



# **AGA TC/DC HOTCUPBOARD** **with Warming Plate** **Model No.-AHC**



## **Owners Manual** **(consisting of Installation & Users Instructions)**

**REMEMBER:** when replacing a part on this appliance, use only parts that conform to the safety and performance specification that we require. Do not use reconditioned or copy parts that have not been clearly authorized by AGA.

**PLEASE READ THESE INSTRUCTIONS BEFORE USING THIS APPLIANCE**

**IMPORTANT : SAVE INSTRUCTIONS FOR THE LOCAL INSPECTORS USE  
AND FUTURE REFERENCE**

**IMPORTANT : CONSERVOR CES INSTRUCTIONS POUR REFERENCE FUTURE**



**For use in USA/Canada**

02/16 EINS 517301



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# 1. Product Safety

Meaning / Description	Symbol	Signification / Description
<p><b>WARNING / CAUTION</b></p> <p>An appropriate safety instruction should be followed or caution to a potential hazard exists.</p>		<p><b>AVERTISSEMENT</b></p> <p>Une consigne de sécurité appropriée doivent être suivies ou garde d'un danger potentiel exists.</p>
<p><b>DANGEROUS VOLTAGE</b></p> <p>To indicate hazards arising from dangerous voltages.</p>		<p><b>TENSION DANGEREUSE</b></p> <p>Pour indiquer les dangers résultant des tensions dangereuses.</p>
<p><b>PROTECTIVE EARTH (GROUND)</b></p> <p>To identify any terminal which is intended for connection to an external conductor for protection against electric shock in case of a fault, or the terminal of a protective earth (ground) electrode.</p>		<p><b>TERRE DE PROTECTION</b></p> <p>Pour marquer bornes destinées à être raccordées à un conducteur de protection extérieur contre les chocs électiques en cas de défaut d'isolement, ou pour marquer la borne de la terre de protection.</p>
<p><b>HEAVY</b></p> <p>This product is heavy and reference should be made to the safety instructions for provisions of lifting and moving.</p>		<p><b>LOURD</b></p> <p>Ce produit est lourd et doit être fait référence aux consignes de sécurité relatives aux dispositions de soulever et déplacer.</p>
<p><b>DISCONNECT MAINS SUPPLY</b></p> <p>Disconnect incoming supply before inspection or maintenance.</p>		<p><b>APPAREIL À LASER DE CLASSE 2</b></p> <p>Alimentation d'entrée Débrancher avant inspection ou d'entretien.</p>
<p><b>REFER TO MANUAL</b></p> <p>Refer to relevant instructions detailed within the product manual.</p>		<p><b>ATTENTION, SURFACE TRÈS CHAUDE</b></p> <p>Reportez-vous aux instructions applicables, indiquées dans le manuel du produit.</p>

# Important Safety Instructions

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**INCORRECT USE OF THIS RANGE CAN INCREASE THE RISK OF FIRE, ELECTRIC SHOCKS OR INJURY TO PERSONS.**

**PLEASE READ THE FOLLOWING PRECAUTIONS TO REDUCE THESE RISKS.**

This 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 use of the appliance by a person responsible for their safety.



## **ALWAYS**

Always make sure children are never left alone or unsupervised when the range is on.

Always be aware that range surfaces will be hot during and after use and can cause burns.

Always teach children that the range and utensils can be hot.

Always allow heavy and hot utensils to cool in a safe place and out of reach of small children.

Always be aware hot grease is flammable. Wipe off any grease deposits on the range top and front.

In the event of a grease fire, do not remove the pan, cover the pan to extinguish the flame.

Always turn utensil handles inwards but not cover adjacent heated surfaces, to prevent accidental spillage and burns.

Always when opening an oven door, allow hot air and steam to escape.

Always use dry pot holders. Moist pot holder will cause steam burns. Do not use towels or other cloths near the heated plates.

Always clean ventilation hoods frequently. grease should not be allowed to accumulate in hood and filters.

Always make sure cabinet and work surface are capable of supporting heavy cooking utensils used on your range.

Always make sure cooking utensils are suitable for range top service. Only certain types of glass, glass ceramic earthenware/glazed utensils with stand sudden temperature changes without breaking.

Always make sure your appliance is properly installed and grounded by a qualified technician.

Always make sure your appliance is serviced by a qualified technician.



## **NEVER**

Never store items of interest to children above the range.

Never allow children to climb on, sit or stand on any part of the range.

Never allow children to play with the controls or any part of the range.

Never wear loose fitting clothing or other flammable materials that could contact hot surfaces on the range.

Never leave boiling pans unattended, boil over causes smoking and greasy spillovers may ignite.

Never store gasoline or other volatile liquids in the range or in cabinets above or near the range, which can catch fire or explode.

Never use water on grease fires. Smother fire or flame or use a dry chemical or foam type extinguisher.

Never use your appliance for warming or heating the room.

Never repair or replace any part of the appliance unless recommended in this manual. All other servicing should be carried out by a qualified technician.

Never cover or restrict the air flow to the controls compartment.

Never install cabinets (shelves) or similar above the range with a depth greater than 13" (330mm).

Never heat unopened food containers. Pressure build-up may cause the container to burst and cause injury.

Never reach directly into a hot oven to add or remove cooking utensils. Instead pull the grid shelf out to its maximum projection.

Never use a steam cleaner to clean your range.

Never use a power spray or oven cleaners on the control panel.

Never use caustic cleaners, abrasive pads or metal scrapers to clean enamel surfaces.

## 2. A Brief Description

### AGA TC / DC Hotcupboard with Warming Plate



The Hotcupboard (**Fig. 2.1**) has the following features:

#### **Warming Plate (Hotcupboard)**

The warming plate is the ideal resting place for cooked food.

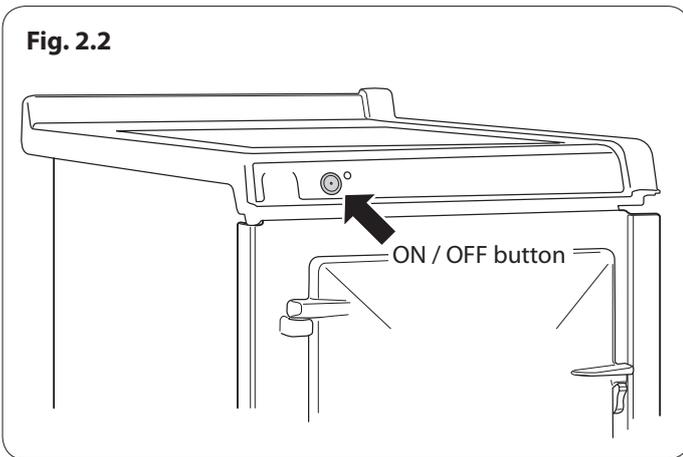
#### **Simmering Oven (Hotcupboard)**

Ideal for a broad range of long slow cooking applications, such as leg of lamb, pulled pork, casseroles and celebration cake.

#### **Warming Oven (Hotcupboard)**

Used for warming plates and serving dishes. Can also be used for resting joints before carving.

