

A close-up, low-angle shot of a Siemens LR97CAP21B extractor hood. The hood features a dark, perforated metal mesh and is illuminated by bright, integrated LED lights along its edges. The control panel on the right side is visible, showing various icons and a digital display.

# SIEMENS

## Extractor hood

LR97CAP21B

en User manual



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Siemens Home Appliances

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## 1 Safety

Please read the safety information to ensure that you use the appliance safely.

### 1.1 General information

You can find general information about this instruction manual here.

- Read this instruction manual carefully. Only this will ensure you use the appliance safely and efficiently.
- Follow the safety instructions and warnings.
- Keep the instruction manual and the product information safe for future reference or for the next owner.
- Check the appliance after unpacking it. Do not connect the appliance if it has been damaged in transit.

### 1.2 Intended use

Read the information on intended use to ensure that you use the appliance correctly and safely.

The appliance can only be used safely if it is correctly installed according to the safety instructions. The installer is responsible for ensuring that the appliance works perfectly at its installation location.

Only use this appliance:

- For extracting cooking vapour.
- In private households and in enclosed spaces in a domestic environment.

- Up to an altitude of max. 2000 m above sea level.

Do not use the appliance:

- With an external timer.

### 1.3 Restriction on user group

Avoid risks to children and vulnerable persons.

This appliance may be used by children aged 8 or over and by people who have reduced physical, sensory or mental abilities or inadequate experience and/or knowledge, provided that they are supervised or have been instructed on how to use the appliance safely and have understood the resulting dangers.

Children must not play with the appliance.

Children must not perform cleaning or user maintenance unless they are at least 15 years old and are being supervised.

Keep children under the age of 8 years away from the appliance and power cable.

### 1.4 Safe use

Follow these safety instructions when using the appliance.

#### **WARNING – Risk of suffocation!**

Children may put packaging material over their heads or wrap themselves up in it and suffocate.

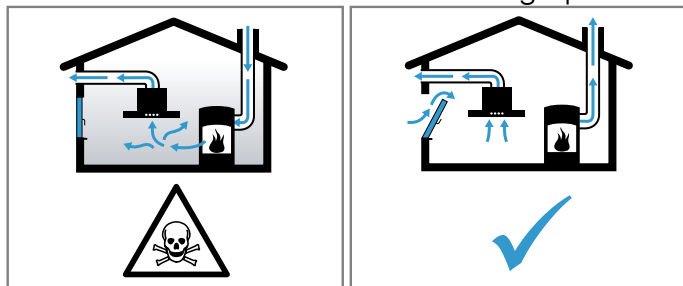
- ▶ Keep packaging material away from children.
- ▶ Do not let children play with packaging material.

#### **WARNING – Risk of poisoning!**

Risk of poisoning from flue gases being drawn back in. Room-air-dependent heat-producing appliances (e.g. gas, oil, wood or coal-operated heaters, continuous flow heaters or water heaters) obtain combustion air from the room in which they are installed and discharge the exhaust gases into the open through an exhaust gas system (e.g. a chimney). With the extractor hood switched on, air is extracted from the kitchen and the adjacent rooms. Without an adequate supply of air, the air pressure falls below atmospheric pressure.



Toxic gases from the flue or the extraction shaft are sucked back into the living space.



- ▶ Always ensure adequate fresh air in the room if the appliance is being operated in exhaust air mode at the same time as a room air-dependent heat-producing appliance is being operated.
- ▶ It is only possible to safely operate the appliance if the pressure in the room in which the heating appliance is installed does not drop more than 4 Pa (0.04 mbar) below atmospheric pressure. This can be achieved whenever the air needed for combustion is able to enter through openings that cannot be sealed, for example in doors, windows, in conjunction with incoming/exhaust air wall boxes or by other technical means. An incoming/exhaust air wall box alone does not ensure compliance with the limit.
- ▶ In any case, consult your responsible chimney sweep. They are able to assess the house's entire ventilation setup and will suggest the suitable ventilation measures to you.
- ▶ Unrestricted operation is possible if the appliance is operated exclusively in air recirculation mode.

### **⚠ WARNING – Risk of fire!**

Fatty deposits in the grease filters may catch fire.

