

The Pinehill Partnership Ltd

Sole Distributors of Vorwerk Thermomix in UK & Ireland

Trading as UK Thermomix

Vorwerk Thermomix TM21

Operating Instructions



www.UKThermomix.com

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Registered address : Pinehill, Sunning Avenue, Sunningdale, Berkshire, SL5 9PW
Registered in England & Wales, Registered No : 05228875

VORWERK



OPERATING INSTRUCTIONS
THERMOMIX TM 21

Thermomix



OPERATING INSTRUCTIONS THERMOMIX TM 21

UK Thermomix

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DESCRIPTION

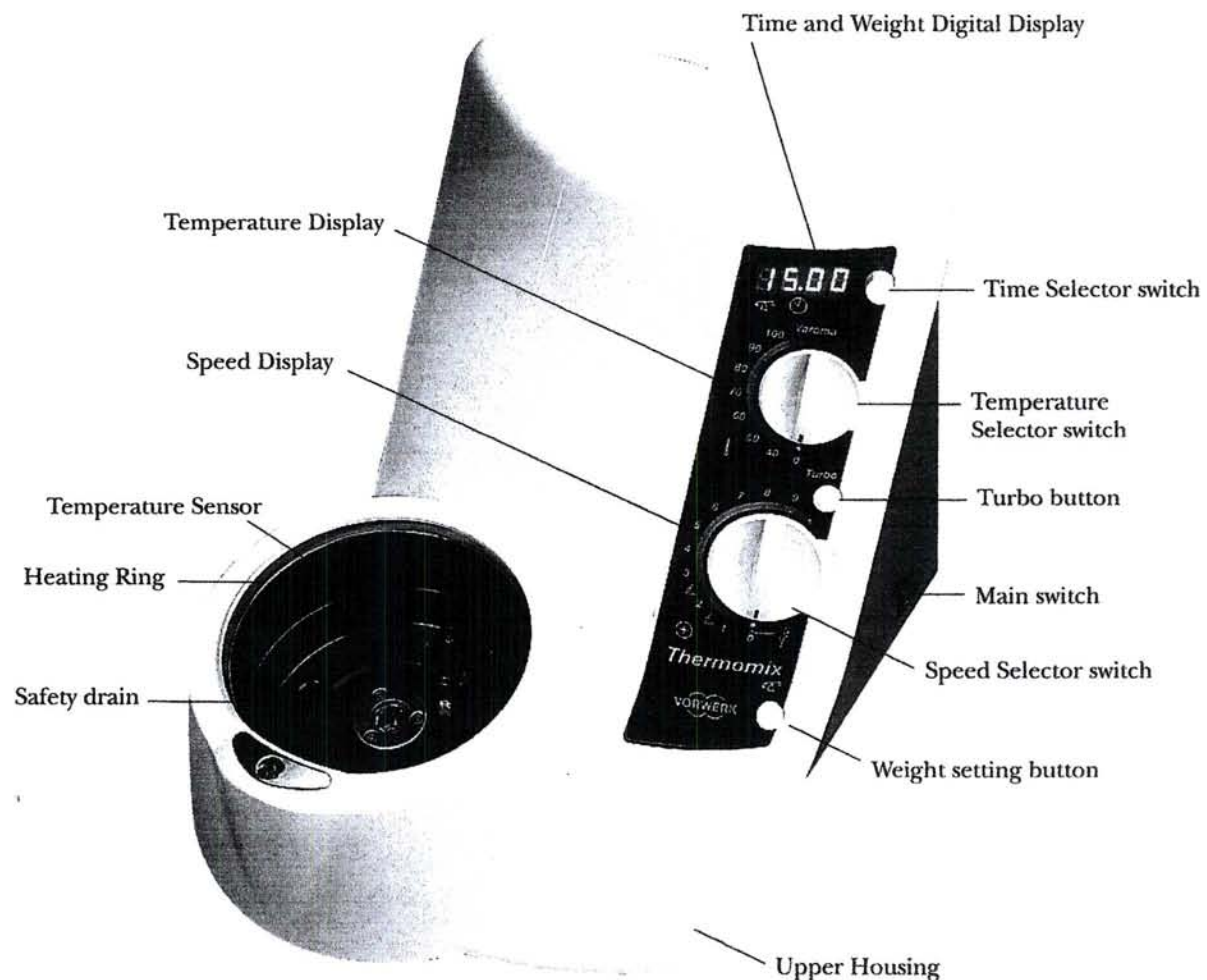
After you have opened the packing, please make sure that you have received all the fittings of the Thermomix TM 21.