**Fig. 2.2**



### **Simmering Oven plus Warming Oven**

These ovens are not cast iron on the interior. They are heated by a single element at the rear of the oven cavity. It is operated by a single push ON-OFF button located on the left hand side of the hotcupboard top plate and can be turned ON and OFF when required (**Fig. 2.2**).

#### **Simmering Oven**

This oven delivers a gentler convected heat making it better suited for longer cooking times especially for overnight cooking, for example rich fruit cakes and celebration cakes. The cooking of meringues may also be better suited for this oven.

#### **Warming Oven**

The Warming Oven is the perfect staging area for foods prior to serving. Safely rest meats prior to cutting.

Keep freshly baked pies warm before serving and store tableware, ensuring plates are temperate while serving your meal.

#### **Warming Plate**

The aluminium (16 $\frac{1}{4}$ "H x 14 $\frac{1}{8}$ "W) Warming Plate is perfect for keeping food warm prior to serving. When using your AGA to serve food, buffet style, the warming plate alleviates the need for a chafing dish. Keeping your food temperate and free from drying out.

**NOTE:** These ovens vent into the room, mechanical venting to the outside is not available.

#### **Points to remember when using your Simmering Oven:**

- Pre-heat the ovens for 40 minutes before starting to cook.
- Bring casseroles, soups etc. to the boil on the Total or Dual Control hotplate or start meat in the roasting oven, before placing in the simmering oven.
- Make sure casseroles have sufficient liquid, particularly when cooking over a long period.
- Use lids on casseroles or foil to cover food while cooking to retain moisture.
- Make sure all dishes will fit into the oven before preparing food.
- Always thaw frozen food completely before cooking.

You can also produce crisp, white meringues in the oven.

Timing for cooking in the simmering oven will depend upon the temperature, quantity and type of dish you are cooking. As a guide for casseroles, a minimum of 2 hours cooking time is recommended.

Keep an eye on the food until you are familiar with the oven.

The simmering oven can be described as a continuation oven, it continues to cook food that has been brought up to heat elsewhere on the range with the exception of meringues which are dried out rather than 'cooked'.

## 3. Cleaning and Caring

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### Important Instruction

Be careful of the hot appliance.

-  **Do not use a steam cleaner to clean this range.**
-  **Do not use abrasive pads, caustic.**
-  **Cleaners, oven cleaners or metal.**
-  **Scrapers to clean the surfaces of the enamel.**
-  **The touch control panel may be cleaned with a damp cloth and warm soapy water.**
-  **Do not use any power sprays or oven cleaners on the control panel.**

### Top Plate and Front Plate

The easiest way to clean the AGA top plate and front plate is to mop up spills as soon as they happen. It maybe useful to keep a damp cloth handy to do this. Baked-on food is more difficult to clean but can usually be removed with vitreous enamel cleaner or mild cream cleaners using a damp cloth, or, if necessary a nylon scouring pad. If milk or fruit juice or anything containing acid, is spilt on the range, wipe it up immediately. Also clean off any condensation streaks on the front plate around the oven doors or the vitreous enamel maybe permanently discolored.

All that is usually needed to keep the vitreous enamel surfaces of the range bright and clean is a daily rub over with a damp soapy cloth followed immediately with a clean, dry cloth to avoid streaks. The AGA E-cloths are excellent for this.

Remember the top plate and the polished covers will scratch if pans or utensils are dragged across them.

### Oven Door Linings

The best way to keep the linings clean is to wipe them over after cooking so that splashes do not get baked on (being careful when hot). Clean the linings when they are cool, the range is off.

Oven door linings - the linings can be cleaned with hot soapy water and / or a cream cleanser. To deep clean the linings, place a towel on the work surface and carefully lift off the oven door (doors are heavy) and place it enamel side down on the towel padding. Clean with a soapy impregnated pad to remove stubborn marks. Do not immerse the doors in water as they are packed with insulating material which will be damaged by excessive moisture. Needless to say, do not put oven doors in a dishwasher! Dry off before carefully replacing on their hinges.

**DO NOT IMMERSE THE DOORS IN WATER AS THEY ARE PACKED WITH INSULATING MATERIAL WHICH WILL BE DAMAGED BY EXCESSIVE MOISTURE.**

**DO NOT PUT OVEN DOORS IN A DISHWASHER.**

### Hotplate

The hotplate is easy to care for, and regular maintenance will ensure long-life. Should the hotplate become soiled, use a sponge, cloth, to remove burnt-on spills. Rinse off detergents or cleaning agents thoroughly.

**DO NOT** use caustic cleaners or oven cleaners.

**PLEASE NOTE:** Cleaners used for vitreous enamel are often unsuitable for use on: chrome and stainless steel components, including the insulating covers, hand-rails and their brackets.

## 4. Service

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- **In the event of your range requiring maintenance, please contact AGA Marvel or your AGA Retailer.**
- **Your range must only be serviced by a qualified engineer, from an authorized AGA Specialist.**
- **Do not alter or modify the range.**
- **Only the parts specified by the manufacturer, are to be fitted.**
- **The appliance warranty does not cover Commercial use.**

For continued efficient and safe operation of this appliance, it is important that servicing is carried out at regular intervals as recommended by your AGA Retailer. The range should be turned OFF in advance of the service so that the appliance will have cooled down sufficiently.

**A HOT APPLIANCE CANNOT BE SERVICED.**

# 5. Health & Safety

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## Consumer Protection

As a responsible manufacturer, we take care to make sure that our products are designed and constructed to meet the required safety standards when properly installed and used.

**⚠ This 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 use of the appliance by a person responsible for their safety.**

**⚠ Children should be supervised to ensure that they do not play with the appliance.**

**⚠ PLEASE READ THE ACCOMPANYING WARRANTY**  
**Any alteration that is not approved by AGA could invalidate the approval of the appliance, operation of the warranty and could also affect your statutory rights.**

**⚠ APPLIANCE**  
**YOUNG CHILDREN SHOULD BE KEPT AWAY FROM THE APPLIANCE AS SURFACES CAN BECOME HOT TO TOUCH.**

## Deep Fat Frying

- Use a deep pan.
- Never fill the pan more than one-third full of fat or oil
- Never use a lid on the pan.
- Important: Oil is a fire risk, do not leave pans containing oil unattended.
- In the event of a fire, cover the pan with a lid and turn OFF the appliance.

Smother the flames on the hob preferably with a fire blanket, rather than attempting to remove the pan to the outside.

**⚠ Burns and injuries are caused almost invariably by picking up the burning pan to carry it outside.**

**⚠ When the oven(s) are on DO NOT leave any oven door open for long periods, this will effect the temperature of the oven and may allow controls to become hot.**

**⚠ A little smoke and some odor may be emitted when the appliance is first switched on. This is normal and harmless (from oven lagging and starch binder on the element insulation) and will cease after a short period of use.**

## 6. Delivery and Installation

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**These installation instructions should be left with the range for the user to retain for future reference.**

The AGA TC/DC Hotcupboard arrives on 1 pallet and attaches to an existing TC or DC range, creating a seamless 5-oven or 7-oven configuration.

See the installation instructions for a detailed description.

**If this skate/template can be manipulated through the property grounds and doors into position, then the AGA TC/DC can be installed as intended with no re-work.**

### General Installation Requirements

The installation of the range must be in accordance with the relevant requirements of the local Wiring and Building Regulations. It should be in accordance also with any relevant requirements of the local or state codes.