- ▶ Never operate the appliance without a grease filter.
- ▶ Clean the grease filters regularly.
- ▶ Never work with naked flames close to the appliance (e.g. flambéing).
- ▶ Do not install the appliance near a solid fuel heating appliance (e.g. wood- or coal-burning) unless the heating appliance has a sealed, non-removable cover. There must be no flying sparks.

Hot oil or grease ignites very quickly.

- ▶ Always supervise hot oil and fat.

- ▶ Never extinguish burning oil or fat with water. Switch off the cooking zone. Extinguish flames carefully using a lid, fire blanket or something similar.

When gas burners are in operation without any cookware placed on them, they can build up a lot of heat. A ventilation appliance installed above the cooker may become damaged or catch fire.

- ▶ Only operate the gas burners with cookware on them.

Gas burners can build up a lot of heat while operating. A ventilation appliance installed above the cooker may become damaged or catch fire.

- ▶ Only operate the gas burners with cookware on them.
- ▶ Set at least fan setting 3.
- ▶ Never operate large burners of more than 5 kW with the highest flame for longer than 15 minutes, e.g. a wok.

### **⚠ WARNING – Risk of burns!**

The accessible parts of the appliance become hot during operation.

- ▶ Never touch these hot parts.
- ▶ Keep children at a safe distance.

The appliance will become hot during operation.

- ▶ Allow the appliance to cool down before cleaning it.

### **⚠ WARNING – Risk of injury!**

Components inside the appliance may have sharp edges.

- ▶ Carefully clean the appliance interior. Items placed on the appliance may fall off.
- ▶ Do not place any objects on the appliance. Changes to the electrical or mechanical assembly are dangerous and may lead to malfunctions.

- ▶ Do not make any changes to the electrical or mechanical assembly.

The filter cover may swing out.

- ▶ Open the filter cover slowly.
- ▶ Take hold of the filter cover after opening until it no longer swings out.
- ▶ Close the filter cover slowly.

Risk of injury when opening and closing the hinges.

- ▶ Keep your hands away from the hinges.

The light emitted by LED lights is very dazzling, and can damage the eyes (risk group 1).

- ▶ Do not look directly into the switched-on LED lights for longer than 100 seconds.

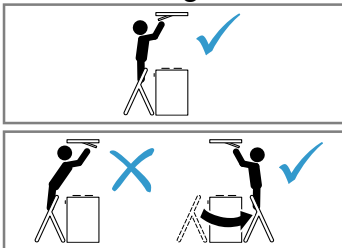
Children may swallow batteries.

- ▶ Keep batteries out of the reach of children.
- ▶ Keep an eye on any children when you are replacing batteries.

Batteries may explode.

- ▶ Do not charge the batteries.
- ▶ Do not short-circuit the batteries.
- ▶ Do not throw batteries into a fire.

Risk of falling when working on the appliance



- ▶ Use a stable stepladder.
- ▶ Do not lean over the hob.
- ▶ Do not step on the hob or the work surface.

### **⚠ WARNING – Risk of electric shock!**

If the appliance or the power cord is damaged, this is dangerous.

- ▶ Never operate a damaged appliance.
- ▶ Never pull on the power cord to unplug the appliance. Always unplug the appliance at the mains.

- ▶ If the appliance or the power cord is damaged, immediately unplug the power cord or switch off the fuse in the fuse box.
- ▶ Call Customer Service. → *Page 12*
- ▶ Repairs to the appliance should only be carried out by trained specialist staff.

Improper repairs are dangerous.

- ▶ Repairs to the appliance should only be carried out by trained specialist staff.
- ▶ Only use genuine spare parts when repairing the appliance.
- ▶ If the power cord of this appliance is damaged, it must be replaced by trained specialist staff.

An ingress of moisture can cause an electric shock.

- ▶ Before cleaning, pull out the mains plug or switch off the fuse in the fuse box.
- ▶ Do not use steam- or high-pressure cleaners to clean the appliance.

### **⚠ WARNING – Risk of explosion!**

Highly caustic alkaline or highly acidic cleaning agents in conjunction with aluminium parts in the interior of the appliance may cause explosions.

- ▶ Never use highly caustic alkaline or highly acidic cleaning agents. In particular, do not use commercial or industrial cleaning agents in conjunction with aluminium parts, e.g. grease filter on extractor hoods.

## **2 Preventing material damage**

### **2.1 General**

Follow these instructions when using the appliance.