The packing contains:

- Thermomix TM 21 including Mixing Bowl and Lid
- Steaming Basket
- Stirring "Butterfly" attachment (separately packed)

- Varoma (lid, base, tray)
- Measuring Cup
- Spatula
- Cookery Book
- Operating Instructions
- ~~Recipe Collection~~

Details of the Thermomix TM 21



Accessories



OPERATING INSTRUCTIONS

Cleaning before initial use

The Mixing Bowl must be thoroughly washed before it is put into position and used for the first time. To clean the Mixing Bowl turn the Locking Lever to the right and remove the Lid.

Subsequently, remove the "Butterfly" attachment, the Measuring Cup and the Steaming Basket.



OPERATING INSTRUCTIONS

Next remove the Knife Assembly by turning the Mixing Bowl Base 180° to the left and remove it by pulling downwards. This will enable you to carefully pull out the Knife Assembly with the Knife Gasket from the bottom of the Mixing Bowl.

Important:

Please be careful when you pull out or re-fit the Knife Assembly to avoid cutting yourself.



Thoroughly clean the inside of the Mixing Bowl with a scouring pad such as Brillo Pad. Now wash the outside of the Mixing Bowl.

Important:

The Mixing Bowl may be washed in a dishwasher providing the Knife Assembly has been removed first.



OPERATING INSTRUCTIONS

Important:

To avoid scratching, clean the non-stick coated Heating Ring only with a soft moist cloth.

Wash the Knife Assembly under running water by using a sponge or a washing up brush. Please ensure that water does not penetrate into the bearings through the bottom part of the Knife Assembly.

Important:

Under no circumstances soak the Knife Assembly in water for any length of time or wash it in a dish washer as the detergents will have an adverse affect on the life of the Knife Assembly.

1. Fitting the Knife Assembly

Before putting into the Mixing Bowl, ensure that the Knife Gasket is fitted correctly into the back of the Knife Assembly. To avoid getting cut insert the Knife Assembly carefully into the Mixing Bowl.

Important:

When fitting the Knife Assembly make sure that the Knife Gasket is sealed correctly onto the Knife Assembly. If it is missing the content of the mixing bowl may run out and damage the appliance.



Attach the Mixing Bowl Base to the Knife Assembly unit from below. The Foot Plate is secured by turning it 180° to the right.

Our Tip:

If the Mixing Bowl Base is adjusted to heavily, lay a kitchen towel over the Base before opening or locking it. So it can be gripped and turned more easily.



2. Inserting the Mixing Bowl

Ensure that the Speed Switch is set at "0". Check that the Locking Lever is positioned to the far right. Insert the Mixing Bowl into the Socket with the handle to the front.



Position the Lid - always with the Sealing Ring - into the hinge of the Mixing Bowl and move it downwards till it slips into place.

Turn the Locking Lever to the left until it will go no further.



OPERATING INSTRUCTIONS

Mixing Bowl

The maximum liquid capacity is 2 litres/approx 4pints. This must never be exceeded.

There are 4 notches on the inside of the Mixing Bowl.
Each notch indicates 0.5 litres/approx 1 pint.

Important:

Please do not exceed the maximum liquid capacity of the mixing bowl.



Foot Plate

The purpose of the Foot Plate is to enable the Knife Assembly to be locked into and released from the Mixing Bowl.

The Foot Plate is made from a heat resisting plastic compound. This means that the hot Mixing Bowl can be safely placed on any kitchen work top.

Important:

The Foot Plate must be locked fully and turned until it will go no further. Otherwise, the Temperature Sensor would not be in contact with the Mixing Bowl and the appliance could cut out prematurely. This could cause other damage.