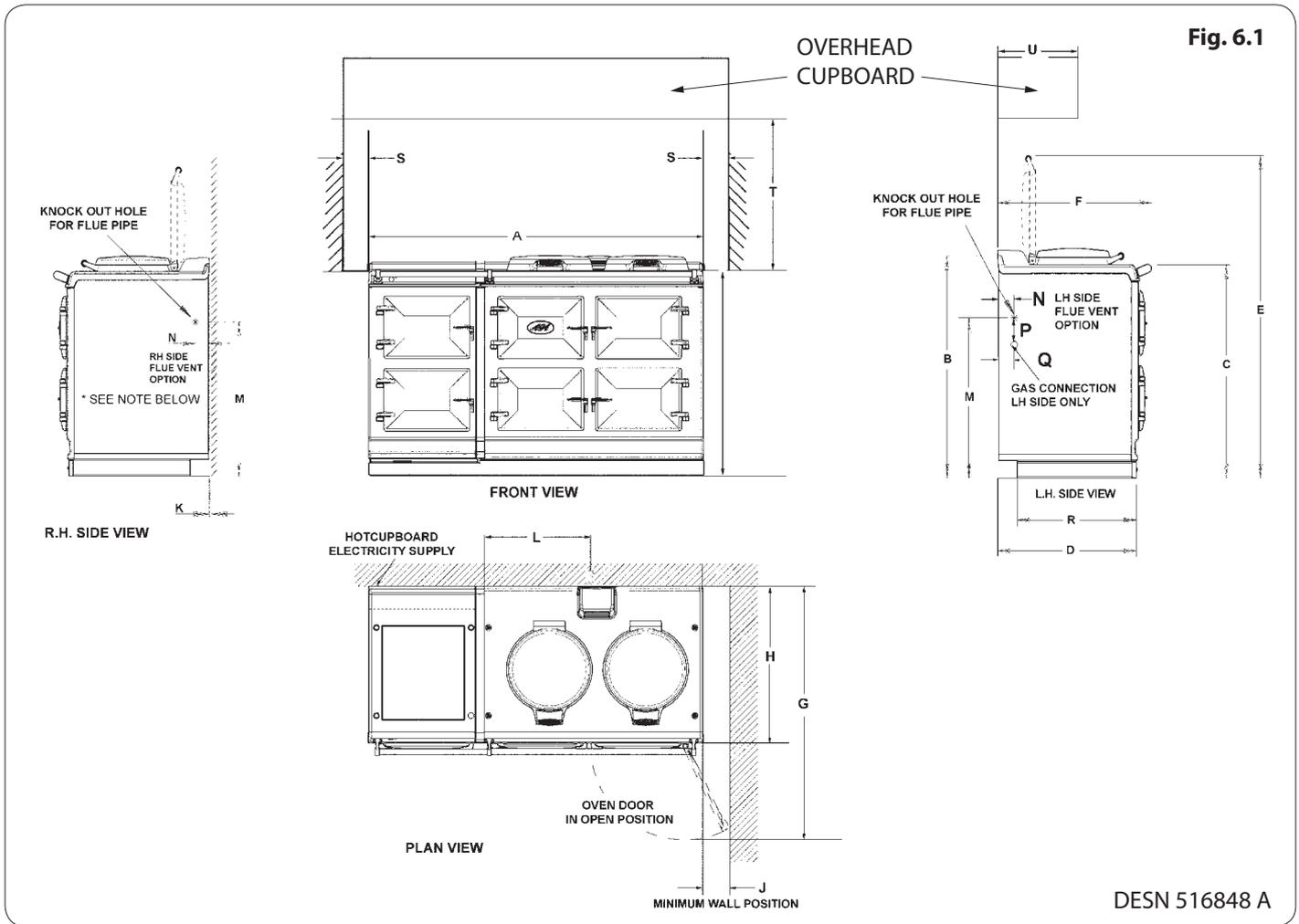
In your own interest and that of safety to comply with the law, all appliances should be installed by an authorized AGA distributor in accordance with the relevant regulations.



**CAUTION:**

**THIS UNIT IS HEAVY, PROPER EQUIPMENT AND ADEQUATE MANPOWER MUST BE USED IN MOVING THE RANGE TO AVOID DAMAGE TO THE UNIT OR THE FLOOR.**

# Appliance Dimensions



	A	B	C	D	E	F	G	H	J	K	L	M	N	P	Q	R	S	T	U
<b>mm</b>	1478	951	913	680	1388	760	1145	698	116	10	565	689	43	118	55	634	75	760	330
<b>inch</b>	58 1/4	37 1/2	36	26 3/4	54 5/8	29 7/8	45 1/8	27 1/2	4 9/16	3/8	22 1/4	27 1/8	1 3/4	4 5/8	2 1/8	25	3	30	13

## Range Dimensions

When surveying for a range installation the actual clearance required for the 'body' of the appliance should be increased by 3/8" beyond the figures quoted above. This allows safe margin to take into account the natural dimensional variations found in major castings. In particular the width across the appliance recess could be critical.

### Appliance Weight (Excludes Packaging)

Main unit: See product instructions.

Hotcupboard - 242lb (110kg)

**Data plate located behind plinth.**

# Installation

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## Range Base or Hearth

It is essential that the base or hearth on which the range stands should be level and be capable of supporting the total weight of the range 890 lbs. The base of the built-in AGA plinth must be level and sit above the finished height for service access.

## Plinth

The front plinth cover is removable and must not be obstructed by flooring or tiles. If necessary the range must be raised by the thickness of the tiles to ensure the plinth can be removed.

## Handrail Extension

The handrail can be extended by connecting the additional handrail fitment to accommodate a 5 oven or 7 oven range see **Fig. 6.16 on page 19.**

## Side Clearances

A 1/8" (3mm) gap is required each side between the range top plate and adjoining work surfaces that may be fitted, this is to allow for the safe removal of the top plate should this be required at a later date.

Where ranges are to be fitted against a side wall a 4 9/16" (116mm) clearance is required on the right and left hand side for oven door access.

If the AGA is to be installed in a brick recess, then the minimum clearance should be increased by at least 3/8" (10mm), to allow for the walls not being square.

In addition a minimum clearance of 39 3/8" (1000mm) must be available at the front of the range to enable the range to be serviced.

## Tiling

When the range is to stand in a recess or against a wall which is to be tiled, under no circumstances should the tiles overlap the range top plate, access to remove the hotplate must be allowed for servicing at a later date.