#### **ATTENTION!**

Condensate may cause corrosion damage.

- ▶ To prevent condensation from building up, switch on the appliance during cooking.

If moisture gets into the controls, this may result in damage.

- ▶ Never clean controls with a wet cloth.

Incorrect cleaning damages the surfaces.

- ▶ Follow the cleaning instructions.

- ▶ Do not use harsh or abrasive detergents.
  - ▶ Clean stainless steel surfaces in the direction of the finish only.
  - ▶ Never clean controls with stainless steel cleaners.
- Condensation that flows back in may damage the appliance.

- ▶ The air extraction duct must be installed with a gradient of at least 1° from the appliance.

If you put incorrect stress on the design elements, they may break off.

- ▶ Do not pull design elements.
- ▶ Do not place objects on the design elements or hang objects from them.

## 3 Environmental protection and saving energy

Help protect the environment by using your appliance in a way that conserves resources and by disposing of reusable materials properly.

### 3.1 Disposing of packaging

The packaging materials are environmentally compatible and can be recycled.

- ▶ Sort the individual components by type and dispose of them separately.

Information about current disposal methods are available from your specialist dealer or local authority.

### 3.2 Saving energy

If you follow these instructions, your appliance will use less power.

Ensure that there is sufficient ventilation when cooking.

- The appliance works more efficiently and with fewer operating noises.

Adjust the fan speed to the amount of steam produced during cooking.

- The lower the fan speed, the less energy is consumed.

Only use intensive mode when required.

If cooking produces large amounts of steam, select a higher fan speed in good time.

- The odours are distributed around the room less.

Switch the appliance off when you are not using it.

- The appliance does not consume any energy.

Switch off the lighting if you no longer require it.

- The lighting does not consume any energy.

Clean or replace the filters at regular intervals.

- The effectiveness of the appliance is increased.

Put the cooking lid on.

- The cooking vapours and condensation are reduced.

## 4 Operating modes

You can use your appliance in air extraction mode or circulating-air mode.

The saturation indicator must be adjusted to the selected operating mode and the filters used.

### 4.1 Air extraction mode

The air which is drawn in is cleaned by the grease filters and conveyed to the exterior by a pipe system.



The air must not be discharged into a flue that is used for exhausting fumes from appliances burning gas or other fuels (not applicable to appliances that only discharge the air back into the room).

- If the exhaust air is to be conveyed into a non-functioning smoke or exhaust gas flue, you must obtain the consent of the heating engineer responsible.
- If the exhaust air is conveyed through the external wall, a telescopic duct should be used.

### 4.2 Air recirculation mode

The air which is drawn in is cleaned by the grease filters and an odour filter, and conveyed back into the room.

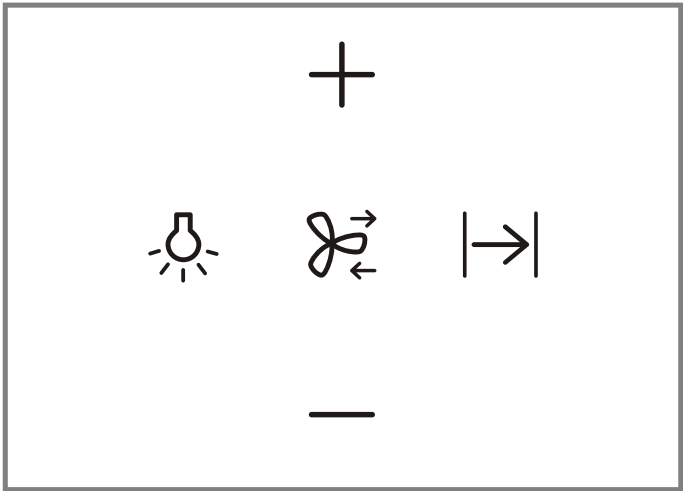


To bind odours in circulating-air mode, you must install an odour filter. The different options for operating the appliance in circulating-air mode can be found in our catalogue. Alternatively, ask your dealer. The required accessories are available from specialist retailers, from customer service or from the Online Shop.