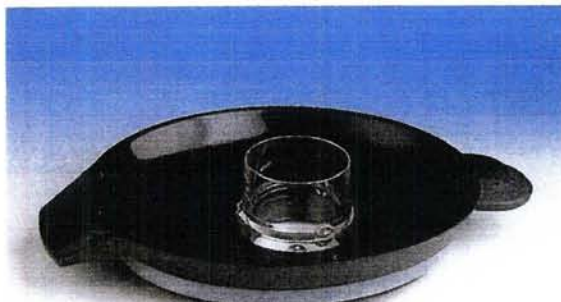


Lid

When working with the Thermomix, the Lid with the Sealing Ring correctly fitted, must be properly positioned on to the Mixing Bowl (see page 11).

Important:

The Lid together with the Sealing Ring (sealing lip must face downwards) must be properly fitted so as to prevent any spillage of liquid foodstuff between the Mixing Bowl Lid and the Mixing Bowl itself. If fitted incorrectly, there is the risk of scalding!



Measuring Cup - MC

The Measuring Cup must be inserted with the opening at the top. It has two main functions:

- To close the lid opening in order to avoid any heat loss when heating and to prevent foodstuff from squirting out when being processed
- To measure ingredients

Content of the Measuring Cup (MC) when full to the rim:

Water,	
milk, oil	100ml/3,6 oz - 3,4 fl oz
Sugar	100g/approx 4oz
Flour	55g/approx 3oz
Starch	80g/approx 3oz
Rice	100g/approx 4oz
Grated parmesan	
cheese	50g/approx 2oz

1/2 Measuring Cup (notch half way up)
= 50ml/1,8fl oz

Liquids can be poured into the Mixing Bowl without having to remove the Measuring Cup. The liquid is simply poured onto the lid and it drops smoothly into the bowl between Measuring Cup and lid opening (e.g. for preparing a Mayonnaise).

Other ingredients can be added during mixing simply by lifting the Measuring Cup.

OPERATING INSTRUCTIONS

Steaming Basket

The Steaming Basket has two functions:

1. To strain the juice from fruit and vegetables - Place it into the Mixing Bowl. Pour out the juice by holding down the basket with the spatula.
2. To prevent any ingredients from being chopped during the cooking process - Place such ingredients into the basket and insert it into the Mixing Bowl.



To remove the basket simply insert the Spatula into the groove and pull out gently.



OPERATING INSTRUCTIONS

Spatula

The Spatula may be inserted through the lid opening during mixing in order to stir the ingredients. The safety disk prevents any contact with the blades.

The special shape of the scraping edge makes it easier to empty the Mixing Bowl.

The Spatula is designed to remove the Steaming Basket and to hold it down when straining juices or liquids.

The scraping edge can be removed from the shaft to enable easy washing.

Important:

For safety reasons do not use any other objects (spoons, forks etc.) for stirring. Never push the Spatula upside down through the lid .



OPERATING INSTRUCTIONS

"Butterfly" Attachment

The "Butterfly" has two functions:

1. To whip cream and egg white.
2. To prevent burning of milk and/or starch based mixtures whilst cooking at low speed settings (1-3).

To fit the "Butterfly" simply push it on to the upper part of the Knife Assembly turning it gently to the right.

Important:

- 1. Only set the Speed Switch after having fitted the "Butterfly".*
- 2. Never exceed the speed setting beyond 1-3.*
- 3. The Spatula should not be used when the "Butterfly" is fitted.*



Temperature Sensor

The Temperature Sensor positions itself into the gap on the aluminium base of the Mixing Bowl when fitted into the base of the appliance.

During the cooking process the temperature of the food mixture is constantly electronically monitored by the Sensor. Should the temperature become too high, the heating is switched off. When it becomes too low, it automatically switches on again. An additional temperature safety cut-out device protects the heater from overheating.



Important Hints:

- 1. Make sure that there are no traces of food on the sensor or on the bottom of the Mixing Bowl as this might impair the proper contact of the Temperature Sensor.*
- 2. To avoid scratches clean the non-stick coated heating ring only with a moist, soft cloth.*

OPERATING INSTRUCTIONS

Working with the Thermomix

The Thermomix should be positioned in a permanent place so that it can be used frequently and easily.

Explanation of symbols:

- ⌚ = Timer Selector Switch
- ⌋ = Temperature Selector Switch
- ⌚ = Speed Selector Switch (Master Switch)
- ⌋ = Stirring Setting
- ⌋ = Dough Making Setting
- ⌚ = Scales

Putting Into Operation

The electrical connection cable can be pulled out of the appliance and pushed back in again as required. When you have adjusted it to a suitable length (max. 1 meter), connect the appliance to the main socket.