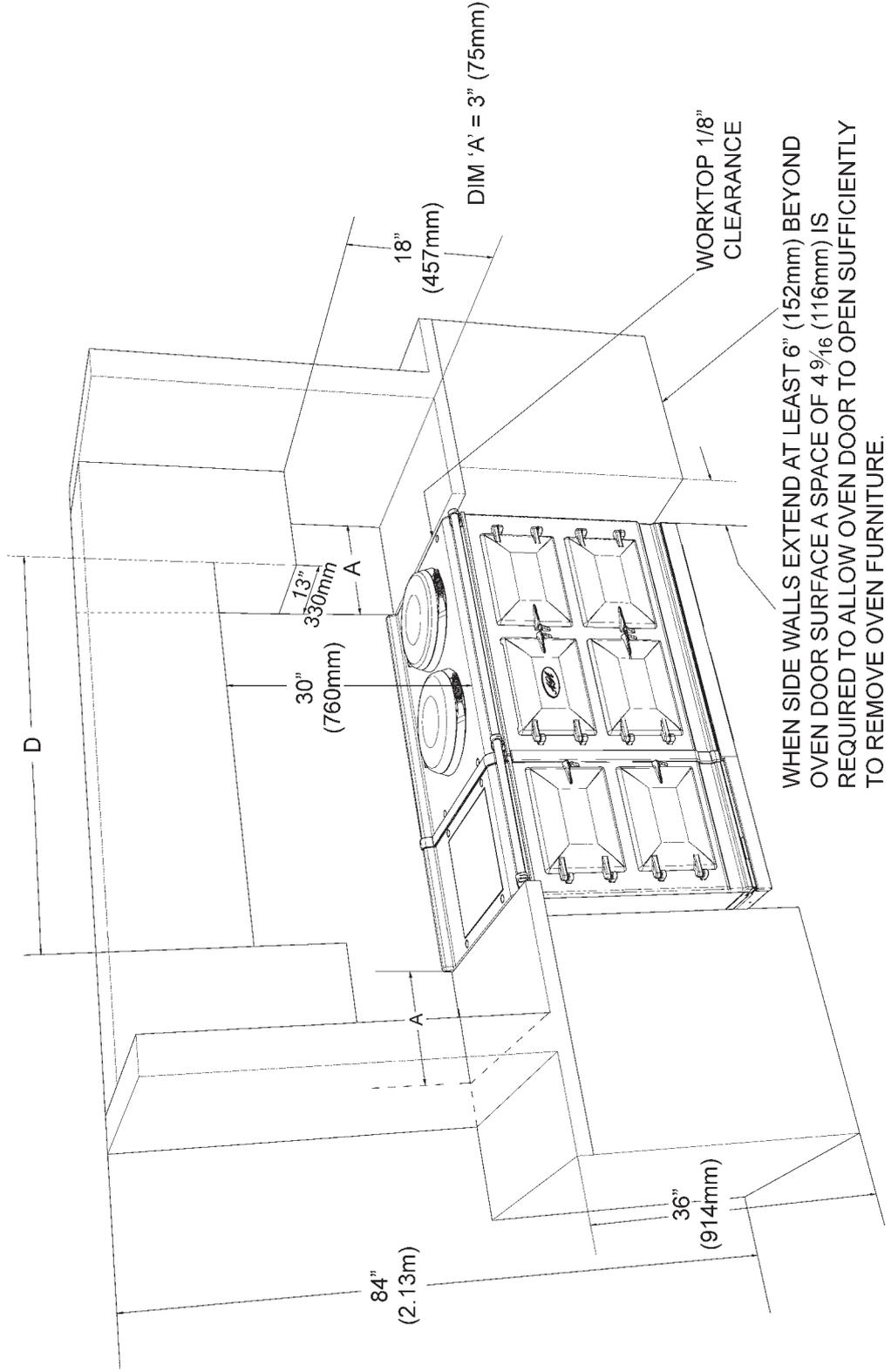
A gap of at least 3/8" (10mm) must be observed from the rear of the top plate and the wall behind the range.

## Overhead Cabinets

**⚠ To eliminate the risk of burns or fires by reaching over hot surface units, cabinet storage space located above the surface units should be avoided.**

**Installation Clearance of Combustible Cabinets Adjacent to Range**

1/2" CLEARANCE TO THE BACK OF THE RANGE MAY BE OBTAINED WHEN INSTALLING THE APPLIANCE AGAINST A NON-COMBUSTIBLE WALL OR IF THE WALL BEHIND THE RANGE IS DEEMED COMBUSTIBLE THEN THE MINIMUM SPACING FROM THE BACK OF THE RANGE TO THE NEAREST COMBUSTIBLE WALL IS 1 1/2" (38mm).



**Fig. 6.2**

# Connection to the Power Supply



## Electric Shock Hazard



The rating plate is located behind the removable plinth, **see Fig. 6.4 on page 13.**

Electrical Grounding is required on this appliance.

DO NOT connect to the electrical supply until the appliance is permanently grounded.

This appliance must be connected to a grounded, metallic, permanent supply. Or a grounding connector should be connected to the grounding terminal or wire lead on the appliance.

**Failure to follow these instructions could result in death or serious injury.**

The hotcupboard attachment requires an independent single phase supply. It has a maximum load of 6 amps, protected by an appropriate branch circuit supply.

**110/120V flexible cord and plug parallel type (NEMA 5-15P)** (with the exception of AGA Hotcupboard with Cooktop model. Please refer to AGA Cooktop instructions for power supply requirements).

The appliance, when installed, must be electrically grounded with local or state codes.

An electrical socket must be provided within 5 feet of the LH side of the appliance and easily accessible for the user to disconnect. Do not position the socket above the appliance see **Fig. 6.4 on page 13.**

Take special care when cutting holes in the wall or floor. Electrical wires may be behind the wall or floor covering, and could cause an electrical shock if you touch them.

Locate any electrical circuits that could be affected by the installation of this product and disconnect power circuit.

## **WARNING**

### Electrical Grounding Instructions

This appliance is equipped with a **NEMA 5-15P** grounded plug for your protection against a shock hazard and should be plugged directly into a proper receptacle. Do not cut or remove the grounding prong from this plug.

Do not have a fuse in the neutral or grounding circuit. A fuse in the neutral or grounding circuit could result in electrical shock.

Do not use an extension cord with this appliance.