## 5 Familiarising yourself with your appliance

### 5.1 Controls

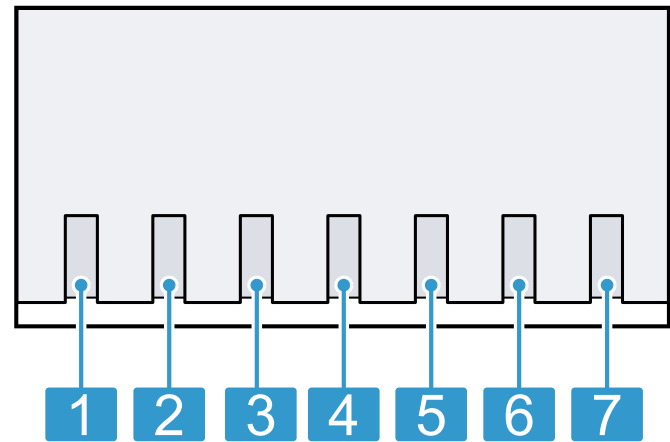
The controls are used to configure all functions of your appliance and to obtain information about the operating status.



+	Increase fan setting / intensive mode / switch on appliance
—	Decrease fan setting / switch off appliance
💡	Lighting
⌂	Intermittent mode
⌂➡	Fan run-on

### 5.2 LED display

The displays show set values and functions.



1	Fan setting 1
2	Fan setting 2
3	Fan setting 3
4	Intensive mode
5	Fan run-on
6	Intermittent mode
7	Saturation indicator

## 6 Accessories

You can buy accessories from the after-sales service, from specialist retailers or online. Only use original accessories, as these have been specifically designed for your appliance.

Accessories vary from one appliance to another. When purchasing accessories, always quote the exact product number (E no.) of your appliance. → *Page 12*

You can find out which accessories are available for your appliance in our catalogue, in the online shop or from our after-sales service.

[www.siemens-home.bsh-group.com](http://www.siemens-home.bsh-group.com)

Accessories	Order number
Odour filter for the CleanAir recirculation module	LZ21JCB11
CleanAir recirculation module, stainless steel	LZ21JXC51
CleanAir recirculation module, white	LZ21JXC21

## 7 Before using for the first time

Configure the settings for initial start-up. Clean the appliance and accessories.

### 7.1 Setting the appliance to air recirculation mode

Your appliance is set to air extraction mode by default. To use it in circulating-air mode, you must set the operating mode.

**Requirement:** The appliance is switched off.


- ▶ Press and hold ⌂➡ for four seconds.

- ✓ An audible signal sounds.
- ✓ The LEDs for fan settings 1, 2 and 3, the LED for intensive mode and the LED for the saturation indicator light up in the LED display.
- ✓ The appliance is set to circulating-air mode.

## 7.2 Setting the appliance to air extraction mode


Your appliance is set to air extraction mode by default. To use it in air extraction mode, you do not need to set the operating mode.

**Requirement:** The appliance is switched off.



- ▶ Press and hold  for four seconds.
- ✓ Two audible signals sound.
- ✓ The LEDs for fan speeds 1 and 2 and the LED for the saturation indicator light up in the LED display.
- ✓ The appliance is set to air extraction mode.

# 8 Basic operation


## 8.1 Switching on the appliance

- ▶ Press  to switch on the appliance.
- ✓ The appliance starts at fan setting 2.
- ✓ The LED for fan setting 2 lights up in the LED display.

## 8.2 Selecting a fan setting


- ▶ Press  or .
- ✓ The LED for the set fan setting lights up in the LED display.

## 8.3 Switching off the appliance

- ▶ Press  until the appliance switches off.

## 8.4 Switching on intensive mode

If particularly strong odours or vapours develop, you can use intensive mode.



- ▶ Press  until you hear the appliance switch into intensive mode.
- ✓ The LED for intensive mode flashes in the LED display.
- ✓ After approx. 4 minutes, the appliance automatically switches to fan setting 2.

## 8.5 Switching off intensive mode

- ▶ To select a fan setting of your choice, press .





## 8.6 Switching on intermittent ventilation

With intermittent ventilation, the appliance switches the ventilation on and off at regular intervals.

1. Switch off the appliance and the lighting.
2. Press .
3. Select a fan setting within 5 seconds.  
Fan settings 1–3 must be activated.
4. Press .


- ✓ The appliance switches on the ventilation system for approx. 10 minutes every hour.
- ✓ The LED for intermittent ventilation and the set fan setting flash in the LED display for intermittent ventilation.

