



INSTRUCTION MANUAL



COMMERCIAL MICROWAVE OVEN

eiQ25CMMW

Read these instructions carefully before using your microwave oven,
and keep them safe for future reference.

SETTLING IN OK?

We hope this has been helpful to you.

We would love to see how you're getting on with your new purchase, so please share any snaps you have on the platform of your choice below.

Our community awaits your uploads - Snap, tag and hashtag away!



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WE'RE HERE TO HELP

Should you have any problems or questions with your purchase, please contact a member of our customer service team.

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IMPORTANT SAFETY INSTRUCTIONS

READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.

INSTALLATION

- TO REDUCE THE INJURY RISK TO PERSONS, ENSURE THE UNIT IS CORRECTLY EARTHED.
- This appliance must be grounded. In the event of an electrical short circuit, grounding reduces the risk of electric shock by providing an escape wire for the electric current.
- This appliance is not intended to be operated using an external timer or separate remote-control system.
- This appliance has a cable with an earth wire and earth pin on its electrical plug. The plug must be connected to a mains socket that is properly installed and grounded.
- **WARNING:** Improper use of the grounding can result in electric shock. Consult a qualified electrician if the grounding instructions are unclear or if doubt exists as to whether the appliance is properly grounded.
- Do not connect the appliance to any extension cord, adapters or multi-way strips.
- **DANGER:** Electric shock risk. Touching some of the internal components can cause serious personal injury or death. Do not disassemble this appliance.
- Do not plug the appliance into an ungrounded socket.
- The plug must be accessible after placement and installation for disconnection purposes.
- The mains voltage must correspond to the voltage specified on the rating plate.

PLACEMENT

- Always ensure a gap of 20cm from the top surface of the microwave to any ceiling or cabinet.
- This appliance must not be placed inside a cabinet. The microwave is intended for freestanding use only.
- Do not block or cover any of the openings on the microwave; these are essential for ventilation.
- Do not store the microwave outside.
- **WARNING:** Danger of electric shock. Do not place the appliance near water or a water source. The appliance must not be submerged in water.
- Always keep the cord away from heated surfaces or other heat sources.
- Place the microwave 5cm from the counter's edge or table to prevent accidental falling and damage.
- Never allow the cord to hang over the edge of a counter or table.
- Keep the appliance and cord away from areas children or pets can access.

USE

To reduce the risk of fire, electric shock, injury to persons or exposure to excessive microwave oven energy when using your appliance, follow basic precautions, including the following:

- The appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities or lack of experience and knowledge unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety.
- Children should be supervised to avoid playing with the appliance.
- Do not operate the appliance if the supply cord or plug is damaged.
- **WARNING:** Liquids and other foods must not be heated in sealed containers since they can explode.
- Only use utensils suitable for use in microwave ovens.
- Metallic containers for food and beverages are not allowed during microwave cooking.
- Do not store anything on top of the appliance.
- The microwave oven is intended for heating food and beverages. Drying food or clothing and heating warming pads, slippers, sponges, damp cloth, and similar may lead to injury, ignition, or fire risk.
- If smoke is observed, switch off or unplug the appliance and keep the door closed to stifle flames.
- **WARNING:** Microwave heating of beverages can result in delayed eruptive boiling; therefore, care must be taken when handling the container.
- **WARNING:** The contents of feeding bottles and baby food jars shall be stirred or shaken, and the temperature checked before consumption to avoid burns.
- Eggs in their shell and whole hard-boiled eggs should not be heated in microwave ovens since they may explode, even after microwave heating has ended.
- **WARNING:** Never cover or put foil into the appliance.
- Liquids and other foods must not be heated in sealed containers since they can explode.
- Microwave heating of beverages can result in delayed eruptive boiling; therefore, care must be taken when handling the container.
- When heating using plastic or paper containers, keep an eye on the oven due to the possibility of ignition.
- The contents of feeding bottles and baby food jars shall be stirred or shaken, and the temperature checked before consumption to avoid burns.
- Only use the temperature probe recommended for this oven. (For ovens provided with a facility to use a temperature-sensing probe.)
- Do not place any material in the microwave which is not microwave-safe.
- **WARNING:** Risk of Burns. The accessible surfaces may become hot during use.
- **WARNING:** Do not programme excessive heating times. Overheating can result in contamination or fire.