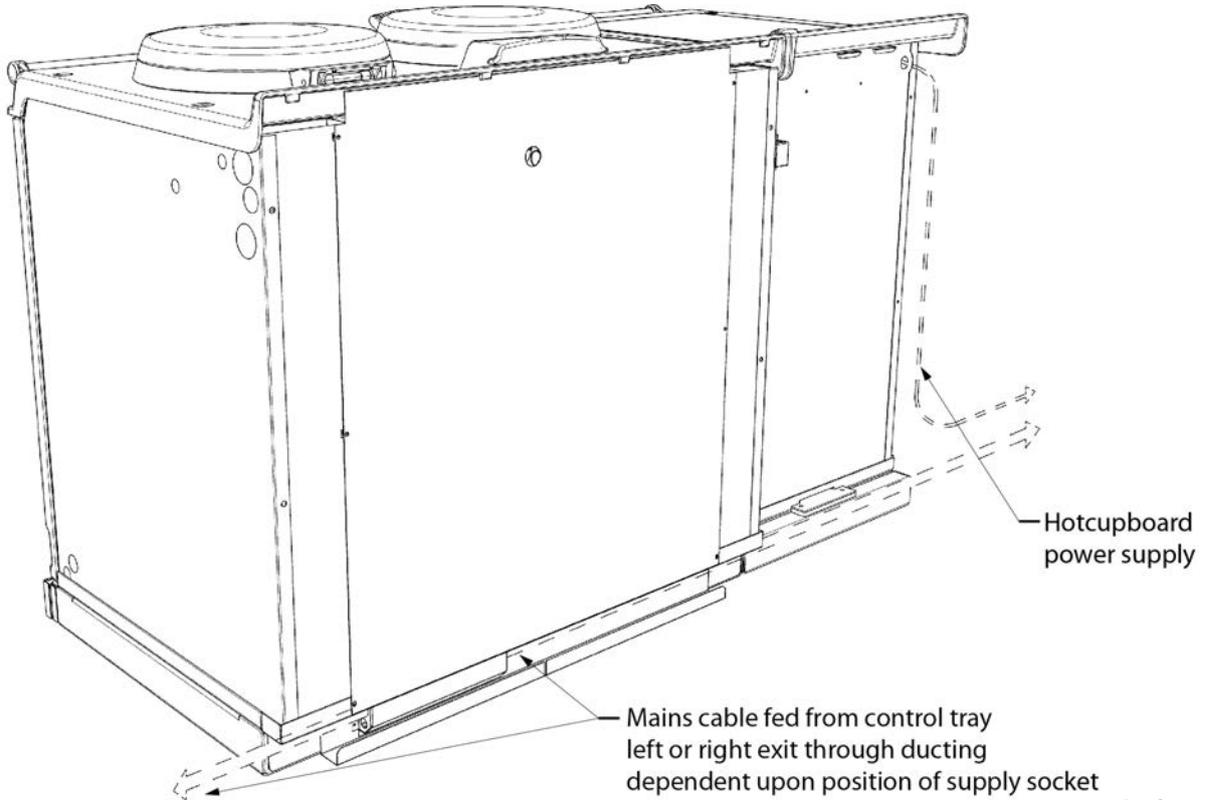
Check with a qualified electrician, if you are not sure the appliance is properly grounded.

**Failure to follow these instructions could result in death or serious injury.**

 **This range must be completely isolated from the electricity supply before servicing. the range is designed for the voltage stated on the rating plate, which is situated behind the plinth cover.**

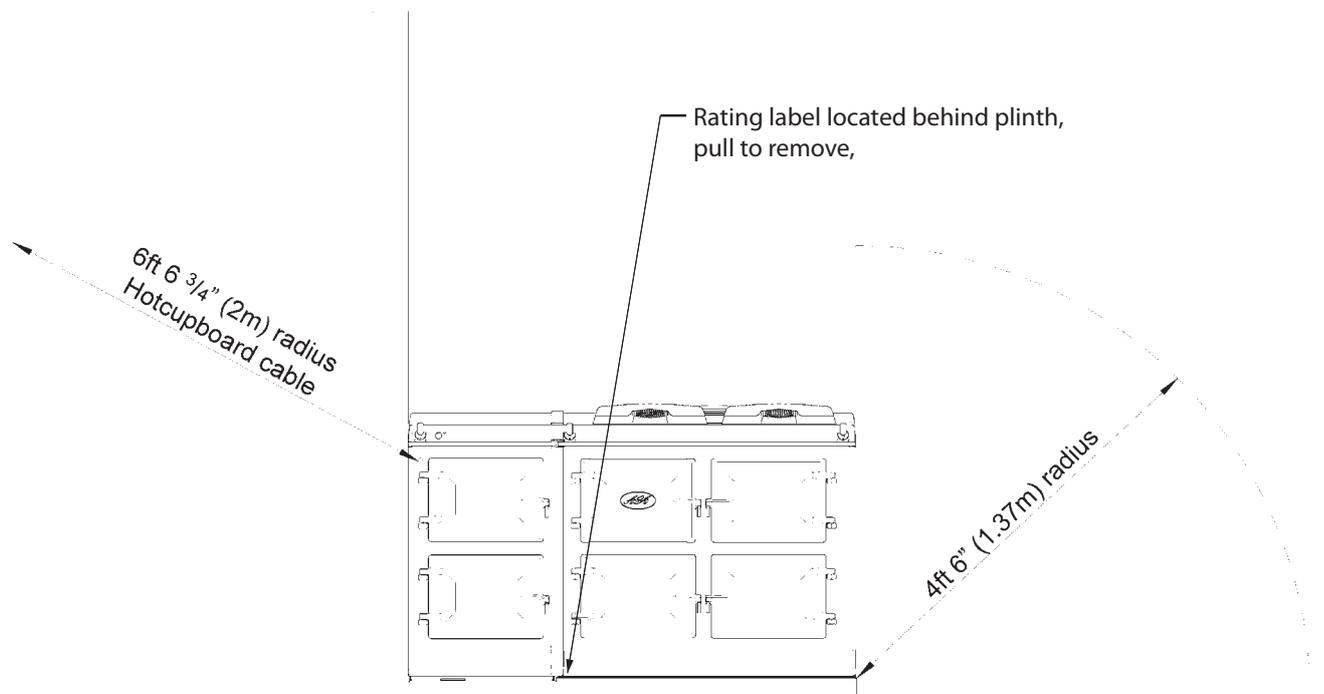
# Mains Supply Location

Fig. 6.3



DESN 516562

Fig. 6.4



The mains supply connect point must be within the zones shown

DESN 516590 A

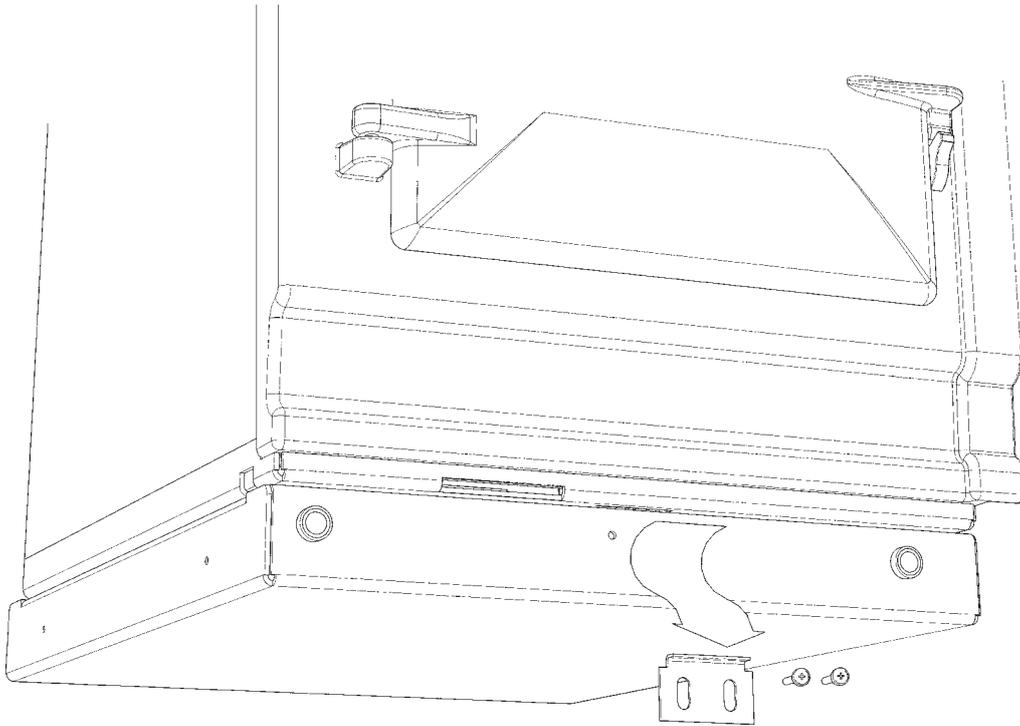
# Installation

**NOTE:** The AGA TC/DC hotcupboard should arrive with the top plate in a jacked up position. This is to allow the complete appliance to be slid onto its plinth when alongside the AGA Total Control/Dual Control without the top plates clashing.