Turn on the main switch. The time/weighing display are now illuminated indicating that the Thermomix is ready for use:

□ . 0 0

Useful Hints:

- Always set the control switches by starting at the top and moving downwards.
- A warning signal is audible if the Mixing Bowl is not properly fitted and a safety device prevents the Thermomix from starting.
- Set the Speed Switch to "0" and ensure that the Mixing Bowl is locked in correctly.



Important:

1. Always ensure that the air vents at the back of the appliance are not covered as this would cause overheating of the appliance.
2. Never carry the Thermomix by the handle of the Mixing Bowl as this may risk damaging it during transport.



OPERATING INSTRUCTIONS

- The electronic scales can only work within a room temperature range of 5°- 40° C.
- If the Thermomix is not being used for any length of time, it should be disconnected at the mains.

Multifunctional Display

The multifunctional digital display is located at the top of the control panel. The display has two functions

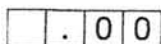
1. to indicate weight
2. to indicate time

Whether the weighing or time mode is in use can be distinguished by the position of the metric point and the symbol below  or .

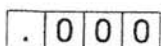
Weight Display and Weight Button

With the Thermomix you can weigh ingredients directly into the Mixing Bowl. When weighing please observe the following procedure:

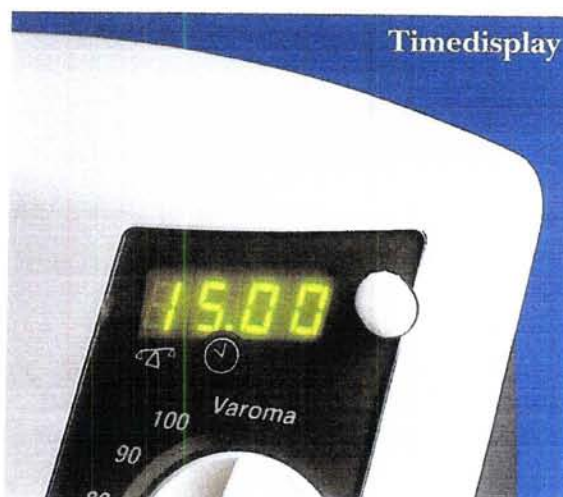
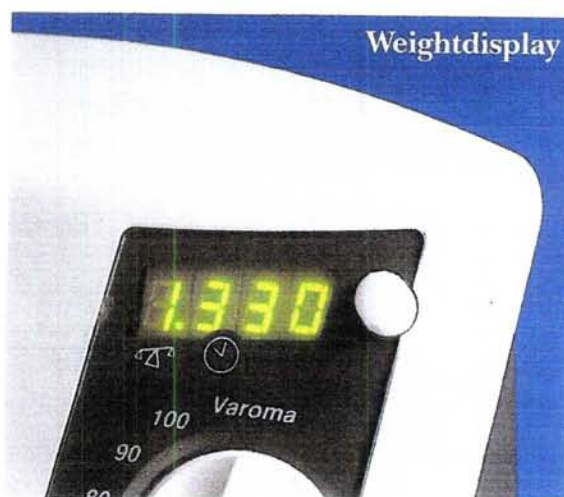
1. Fit the Mixing Bowl into the base unit and the following display will appear:



2. Press the Weight Button. The display now switches from time mode to weighing mode and shows:



3. Add the first ingredient (max. 2.5kg) and read the weight on the display.
4. Push the Weight Button again and add the second ingredient. When the Speed Selector is turned the Weight Display automatically reverts to Time Display.



OPERATING INSTRUCTIONS

5. During a cooking/stirring process with a pre-set time you can use the weighing function without deleting the remaining cooking/stirring time:

Stop the machine by turning the Speed Selector to 0 and push the weight button. After weighing add-on ingredients continue the cooking/stirring process by turning the Speed Selector back to the desired speed.

Useful Information

The maximum weighing capacity is from 10 g upto 7.5kg. Please add all ingredients slowly because the scales need 2-3 seconds to adjust.