## 8.7 Switching off intermittent ventilation


- ▶ Press , ,  or .

## 8.8 Switching on the fan run-on

During the fan run-on, the appliance continues to run for a short time and then switches off automatically.

1. Switch on fan setting 1, 2 or 3.
2. Press .
- ✓ The LED for the fan run-on and the set fan setting light up in the LED display.
- ✓ The appliance switches off automatically after approx. 10 minutes.

## 8.9 Switching off the fan run-on


- ▶ Press .
- ✓ The fan run-on mode is then prematurely ended and the fan continues at the selected fan setting.
- ✓ The LED for the set fan level lights up in the LED display, but the LED for the fan run-on no longer lights up.

## 8.10 Switching on the lighting

The lighting can be switched on and off independently of the ventilation system.

- ▶ Press  to switch on the lighting.

## 8.11 Setting the brightness

- ▶ Press and hold .

## 8.12 Switching off the lighting

- ▶ Switch off the lighting with .

## 9 Cleaning and servicing

To keep your appliance working efficiently for a long time, it is important to clean and maintain it carefully.

### 9.1 Cleaning products

You can obtain suitable cleaning products from after-sales service or the online shop.

#### ATTENTION!

Unsuitable cleaning products may damage the surfaces of the appliance.

- ▶ Do not use harsh or abrasive detergents.
- ▶ Do not use cleaning products with a high alcohol content.
- ▶ Do not use hard scouring pads or cleaning sponges.
- ▶ Do not use any special cleaners for cleaning the appliance while it is hot.
- ▶ Only use glass cleaners, glass scrapers or stainless steel care products if recommended in the cleaning instructions for the relevant part.
- ▶ Wash sponge cloths thoroughly before use.

### 9.2 Cleaning the appliance

Clean the appliance as specified. This will ensure that the different parts and surfaces of the appliance are not damaged by incorrect cleaning or unsuitable cleaning products.

#### ⚠ WARNING – Risk of electric shock!

An ingress of moisture can cause an electric shock.

- ▶ Do not use steam- or high-pressure cleaners to clean the appliance.

#### ⚠ WARNING – Risk of burns!

The appliance will become hot during operation.

- ▶ Allow the appliance to cool down before cleaning it.

1. Observe the information regarding the cleaning agents.
2. Clean as follows, depending on the surface:
  - Clean stainless steel surfaces in the direction of the finish using a sponge cloth and hot soapy water.
  - Clean painted surfaces using a damp sponge cloth and hot soapy water.
  - Clean aluminium using a soft cloth and glass cleaner.
  - Clean plastic using a soft cloth and glass cleaner.
  - Clean glass using a soft cloth and glass cleaner.
3. Dry with a soft cloth.
4. Apply a thin layer of the stainless steel cleaning product to stainless steel surfaces using a soft cloth.

You can obtain stainless steel cleaning products from the after-sales service or the online shop.

### 9.3 Cleaning controls

#### ⚠ WARNING – Risk of electric shock!

Penetrating moisture may cause an electric shock.

- ▶ Do not use wet sponge cloths.

1. Observe the information regarding the cleaning agents.
2. Clean using a damp sponge cloth and hot soapy water.
3. Dry with a soft cloth.

### 9.4 Saturation indicator

The saturation indicator informs you when the grease filters need to be cleaned or the odour filter needs to be replaced.

The saturation indicators for the following LEDs are shown in the LED display:

- Grease filter: The LEDs for the fan settings 1 and 2 flash and the LED for the saturation indicator lights up
- Odour filter: The LEDs for fan setting 3 and intensive mode flash and the LED for the saturation indicator lights up

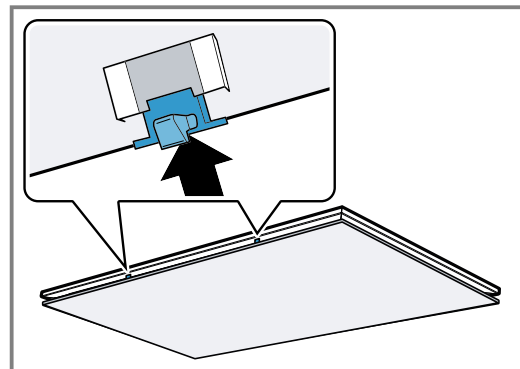
After cleaning the grease filters or after replacing the odour filter, you should reset the saturation indicator. → "Resetting the saturation indicator", Page 10