The hotcupboard top plate should then be adjusted down to its correct height once the range is in its final position.

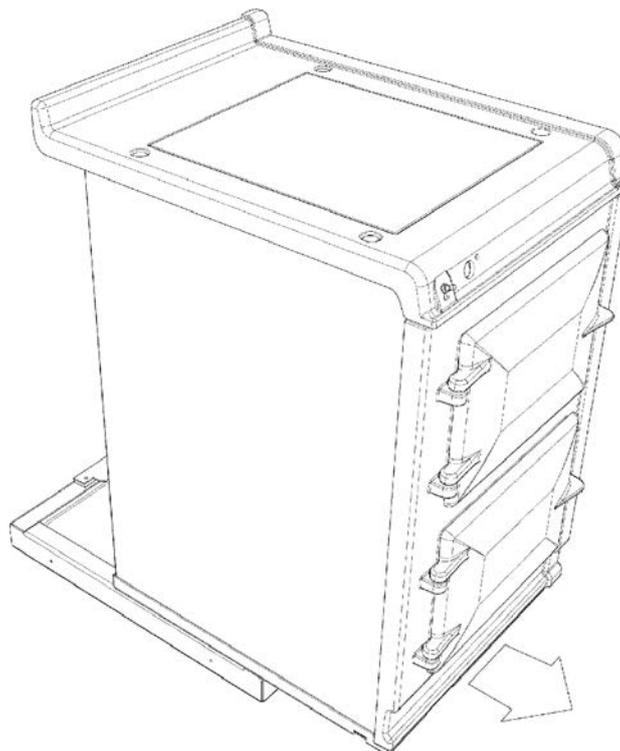
1. Detach hotcupboard from plinth by removing two screws and tongue bracket from plinth (see Fig. 6.5), slide hotcupboard forwards and away from rear fixing bracket (see Fig. 6.6).

Fig. 6.5



EINS 516448

Fig. 6.6



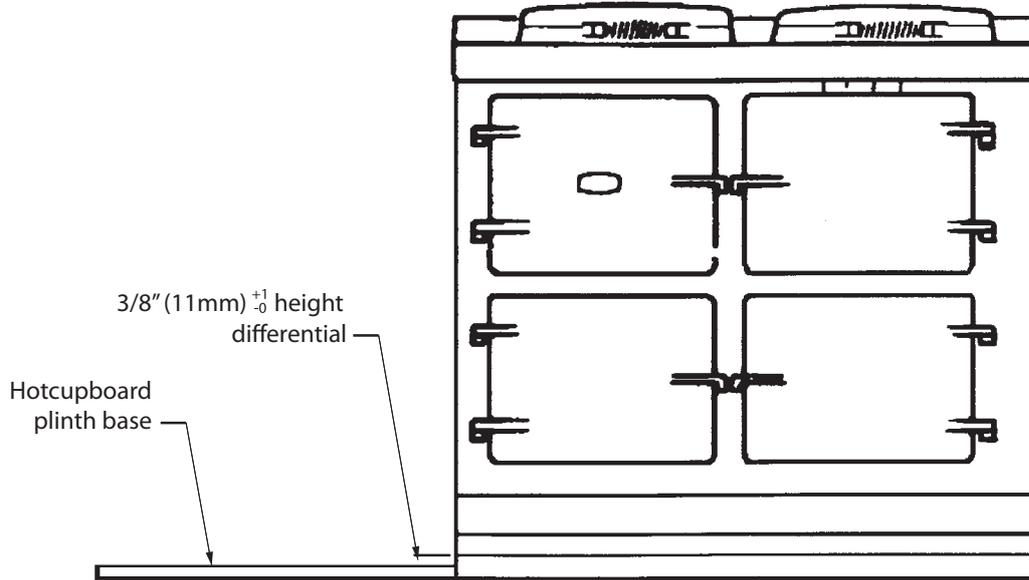
DESN 516449

2. Position the plinth alongside the AGA Total Control/Dual Control leaving no gap between the two plinths (see Fig. 6.7).

Check with a spirit level that the plinth level is correct, and also check height differential between the hotcupboard plinth and Total Control/Dual Control plinth is correct 3/8" (11mm).

If necessary, use shims in each corner to level the plinth.

Fig. 6.7

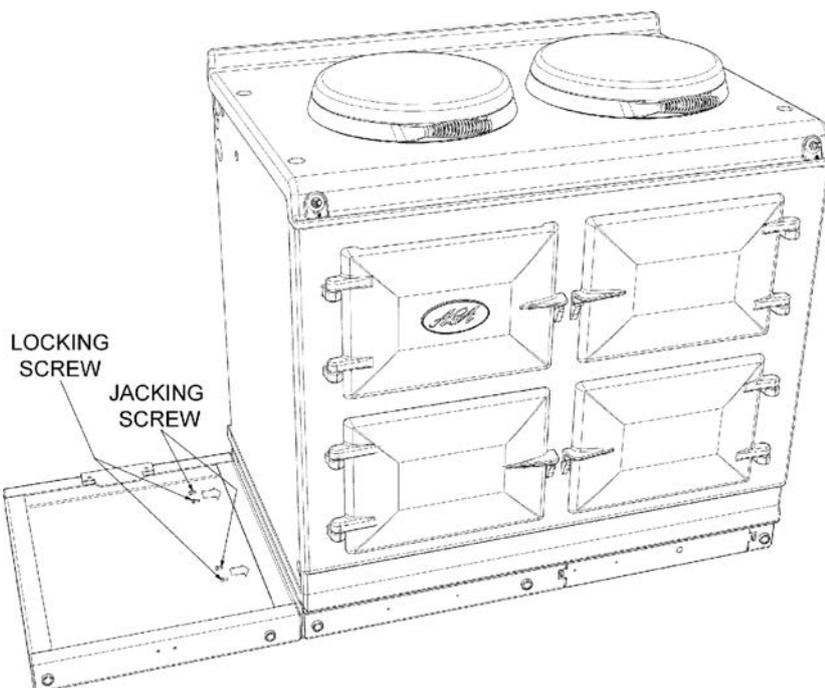


DESN 516276

3. Attach hotcupboard plinth to the AGA Total Control/Dual Control plinth using M6 screws and washers provided (See Fig. 6.8).

Attach locking screw and jacking screw into plinth. Make sure at this stage that the jacking screw does not protrude beyond outer face of plinth. Ensure locking screw is located into AGA Total Control/Dual Control plinth but not fully tightened. A gap of approximately 1/8" (3mm) should be present between the plinths apart from at the very front where the hotcupboard spacer plate should be touching the AGA Total Control/Dual Control plinth.