It is only possible to reduce ingredients before the weight button is pushed. Subsequent reductions would lead to an error indication on the display:

— — — —

Loading the Mixing Bowl with more than an add-on weight of 2.5kg would lead to an overload signal on the display:

8 8 8 8



OPERATING INSTRUCTIONS

Time Selector

A time period must be pre-selected in order to activate the heating. The Time Selector can also be used for cold mixing operations.

Time Selection

The operating period can be set for up to a maximum of 60 minutes by using the Time Selector. By turning the Time Selector to the right the following regulating occurs:

- 0 to 1 minute in 1 second steps
- 1 to 10 minutes in 30 second steps
- 10 to 60 minutes in 60 second steps

Methods for Cold and Hot Mixing Operations

After switching on the appliance, there is a countdown of the operating time shown in 1 second steps until zero. In cold mixing operations (temperature must be set at 0), the mixer switches off and an audible signal indicates that the food has been processed.

When heating and cooking the Knife will continue to rotate at a speed of 100 rpm in order to prevent the food mixture from burning.

For cold food processing

Should you have omitted to pre-select a time period, the display will indicate the time period up to a maximum of 60 minutes from switching on the Speed Selector.



Cooking and steaming will only function with pre-selected time.

OPERATING INSTRUCTIONS

Correcting the pre-selected time

The set time period can be changed at any time during either cold or hot mixing operations by simply turning the Time Selector to the right or to the left.

Should the Speed Selector be switched off during a set programme before the selected time has expired, the remaining time will continue to blink in the display until the re-setting of the Time Selector.

If the mixing operation is to be interrupted switch off the Speed Selector and turn the Time Selector to the left until "0" appears.

Temperature Selector and Temperature Display

For hot mixing operations temperatures between 40° to 100° can be set by turning the Temperature Selector. Please ensure that the Temperature Selector is at position "0" before commencing cold mixing operations.

A hint for using:

If no time was pre-selected whilst using the Mixing Function, the display will start automatically time counting up to a maximum of 60 minutes. After 60 minutes there will be an audible warning signal.

*Speed Setting 3 = Slow Heating Mode
By selecting speed setting 3 the food is heated at a slower rate. This means that more vitamins are preserved in the food.*

This setting is recommended for all recipes that might have a tendency to stick to the bottom of the Mixing Bowl.



Soft Start (above 70°C)

Should the Turbo Mode be activated whilst the temperature in the Mixing Bowl is above 70°C the electronics will delay the increase in motor speed thus preventing any squirting of the food mixture.

"Varoma"

By setting the "Varoma" mode on the Temperature Selector, temperatures of over 100° can be achieved. This function shortens cooking times.

The heating operation is visible on the Temperature Display. The colour and shade of the display changes with increasing temperatures from yellow to red.

At the end of the pre-selected time, the heating is automatically switched off and an audible signal is played. The Knife will continue to turn at a minimum speed irrespective of the pre-selected speed. This prevents any burning of the food. Complete the programme by returning the Speed Selector to the "0" position.

Important:

When selecting the "Varoma" setting ensure that there is at least 0.5 litre/1 pint of liquid in the Mixing Bowl otherwise there is a danger of evaporation. This would lead to overheating and a premature cut out of the appliance.

Important:

The Soft Start function only works if the food to be mixed or cooked was cold when put into the Mixing Bowl. Should you wish to process hot food you must increase the motor speed slowly and in small steps. Under no circumstances may the Turbo Mode be actioned (risk of scalding).




Hint:

The VAROMA® attachment will be launched in the UK in September 1999. For further information please contact Tel. 0118-9896546.

OPERATING INSTRUCTIONS

Speed Selector and Speed Display

The Thermomix is switched on as soon as the Speed Selector is turned on. The Speed Selector has 4 speed settings.

Function:	Setting:	R.P.M.:
Stirring	1-3	100-1000
Mixing	4-9	2.000-9.100
Turbo mixing	„Turbo“	12.000
Dough Setting		Pulsed (approx. ca. 6.000)



Important:

Please ensure that the Speed Selector is set at "0" before attempting to use the Locking Lever.

Stirring

This low speed setting (100-1000 rpm) enables gentle mixing or cooking.

Mixing

This speed range serves to process ingredients. The light indicator intensifies according to the increase in rpm. If processing small amounts it might be appropriate to use the Dough Making Setting in between.