### 9.5 Removing the grease filter

#### ⚠ WARNING – Risk of injury!

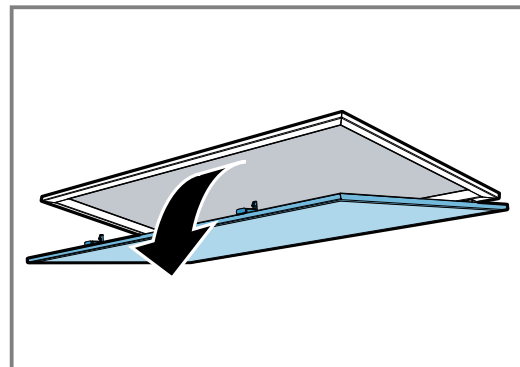
The filter cover may swing out.

- ▶ Open the filter cover slowly.
  - ▶ Take hold of the filter cover after opening until it no longer swings out.
  - ▶ Close the filter cover slowly.
1. Press the lock on the filter cover.



To prevent the filter cover from swinging down suddenly, hold onto the filter cover firmly with two hands.

2. Open the filter cover by pulling it downwards.



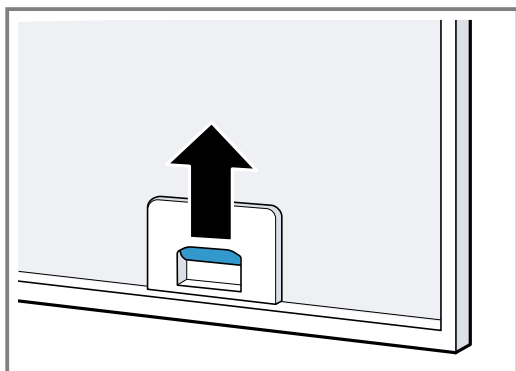


**3. ATTENTION!**

Falling grease filters may damage the hob below.

- Grip below the grease filter with one hand.

Open the locks on the grease filters.

**4. Remove the grease filters from the holders.**

To prevent grease from dripping, hold the grease filter horizontally.

**9.6 Cleaning grease filters manually**

The grease filters filter the grease from the cooking vapour. Regularly cleaned grease filters guarantee a high level of grease removal.

**⚠ WARNING – Risk of fire!**

Fatty deposits in the grease filters may catch fire.

- Clean the grease filters regularly.

**Requirement:** The grease filters have been removed.

→ "Removing the grease filter", Page 8

1. Observe the information regarding the cleaning agents.
2. Soak the grease filter in hot soapy water.  
Use special grease solvent for stubborn dirt. You can obtain grease solvents from after-sales service or the online shop.
3. Use a brush to clean the grease filters.
4. Rinse the grease filters thoroughly.
5. Allow the grease filters to drain.

**9.7 Cleaning grease filters in the dishwasher**

The grease filters filter the grease from the cooking vapour. Regularly cleaned grease filters guarantee a high level of grease removal.

**⚠ WARNING – Risk of fire!**

Fatty deposits in the grease filters may catch fire.

- Clean the grease filters regularly.

**ATTENTION!**

The grease filters may become damaged if they are squeezed.

- Do not squeeze the grease filters.

**Note:** When cleaning the grease filter in the dishwasher, light discolouration may occur. This discolouration has no effect on the performance of the metal grease filters.

**Requirement:** The grease filters have been removed.

→ "Removing the grease filter", Page 8

1. Observe the information regarding the cleaning agents.
2. Place the grease filters loosely into the dishwasher.  
Do not clean heavily soiled grease filters with utensils.  
Use special grease solvent for stubborn dirt. You can obtain grease solvents from after-sales service or the online shop.
3. Start the dishwasher.  
Select a temperature of no more than 70 °C.
4. Allow the grease filters to drain.

**9.8 Fitting grease filters****ATTENTION!**

Falling grease filters may damage the hob below.

- Grip below the grease filter with one hand.