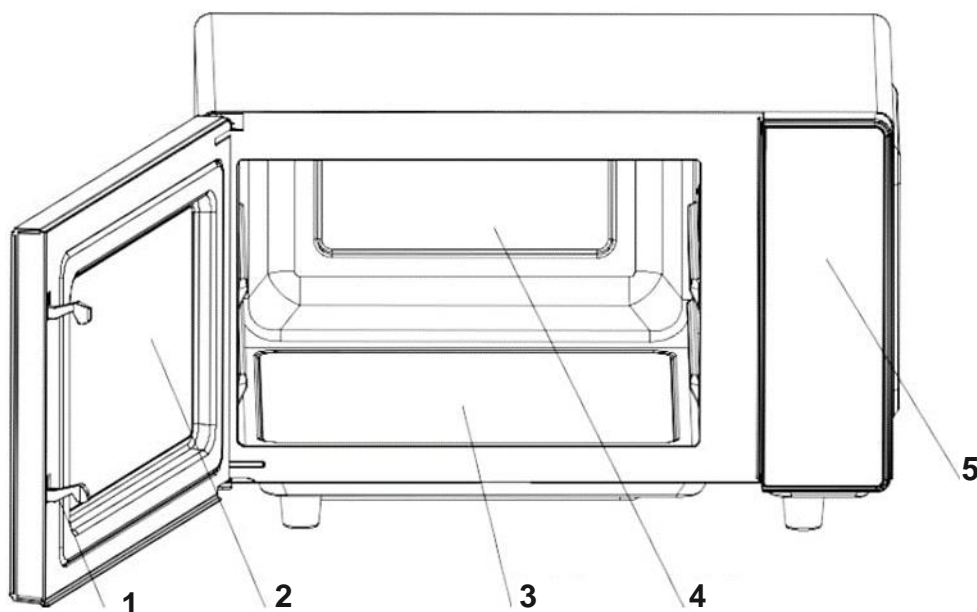
PRECAUTIONS TO AVOID POSSIBLE EXPOSURE TO EXCESSIVE MICROWAVE ENERGY

- A) Do not attempt to operate this oven with the door open since this can result in harmful exposure to microwave energy. It is essential not to break or tamper with the safety interlocks.
- B) Do not place objects between the oven's front face and the door or allow dirt or cleaner residue to accumulate on the sealing surfaces.
- C) **WARNING:** If the door or door seals are damaged, the oven must not be operated until a competent person has repaired it.
- D) The oven should not be repaired or adjusted by anyone except a qualified person.

CLEANING AND MAINTENANCE

- If the supply cord is damaged, it must be replaced by the manufacturer, service agent, or similarly qualified persons to avoid a hazard.
- **WARNING:** It is hazardous for anyone other than a competent person to carry out any service or repair operation that involves removing a cover that protects against microwave energy exposure.
- The microwave oven should be cleaned regularly, and any food deposits removed.
- Failure to maintain the oven clean could lead to surface deterioration that could adversely affect the appliance's life and possibly result in a hazardous situation.
- This appliance shall not be cleaned with a steam cleaner.
- **IMPORTANT:** Ensure all cleaning instructions are followed, as the microwave surfaces will come into contact with food. Failure to follow the instructions can lead to bacteria growth and food poisoning.
- When cleaning the microwave, carefully clean all parts, including the door lock; food debris lodged in the door lock can cause it to malfunction.
- Do not use corrosive chemicals or vapours in the appliance. Only use a non-abrasive soap or detergent with a soft cloth or sponge.
- Do not use metal scourers; pieces can fall off and stay in the appliance, leading to electric shock or damage to the appliance.
- **WARNING:** Risk of electric shock. Ensure the appliance is switched off and cool before attempting maintenance or repairs, including replacing the lamp.
- The appliance should never be cleaned with a water jet or sprayed or submerged in water.

PRODUCT OVERVIEW



1	Door Lock
2	Door
3	Glass Plate
4	Cavity
5	Control Panel

WARNING: There is also a waveguide cover on the inside of the appliance. Do not remove this cover. It is on the inner wall next to the control panel.

PLACEMENT

Follow all guidance on placement and installation in the safety instructions.

- Remove all packaging and protective films from the appliance.
- Ensure that the microwave is placed on a flat surface to support its weight and any contents that could be placed inside for cooking.
- Allow 20cm of space above the microwave to any cabinet or ceiling and 5cm at all sides for ventilation. Check the technical specifications in this manual for the microwave dimensions.
- Do not install the appliance lower than 85cm from the ground to aid insertion and removal of food and beverages.
- Do not remove the feet of the microwave.
- Plug the microwave into a suitable socket and position this in line with this guidance and the safety instructions.
- **IMPORTANT:** Do not install this above a heat source or cooking appliance.

FIRST USE

- Remove all accessories from the appliance and clean these with a soft cloth and a mild soapy water solution.
- Clean the appliance itself with the same solution and cloth, then leave the door open with the appliance off to dry.
- **WARNING:** The plug socket and appliances are liable to be affected by heat and moisture and should be kept away from any vents in the oven.

