

Cleaning Instructions :

Before cleaning your grill, wait around 45 minutes while the device cools. To remove heavy food residue on the grill plates or on the side, we recommend you use a wooden or plastic spatula. To clean the grill and grill components, use a cloth soaked in hot water. Do not immerse the grill in water. Do not use abrasive cleaning products or products containing alcohol or fuel since these may damage the device

TROUBLESHOOTING:

[The appliance has started cooking in Manual Mode without me pressing the Manual button - why?](#)

- The grill plates have not been properly placed on the plate hooks and therefore, the sensors cannot correctly detect the food.

To rectify this problem, turn off the appliance and allow it to cool down. Then install the cooking plate correctly.

- You started cooking before preheating had finished.

To rectify this: turn off the appliance, remove the food, close the appliance.

Turn the appliance back on, select then confirm a programme and wait until preheating has finished.

- You started cooking food between the plates without preheating.

To rectify this: turn off the appliance, remove the food, close the appliance.

Turn the appliance back on, select then confirm a programme and wait until preheating has finished.

- If the problem persists despite adhering to the advice above: the appliance may need to be repaired

[The purple indicator light remains on when the food has been placed on the grill plates and the grill closed - why?](#)

The appliance has not been fully opened when placing the food on the grill plates before cooking.

Solutions: To allow the appliance to detect the start of the cooking cycle, the appliance must be completely opened before each cooking cycle. If not, the cooking cycle will not start.

Completely open the grill then close it and press OK

[What should I do if my appliance is not working?](#)

After following the instructions in the user manual for starting the appliance, make sure that your electrical socket is working by plugging another appliance. If it still does not work, do not try to dismantle or repair the appliance yourself and take it to an approved repair centre.

[The colour indicator flashes white - what does this mean?](#)

The appliance has detected an issue and may need to be repaired.

[The cooking cycle has stopped whilst cooking - why?](#)

If you leave the appliance open between 2 cooking cycles it will turn to safety mode and will have to be reset.

To ensure the best cooking results, you should not open the appliance for more than 1 minute during cooking cycles. RESET by unplugging it for 2-3 minutes and restart full cooking cycle.

[The colour indicator remains solid white - what does this mean?](#)

You are cooking in Manual Mode. You must monitor and check the food yourself throughout cooking. Or, select one of the other cooking modes and then OK to start a specific cooking cycle.

[The OK indicator is still flashing even though I have put food on the plates and closed the grill - why?](#)

If your food is under 4 mm thick, it is too thin (like bacon slices), it may not be detected.

This is not a problem simply press the OK key for confirmation for cooking to start.

[My grill emits smoke during the preheating phase.](#)

This may be due to improper cleaning of the cooking plates.

We recommend that you pre-wash your cooking plates in the following manner before putting them in the dishwasher to remove any food residue:

- Soak the plates in hot water and degreasing dish soap for about 30 minutes,
- Scrub both sides of the plate with a sponge or a dish brush, hot water and degreasing dish soap,
- Rinse,
- Put in the dishwasher.