Fig. 6.8

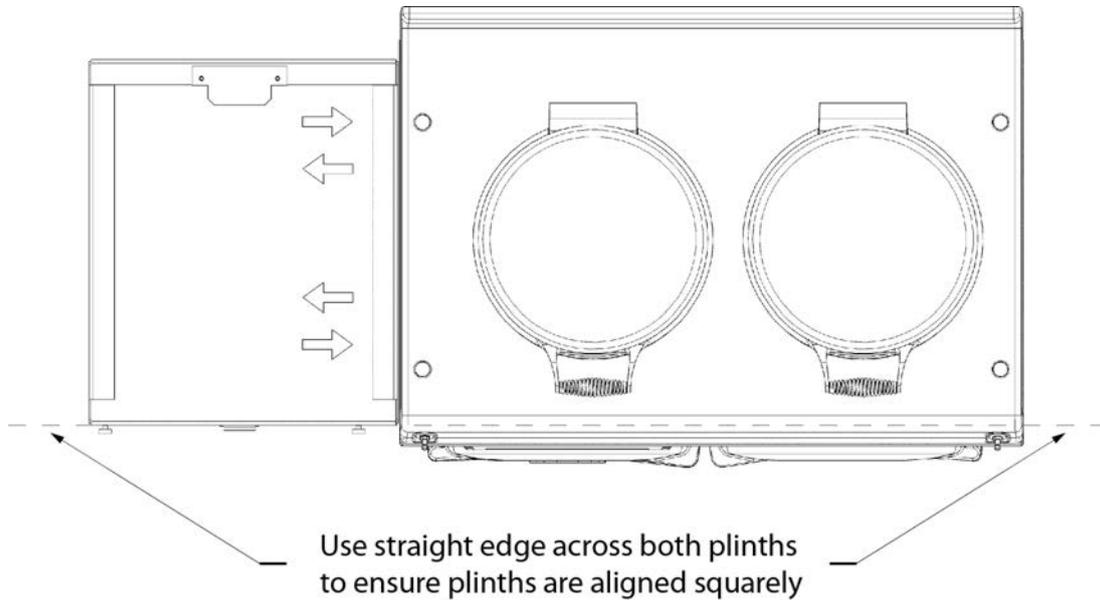


DESN 516550

4. Run a straight edge along the front of the AGA Total Control/Dual Control plinth, to ensure the front face of both plinths sit squarely against the straight edge (see Fig. 6.9).

When satisfied both plinths sit squarely, jacking screws can be tightened until they just make contact with the AGA Total Control/Dual Control plinth, and locking screws can now be tightened.

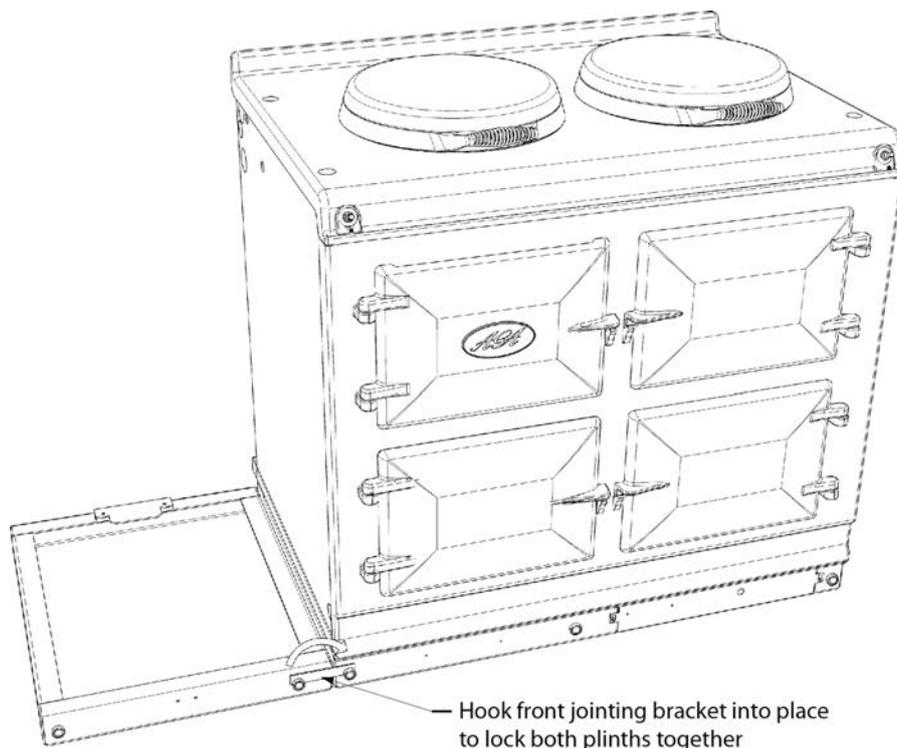
**Fig. 6.9**



**DESN 516551**

5. Front jointing bracket can now be hooked into place over the two pot magnets. This will latch the two plinths together (see Fig. 6.10).

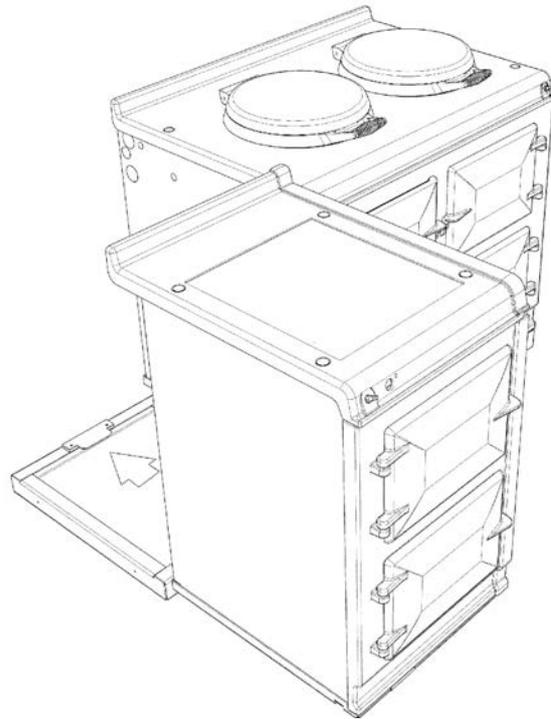
**Fig. 6.10**



**DESN 516553**

6. Slide hotcupboard onto plinth until rear tongue bracket engages fully into rear of base slot, (**see Fig. 6.11**). Ensure the appliance is aligned squarely with the plinth then proceed to engage the front tongue bracket into the slot on the underside of the base plate.