Unpack the microwave and check for any damage before connecting to the power. If any parts are damaged, do not plug the appliance in and do not use this. Contact the retailer for advice.

OPERATION

When the microwave is plugged in, the display will flash all icons and display 'DOOR'. When 'DOOR' is displayed, open the door.

MICROWAVE POWER

There are five power levels on your microwave.

LEVEL	POWER	USED FOR
High	100%	Quick and thorough cooking
Medium High	70%	Medium express cooking
Medium	50%	Steaming food
Defrost	20%	Defrosting food
Low	10%	Keeping food warm

Repeatedly press the POWER button to cycle through the power levels. Then, use the numbers from 0-9 to set the time you require. The maximum time that can be entered is 99:99.

SETTING THE TIMER

To set the timer, enter the time using the numbered buttons. You can set the timer to 99:99. For example, if you only want to use the function for 15 minutes, you can enter 15:00. Click START to start the selected function.

EXPRESS COOKING

IMPORTANT: Only available for up to 9 minutes and will use 100% power.

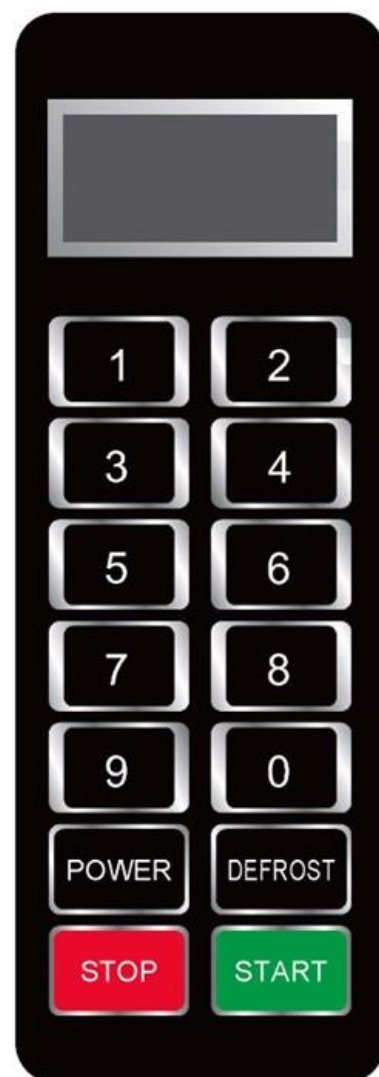
In standby, press the number on the control panel corresponding to the minutes you would like to cook for. For example, if you wanted to cook for 5 minutes, you would click 5 on the control panel. Click START to start the selected time.

Alternatively, you can repeatedly press START to increase the time by 30 seconds.

STOP / PAUSE

When selecting any function or time, click STOP to clear the current selection. Whilst cooking is in progress, choose STOP to pause the function and press again to cancel.

Alternatively, whilst cooking is in progress, you can pause it by opening the door. When you wish to return to cooking, close the door and press START.



DEFROST

Press the defrost button to select 20% power, which is most suitable for defrosting. P20 will show on the display for 3 seconds, and then the timer selection will show. Enter the time using the 0-9 buttons. Then press START to begin the cooking time. An alarm will sound once the cooking has finished.

NOTE: The maximum time that can be set is 99:99.

CONTROL PANEL LOCK

Hold the STOP button for 3 seconds to lock the control panel. To unlock the panel, hold this again for 3 seconds. All buttons are inoperable when the control panel is locked.

DOOR LOCK PROMPT

When you are on standby, when the door is closed, the display will show DOOR to prompt you to open it. After cooking has ended, it will display DOOR for 1 minute again. Open the door within 1 minute to cancel the display.

INFRARED SENSOR DETECTION

When START is pressed, and there is nothing in the cooking cavity, 'Err' will show on the display, and an alarm will sound. Press STOP to cancel this. Alternatively, open the door, add the food and press START to start your function.

END

When a function comes to an end without being manually ended before the time, END will display on the screen with a tone. Open the door or press any button to cancel the display.

UTENSILS

IMPORTANT: You must not microwave any material that cannot be used in a microwave. Failure to follow these guidelines could lead to personal injury or risk of fire and damage to the appliance.

UTENSIL TEST

For any materials not listed in the table above, please follow the guide below to ensure they are microwave-safe.

1. Fill a microwave-safe container with 1 cup of cold water (250ml). Place this in the microwave next to the utensil you need to test.
2. Cook on maximum power for 1 min.
3. Carefully feel the utensil.
4. If the utensil is warm, do not use it for microwave cooking.