Warning:

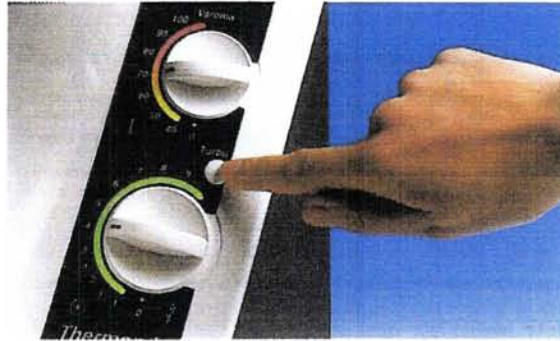
Always turn the Speed Selector slowly to the required speed setting. This will prevent any squirting out of the food mixture.

Hint

Place the Measuring Cup in position with your hand.

"Turbo" Button


The maximum speed can be achieved by pressing the Turbo Button. This enables ingredients to be chopped into the mixture. The "Turbo" mode only functions at "0" setting or at or above setting 4 (see also page 23-Soft Start).

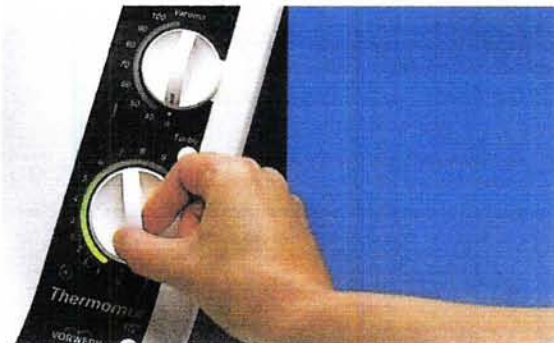


Important:

The Soft Start function only works if the food to be mixed or cooked was cold when put into the Mixing Bowl. Should you wish to process hot food you must increase the motor speed slowly and in small steps. Under no circumstances must the Turbo Button be actioned (risk of scalding).

Dough Making Setting =

The setting  just to the right of the "0" setting is suitable for the making of dough. To action this mode the Speed Selector has to be pulled out a little and turned to the right until it will go no further. This pulsed mode of operation ensures that the dough is evenly processed.



Hint:

The Dough Making Setting ensures proper kneading of any yeast or bread dough, so that it meets the best conditions and requirements for "rising".

IMPORTANT SAFEGUARDS

Automatic motor protection switch

Specific Thermomix recipes are carefully measured and if followed as suggested should not lead to a triggering of the protective devices. However, should suggested quantities (e.g. over 600g flour) be exceeded, an automatic motor shut down device will prevent any damage occurring to the appliance. Should a motor shut down occur:

- Return the Speed Selector setting to "0"
- Take the Mixing Bowl out of the Base Unit
- Reduce the quantity in the Mixing Bowl and/or add a little liquid
- Wait for about 5 minutes (cooling period)
- Put the Mixing Bowl back into the Base Unit
- Switch the appliance on again by using the Speed Selector

Odours

If the motor is unduly overloaded, it might occur that the appliance is not only shut-down by the Motor Protection Switch but also that odours are generated by the overheating of the motor. However, this is no cause for concern. The appliance will be in full working order again as soon as the cooling period has been completed.

Cleaning

To clean detach the Knife Assembly and immerse the Mixing Bowl only into water, never the main appliance.

Turn off and unplug the Thermomix before cleaning it thoroughly.

Wipe down the basic appliance with a moist cloth, using a mild cleaning agent.

The surfaces of the aluminium base of the Mixing Bowl, the Heating Ring and the Temperature Sensor must be clean to ensure a trouble free function of the temperature control.

Remove any dirt or food remains from the aluminium base of the Mixing Bowl by using a scouring pad. Clean the Heating Ring and Temperature Sensor with a soft moist cloth.

All individual parts - with the exception of the Knife Assembly- can be put into the dishwasher. The aluminium base of the Mixing Bowl and some plastic parts may discolour slightly in this process. The Knife Assembly must be cleaned with a sponge or washing-up brush under running water. Under no circumstances leave the unit to soak in washing up water or put it in the dishwasher.

Take great care when re-assembling the Thermomix (see initial cleaning and assembly). It is important that the locking mechanism is clean.