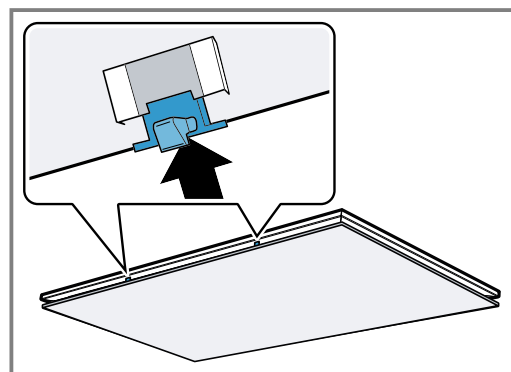
1. Fit the grease filters.
2. Fold the grease filters upwards and engage the locks.
3. Make sure that the locks engage.
4. Fold the filter cover upwards to close it.
5. Make sure that the filter cover locks engage correctly.

**9.9 Removing the filter cover****⚠ WARNING – Risk of injury!**

The filter cover may swing out.

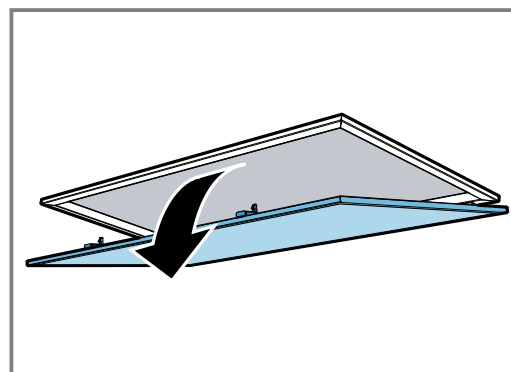
- Open the filter cover slowly.
- Take hold of the filter cover after opening until it no longer swings out.
- Close the filter cover slowly.

1. Press the lock on the filter cover.



To prevent the filter cover from swinging down suddenly, hold onto the filter cover firmly with two hands.

2. Open the filter cover by pulling it downwards.

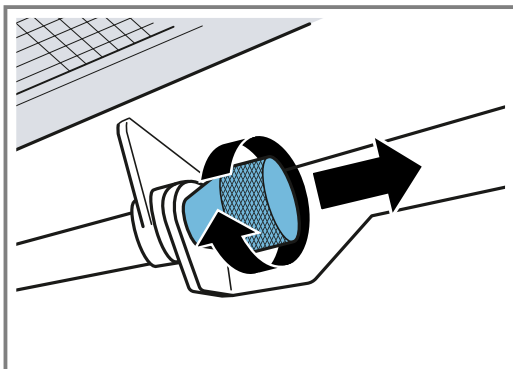


### 3. ATTENTION!

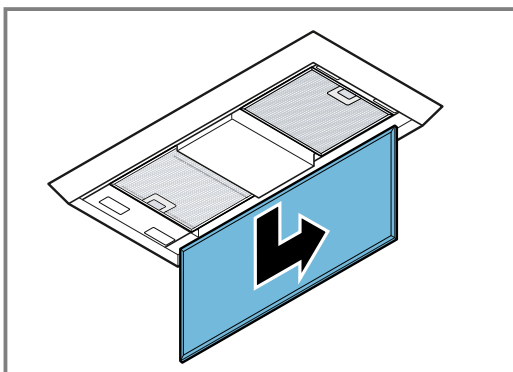
Falling grease filters may damage the hob below.

- Reach under the filter cover with one hand.

Loosen the screws on the filter cover.



### 4. Remove the filter cover.



### 9.10 Odour filter for recirculating air mode

Odour filters bind odorous substances in air recirculation mode. Regularly replaced odour filters guarantee a high level of odour removal.

With normal use (approx. one hour a day), the odour filter must be replaced every 4 months. The odour filter cannot be cleaned or regenerated.

You can obtain odour filters from the after-sales service or the online shop. Only use original odour filters.

### 9.11 Resetting the saturation indicator

**Requirement:** The saturation indicator lights up.

- Press **I->I**.
- ✓ An audible signal sounds for approx. three seconds.
- ✓ After 20 hours, the appliance automatically switches off.

## 10 Troubleshooting

You can rectify minor faults on your appliance yourself. Read the troubleshooting information before contacting Customer Service. This will avoid unnecessary costs.

### ⚠ WARNING – Risk of injury!

Improper repairs are dangerous.

- Repairs to the appliance should only be carried out by trained specialist staff.
- If the appliance is defective, call Customer Service.

### ⚠ WARNING – Risk of electric shock!

Improper repairs are dangerous.

