and allow it to cool before cleaning.

- Remove the glass lens, then remove the bulb.
- Insert the new bulb (heat resistant to 300 °C) to replace the bulb that you removed (230V, 15-25 Watt, Type E14).
- Replace the glass lens, and your oven is ready for use.

The lamp is designed specifically for use in household cooking appliances. It is not suitable for household room illumination.

# TROUBLESHOOTING

Issue	Possible Cause	Solution
The hob or oven can't be switched on	There is no power supply	Check the cooker is switch on by the wall socket Check the fuse for the appliance Check whether these is a power cut by trying other electronic appliances
Hob produces an odour during the first cooking sessions	New appliance	Heat a saucepan full of water on each cooking zone for 30mins.
NO heat or own doesn't warm up	Oven temperature control is incorrectly set. Oven door has been left open.	Set the oven temperature to the correct setting.
Cooking is uneven with the oven	Oven shelves are incorrectly positioned.	Check that the recommended temperatures and shelf positions are being used for the item being cooked. Do not frequently open the door unless you are turning the food. If you open the door often, the interior temperature will be lower and this may affect the results of you cooking.
Oven light	Lamp has failed Electrical supply is off	Replace lamp according to the instructions. Ensure the electrical supply is switched on.



**IMPORTANT – This is a Class I Electrical Product. It requires an Earth connection.**

**WARNING! ELECTRIC SHOCK HAZARD.**

DO NOT DISASSEMBLE THIS APPLIANCE. TOUCHING SOME OF THE INTERNAL COMPONENTS CAN BE EXTREMELY HAZARDOUS.

## Earthing

This appliance must be earthed.

Consult a qualified electrician or service engineer if the earthing instructions are not completely understood or doubts exist as to whether the appliance is properly earthed.

## Waste Electrical Recycling



This symbol indicates the product is classed as Electrical or Electronic Equipment and should not be disposed of with other household waste. The Waste Electrical and Electronic (WEEE) Directive has been introduced across the EU:

- to recycle waste electrical products using the best available recovery and recycling techniques in order
- to minimise the impact on the environment
- to treat any hazardous substances and
- to avoid increasing landfill.

WEEE product should be disposed of by handing it over at a designated collection point. For more information about where you can drop off your waste product for recycling please contact your local authority.

# WARRANTY

This product is guaranteed for 2 year from the date of original purchase. If the product fails within this period due to faulty materials or workmanship, it will be repaired, replaced or refunded at our discretion. Proof of purchase will be required.

This warranty applies only to:

- Product installed and used in accordance with the instructions contained in this manual.
- Product used for domestic purposes only.
- Product purchased in the UK and Eire.

This warranty does not cover:

- Cosmetic damage.
- Normal wear and tear or consumable parts.
- Incorrect voltage supply or power surges.
- Customer misuse, modifications or adjustments.
- Products with unreadable or removed serial numbers.

Haden disclaims any liability for incidental or consequential loss or damages.

In the event of a problem:

- Please refer to the troubleshooting tips section within your user guide for help and guidance.
- If you are still unable to resolve the problem, please contact our technical support team for assistance.


When contacting Haden please provide:


- Product model number and serial number. Model & serial numbers can be found on the product rating label.
- Date of purchase.
- Complete description of the problem.

This information will help our team assist you more quickly.


**Technical Help Line:** 01759 487 830  
**Opening Hours:** Monday - Friday 9am – 5.30pm  
**Email:** [admin@hadenwarranty.co.uk](mailto:admin@hadenwarranty.co.uk)

# TECHNICAL SPECIFICATION

Brand				
Model		HES50W	HES60W	HEC60W
Construction	Nbr.	FREESTANDING		
Number of cavities	EEl	1	1	1
Energy Efficiency Index		90	92	92
Energy Efficiency class		A	A	A
Energy consumption - conventional	kWh/cycle	0.68	0.75	0.75
Energy consumption - fan forced	kWh/cycle	-	-	-
Heat Source		ELECTRIC		
Volume		51	65	65
This oven complies with EN 60350-1				

Brand				
Model		HES50W	HES60W	HEC60W
Type of Hob		HOTPLATE	HOTPLATE	RADIANT
Number of cooking zones	Nbr.	4	4	4
Heating technology		ELECTRIC		
Ø Heating Zone 1	cm	14.5	14.5	14.5
Ø Heating Zone 2	cm	18	18	18
Ø Heating Zone 3	cm	14.5	14.5	14.5
Ø Heating Zone 4	cm	18	18	18
Energy consumption Zone 1	Wh/kg	156	156	133
Energy consumption Zone 2	Wh/kg	190	190	150
Energy consumption Zone 3	Wh/kg	149	149	137
Energy consumption Zone 4	Wh/kg	190	190	150
Energy consumption for the Hob	Wh/kg	171	171	142.5
This hob complies with EN 60350-2				

# TECHNICAL SPECIFICATION

Brand			
Model	HES50W	HES60W	HEC60W
Voltage	220-240 50Hz		
Power	6865W	6965W	7765W
Current			
Small Hotplate 1 – 145mm	1000W	1000W	1200W
Small Hotplate 2 – 145mm	1000W	1000W	1200W
Large Hotplate 1 – 180mm	1500W	1500W	1700W
Large Hotplate 2 – 180mm	1500W	1500W	1700W
Upper Heater	700W	800W	800W
Lower Heater	1150W	1150W	1150W
Grill	1500W	1500W	1500W
Lamp	15W		
External dimensions			

Please note these figures are for reference only and may differ slightly on the actual product.



HADEN  
5 Wadsworth Rd  
Perivale  
UB6 7JD



**Technical Help Line:** 01759 487 830  
**Opening Hours:** Monday - Friday 9am – 5.30pm  
**Email:** [admin@hadenwarranty.co.uk](mailto:admin@hadenwarranty.co.uk)



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