Whenever the Mixing Bowl or other parts are only slightly dirty, it is sufficient to mix a few drops of washing-up liquid with water and wash and rinse. For more persistent dirt use a scouring pad such as Brillo Pad.

Remove the Measuring Cup when storing the Mixing Bowl. This will enable ventilation.

It is recommended to switch off the Thermomix at the main switch when it is not in use.

IMPORTANT SAFEGUARDS

Please read the operating instructions carefully before beginning to work with the Thermomix. They will help you use the appliance safely and trouble-free.

- Never locate the Thermomix near a source of heat (e.g. heater).
- Never carry the Thermomix by the handle of the Mixing Bowl.
- Always keep children away from the appliance and warn your children about the heat generated at the Mixing Bowl.
- Never heat the Mixing Bowl when it is empty.
- Never use the Turbo button when re-heating mixtures as there could be a danger of scalding.
- Only insert the special TM21 spatula with safety disk into the Mixing Bowl during mixing and/or cooking procedures. (Never use other objects: spoons or similar).
- Only release the locking lever mechanism when the speed is set at "0".
- Never fill the Mixing Bowl over the maximum capacity level mark of 2 litres.
- Unplug the appliance before cleaning it.
- To clean, only immerse the Mixing Bowl into water, never the main appliance.

Vorwerk electrical appliances correspond to the applicable safety requirements.

Any repair work must be carried out by qualified After-Sales Service staff.

Damaged connection cables must be replaced by qualified After-Sales Service staff using the correct connection cables.

Any improper repair work or any use that is not in accordance with the instructions constitute a considerable risk for the user.

TECHNICAL SPECIFICATIONS

Thermomix TM 21

Safety:



Motor:

Maintenance free Vorwerk Motor, 600 W
Continuous speed adjustment from 100 to
12,000 r.p.m./Turbo mode. Special speed
setting (phased mode) for making dough.
Protected against overload through a motor
protection switch.


Heating:

Power Input: 1,350 W
Protected against overheating

Housing:

High-grade plastic compound, foodstuff compatible

Mixing bowl:

Stainless Steel.  Base made from high-grade
aluminium alloy. Maximum capacity 2 litres

Connected load:

230 V
Max 1,950 W
Max length of connection cable 1m, retractable

Dimensions and weight:

Height	30cm / 11.8 in.
Width	27cm / 10.6 in.
Depth	42cm / 16.5 in.
Weight	8kg / 18 lb

Vorwerk reserve the right to alter any technical specification, function or design of their products without prior notification.

Any parts that are likely to come into contact with foodstuff are made from materials that comply with European standards.

TIPS FOR USING YOUR OWN RECIPES

1. The order in which to add ingredients

When preparing dishes from your own recipes, you should consider the order in which the ingredients have to be processed and whether any heating is necessary.

2. Weighing ingredients

The scales have to be set to "0" before the first ingredients for the recipe are weighed. Make sure that the Mixing Bowl is properly aligned in the appliance. If for example the locking pin is in contact with the housing, there could be deviation of 40g or more, even with an empty mixing bowl.

3. Order of setting the controls

The recipe will be successful if the control switches and buttons are set by starting at the top and working downwards. Example: a temperature of 100°C and a speed setting of 1 for a hot mixing operation should be selected as follows:

- a) Set Time Selector to 5 minutes
- b) Set Temperature Selector to 100°C
- c) Set Speed Selector to 1

4. Heating Times

Heating times depend on:

- a) The initial temperature of the ingredients to be heated.
- b) The quantity, weight and volume of the ingredients.
- c) The conductivity of the food itself
- d) The Heat Setting.

e) The Speed Setting.

f) The use of an accessory (with or without Steaming Basket).

5. Use of the Steaming Basket

If the content is greater than 1.25 litre the cooking time is longer when the basket is being used. The Steaming Basket has different conductivity to that of the liquid in the food mixture.

6. Set Speed Position

The electronics on the Thermomix do not allow the "Turbo" button/mode to be actioned when a temperature of 70°C or more has been reached. This prevents any "explosion" of the liquids. In this range (above 70°) the speed increase will be slow and in stages.

Warning:

This Soft Start mode only functions for mixtures that are cold when put into the Mixing Bowl. Should you wish to process food in the Thermomix that has been heated elsewhere, you must increase the motor speed slowly and in small steps.