- Repairs to the appliance should only be carried out by trained specialist staff.
- Only use genuine spare parts when repairing the appliance.
- If the power cord of this appliance is damaged, it must be replaced by trained specialist staff.

### 10.1 Replacing defective LED lights

- Defective LED lights may be replaced by the manufacturer, their customer service or a qualified technician (electrician) only.

### 10.2 Malfunctions

Fault	Cause and troubleshooting
The appliance is not working.	The mains plug of the power cord is not plugged in.
	► Connect the appliance to the power supply.
	The circuit breaker is faulty.
	► Check the circuit breaker in the fuse box.
The lighting does not work.	There has been a power cut.
	► Check whether the lighting in your kitchen or other appliances are working.
	Different causes are possible.
	► Call the after-sales service.
	→ "Customer Service", Page 12

Fault	Cause and troubleshooting
Remote control not working.	The batteries are flat. ► → "Replacing the batteries in the remote control", Page 11
General malfunctions occur.	Malfunction 1. Switch off the fuse in the fuse box. 2. Switch the fuse back on after approx. 10 seconds. 3. If the malfunction occurs again, call after-sales service.

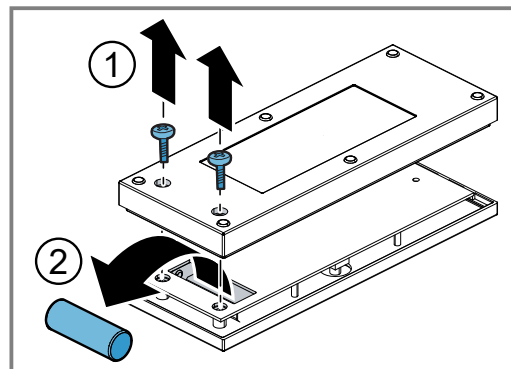
### 10.3 Replacing the batteries in the remote control

#### **WARNING – Risk of injury!**

Children may swallow batteries.

- Keep batteries out of the reach of children.
- Keep an eye on any children when you are replacing batteries.

1. Undo the screws.



2. Remove the cover.
3. Remove the old battery.
4. Correctly insert the new battery.  
Type 23ae 12 V
5. Dispose of flat or faulty batteries in accordance with local regulations.

## 11 Disposal

Find out here how to dispose of old appliances correctly.

### 11.1 Disposing of old appliance

Valuable raw materials can be reused by recycling.

1. Unplug the appliance from the mains.
2. Cut through the power cord.
3. Dispose of the appliance in an environmentally friendly manner.

Information about current disposal methods are available from your specialist dealer or local authority.



This appliance is labelled in accordance with European Directive 2012/19/EU concerning used electrical and electronic appliances (waste electrical and electronic equipment - WEEE). The guideline determines the framework for the return and recycling of used appliances as applicable throughout the EU.

### 11.2 Disposing of batteries

Batteries should be recycled in an environmentally friendly manner. Do not dispose of the batteries in the household rubbish.

- Dispose of batteries in an environmentally friendly manner.

Only for EU countries:



According to the European Guideline 2006/66/EC, defective or used battery packs/batteries, must be collected separately and disposed of in an environmentally correct manner.

## 12 Customer Service

If you have any queries on use, are unable to rectify faults on the appliance yourself or if your appliance needs to be repaired, contact Customer Service.

Function-relevant genuine spare parts according to the corresponding Ecodesign Order can be obtained from Customer Service for a period of at least 10 years from the date on which your appliance was placed on the market within the European Economic Area.

**Note:** Under the terms of the manufacturer's warranty the use of Customer Service is free of charge.

Detailed information on the warranty period and terms of warranty in your country is available from our after-sales service, your retailer or on our website.

If you contact Customer Service, you will require the product number (E-Nr.) and the production number (FD) of your appliance.

The contact details for Customer Service can be found in the enclosed Customer Service directory or on our website.

### 12.1 Product number (E-Nr.) and production number (FD)

You can find the product number (E-Nr.) and the production number (FD) on the appliance's rating plate. Depending on the model, the rating plate can be found:

- Inside the appliance (remove grease filters for access).
- On top of the appliance.

Make a note of your appliance's details and the Customer Service telephone number to find them again quickly.





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Imported to Great Britain by  
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**9001468175** (001215)

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