IMPORTANT: DO NOT EXCEED 1 MIN COOKING TIME.

MATERIALS YOU CAN USE IN MICROWAVE OVEN

UTENSILS	REMARKS
Browning dish	Follow the manufacturer's instructions. The bottom of the browning dish must be at least 3/16 inch (5mm) above the turntable. Incorrect usage may cause the turntable to break.
Dinnerware	Microwave-safe only. Follow the manufacturer's instructions. Do not use cracked or chipped dishes.
Glass jars	Always remove the lid. Use only to heat food until just warm. Most glass jars are not heat resistant and may break.
Glassware	Heat-resistant oven glassware only. Make sure there is no metallic trim. Do not use cracked or chipped dishes.
Oven cooking bags	Follow the manufacturer's instructions. Do not close with a metal tie. Make slits to allow steam to escape.
Paper plates and cups	Use for short-term cooking/warming only. Do not leave the oven unattended while cooking.
Paper towels	Use to cover food for reheating and absorbing fat. Use with supervision for a short-term cooking only.
Parchment paper	Use as a cover to prevent splattering or a wrap for steaming.
Plastic	Microwave-safe only. Follow the manufacturer's instructions. It should be labelled "Microwave Safe". Some plastic containers soften as the food inside gets hot. "Boiling bags" and tightly closed plastic bags should be slit, pierced or vented as directed on the packaging.
Plastic wrap	Microwave-safe only. Use to cover food during cooking to retain moisture. Do not allow plastic wrap to touch food.
Thermometers	Microwave-safe only
Wax paper	Use as a cover to prevent splattering and retain moisture.

MATERIALS TO BE AVOIDED IN MICROWAVE OVEN

UTENSILS	REMARKS
Aluminium tray	It may cause arcing. Transfer food into a microwave-safe dish.
Food carton with metal handle	It may cause arcing. Transfer food into a microwave-safe dish.
Metal or metal-trimmed utensils	Metal shields the food from microwave energy. Metal trim may cause arcing.
Metal twist ties	It may cause arcing and fire in the oven.
Paper bags	It may cause a fire in the oven.
Plastic foam	Plastic foam may melt or contaminate the liquid when exposed to high temperatures.
Wood	Wood will dry out in the microwave oven and may split or crack.

CLEANING AND MAINTENANCE

Be sure to disconnect the appliance from the power supply before commencing cleaning.

You can clean the front, inside, steel parts and seal of the door and accessories with a warm, mildly soapy solution. Then dry with a soft, dry cloth. Do not use any glass cleaner, abrasives or scrapers on these sections.

The glass window can be cleaned with a glass cleaner. Do not spray this directly onto the glass; it could affect the surrounding areas. Spray a soft, damp cloth, then use this to wipe the dirt away.

CLEANING TIP: For more effortless cleaning of food residue on the cavity walls, place half a lemon in a bowl, add 300ml (1/2 pint) water and heat on 100% microwave power for 10 minutes. Wipe the oven clean using a soft, dry cloth.

TROUBLESHOOTING

NORMAL BEHAVIOUR	
Microwave interfering with TV reception when running	Radio and TV reception may be interfered with when the microwave is operating. It is similar to interference from other small electric appliances, such as electric fans, and is normal.
Dim Oven light	In low-power microwave cooking, the oven light may become dim. This is normal
Steam accumulating on the door and hot air out of vents	In cooking, water is released from the food as steam, and most will exit via the vents, but some will accumulate in cold places such as the door. This is normal.
The oven started accidentally with no food in	The oven should not be operated without food, as it is hazardous.

PROBLEM	POSSIBLE CAUSE	REMEDY
The oven will not start.	The power cord was not fully inserted	Unplug and plug back in after 10 seconds
	Fuse blowing or circuit breaker tripped.	Replace the fuse or reset the circuit breaker.
	Trouble with socket	Test Socket with other electrical appliances
The oven does not heat.	The door was not fully closed	Ensure the door is entirely closed and sealed before operating

TECHNICAL SPECIFICATION

Model:	EiQ25CMMW
Rated Voltage:	220-240V~ 50Hz
Rated Input Power (Microwave)	1500W
Rated Output (Microwave)	1000W
Frequency	2450MHz
Oven Capacity (Litre)	25
External Dimensions (WxDxH) in mm	503 x 422.5 x 316
Net Weight in Kg	13.8kg

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According to Waste of Electrical and Electronic Equipment (WEEE) directive, WEEE should be separately collected and treated. If you need to dispose of this product at any time, please do NOT dispose of this product with household waste. Please send this product to WEEE collecting points where available.