Under no circumstances must the "Turbo" Button be actioned (risk of scalding!).

Changes to cooking times are to be taken into account at the speed settings 1-2 and 4-9. The higher the speed selected the longer it takes to heat up the food. Also consider the longer cooking time for your own recipes when you select the vitamin-conserving gentle heating mode (speed setting 3).

BASIC FUNCTIONS - THERMOMIX TM21

Basic Functions	Time	Temp	Speed	Butterfly
Grating, Milling, Pulverising	30 sec		progress 5-7-9	
Ice Crushing	10 sec		5	
Chopping	6-8 sec		3-4	
Mincing	30 sec-2 min		progress 5-7-9	
Pureeing Baby Food	3 min	40°C	4	
Kneading (small amounts)	15 sec		6	
Kneading (large amounts)	10 - 30 sec 20 sec - 2 min		6 Dough settings	
Mayonnaise	45 sec		5	
Sorbets and Ice Creams			progress 5-7-9	
Lemonades and Cocktails			5x Turbo	
Whipping Egg White	approx 1 min per Egg White		2-3 yes	
Whipping Cream	20 sec		4	yes
Cooking with Processing	see recipe	100°C	5	
Cooking without Processing	see recipe	100°C	1	if large amounts
Cooking with Steaming Basket	see recipe	100°C	4	

Please Note:

The above times are approximate. If you wish to reduce liquids use the "Varoma" setting for 5-10 minutes. If you wish to use the Steaming Basket, please ensure that there is a minimum of 0.25 ltrs of liquid in the Mixing Bowl.

MALFUNCTIONS

Causes:

The appliance cannot be switched on:

The appliance does not heat:

The appliance heats too much:

The appliance stops during operation:

Malfunction Display:

Remedies:

- Check whether the main switch is on (time display must be lit)
- Check whether the Locking Lever has been properly closed
- Check whether the Time Selector has been pre-set.
- Check whether the Temperature Sensor and its contact area on the Mixing Bowl base are clean.
- See under Motor Protection Switch (Page 26)

One special feature of the Thermomix is that it has a display that indicates the 14 most significant malfunctions. They are displayed on the digital display in square brackets.

[0] [1] [2] [3] [4] [5] [6]
[7] [8] [9] [A] [b] [c] [d]

Important:

Vorwerk electrical appliances correspond to the safety requirements that apply generally. Any repair work may only be carried out by qualified after-sales service staff. Damaged connecting cords shall be replaced by Vorwerk after-sales service staff using special leads.

Any improper repair work or any use that is not in accordance with the instructions may constitute a considerable risk to the user.

THE VORWERK GUARANTEE

Warranty for second-hand machines bought from UK Thermomix will be 3 months duration from delivery date.

The product has been manufactured to existing standards using high quality material. It is designed to give you good service provided that it is properly operated and maintained. The guarantee will not be valid if repairs have been undertaken by anyone other than an authorised Vorwerk engineer. Vorwerk undertake to rectify any fault that appears within ~~24 months from~~ ~~the date of purchase~~, free of charge, ~~see~~ provided: *note above*

1. The fault has not been caused by misuse, negligence or alterations to the product otherwise than by an authorised Vorwerk engineer, and has been used in accordance with this instruction manual.

2. If the product is used for any other purpose other than for normal domestic purposes, this guarantee shall be for a period of ~~6 months only~~ 3 months only as per note above from the date of purchase.

3. Whilst the product remains under guarantee, ~~Vorwerk~~ will carry out *UK Thermomix* any maintenance or repairs at our in-house service centre. The cost for repair and transportation will be covered by ~~Vorwerk~~ subject to: *UK Thermomix*

a) The customer shall have followed the fault finding maintenance sections of this book and tried any reasonable rectification procedure as may be directed by an authorised Vorwerk engineer over the telephone.

b) The appliance has been correctly installed and used in accordance with the Company's operating instructions.

This guarantee does not affect your rights under statute.

In the event of a problem, please contact the Service Department below:

UK Thermomix
Pinehill, Sunning Avenue
Sunningdale, Berkshire SL5 9PW
Tel: 01344 622 344
Email: info@UKThermomix.com
Web: www.UKThermomix.com

~~Service Hotline Number:~~
~~(0118) 989 65 22~~

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