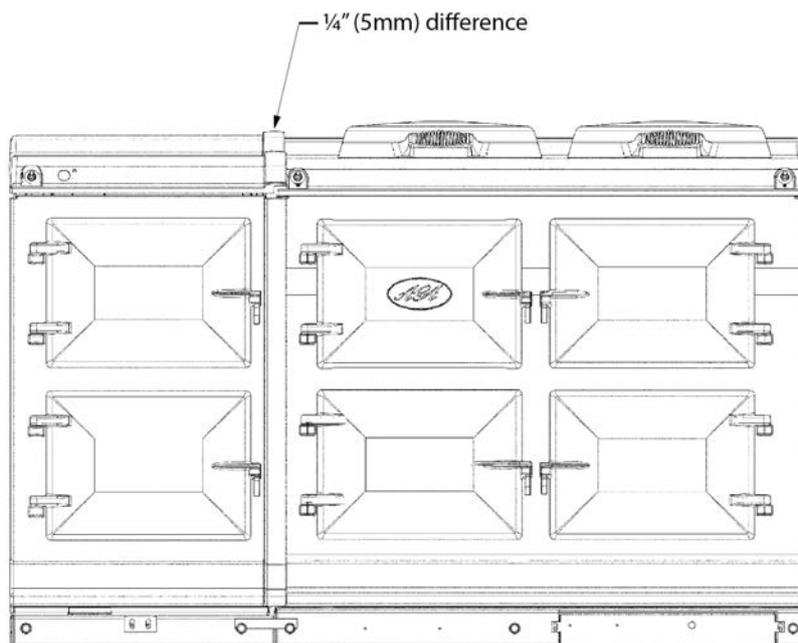
Once satisfied that the front tongue bracket is engaged fully lock it into place by tightening the two M6 screws fully. Ensure that the electrical cable does not come into contact with oven vent pipe from the AGA Total Control/ Dual Control.



**Fig. 6.11**

**DESN 516552**

7. The hotcupboard top plate is set 1/4" (5mm) higher than the AGA Total Control/ Dual Control top plate. This is to prevent damage to the enamel during installation. Lower the top plate using the adjusters (**see Fig. 6.12 and Fig. 6.13**).



**Fig. 6.12**

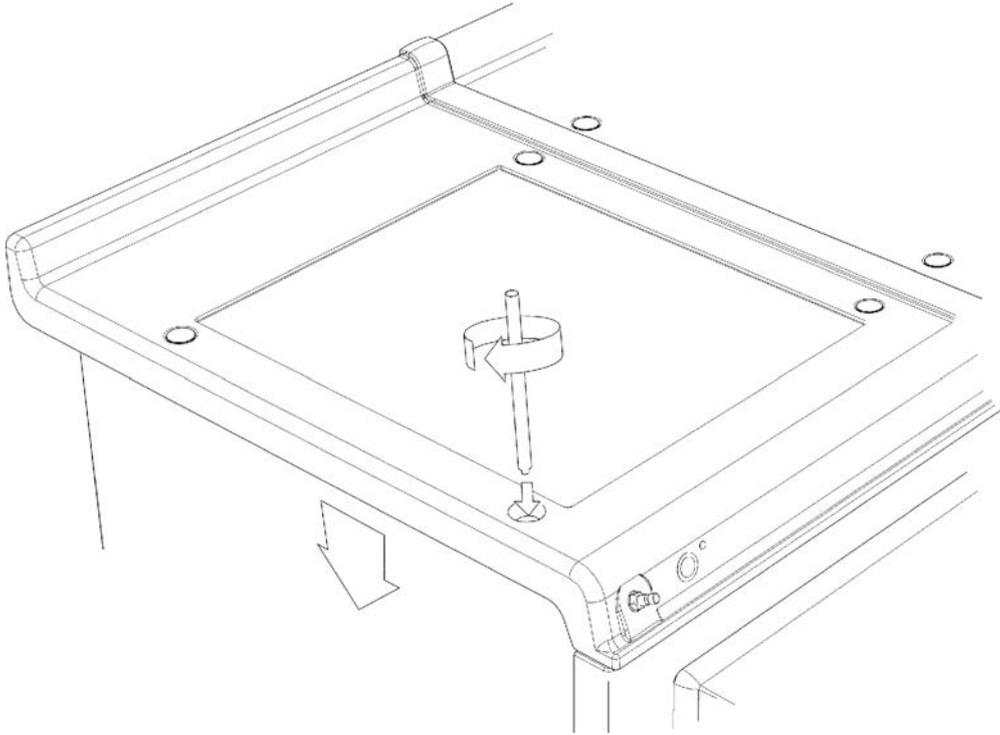
**DESN 516554**

8. Using the stay rod nut adjusting tool, carefully lower the top plate adjusting nuts until the top plate sits at the required height, making sure that the top sits level and matches the height of the AGA Total Control / Dual Control (see Fig. 6.13).

For servicing requirement, top plate should be removed by raising adjusters approximately 1/4" (5mm), the top plate can now be removed easily without causing damage to the enamelled surfaces.

When removing the top plate, the switch wiring harness should be disconnected from the main wiring harness at the connection point located at the front left hand side of the appliance, beneath the formex cover sheet.

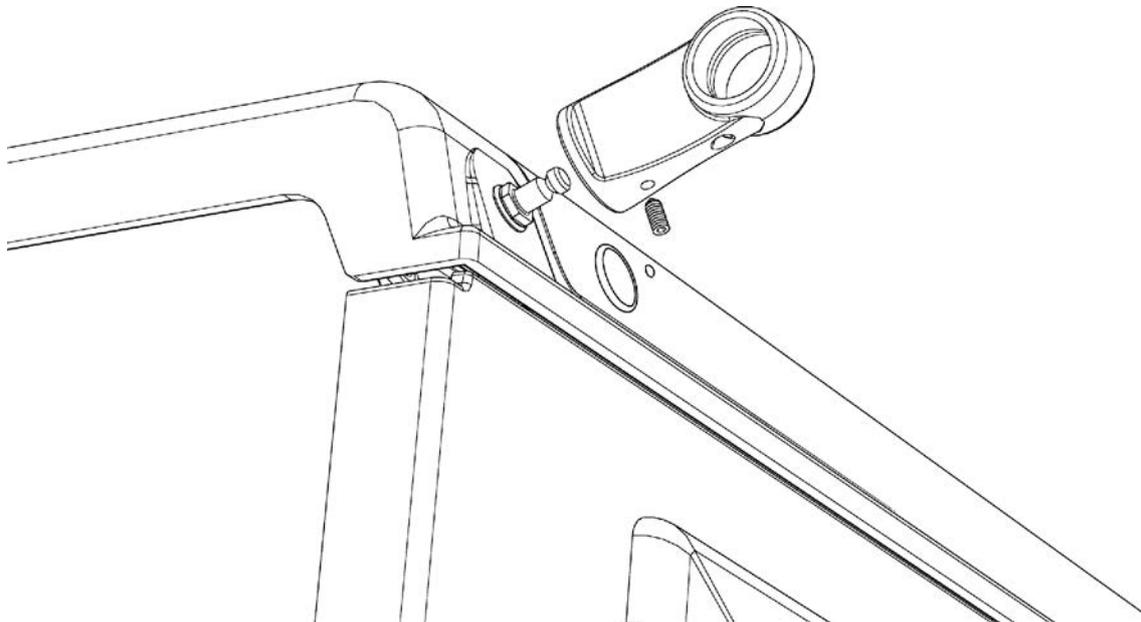
**Fig. 6.13**



**DESN 516555**

9. Fit the handrail bracket over the fixing stud located on the top plate. Lock into position by tightening the grub screw nearest the appliance (see Fig. 6.14).

**Fig. 6.14**



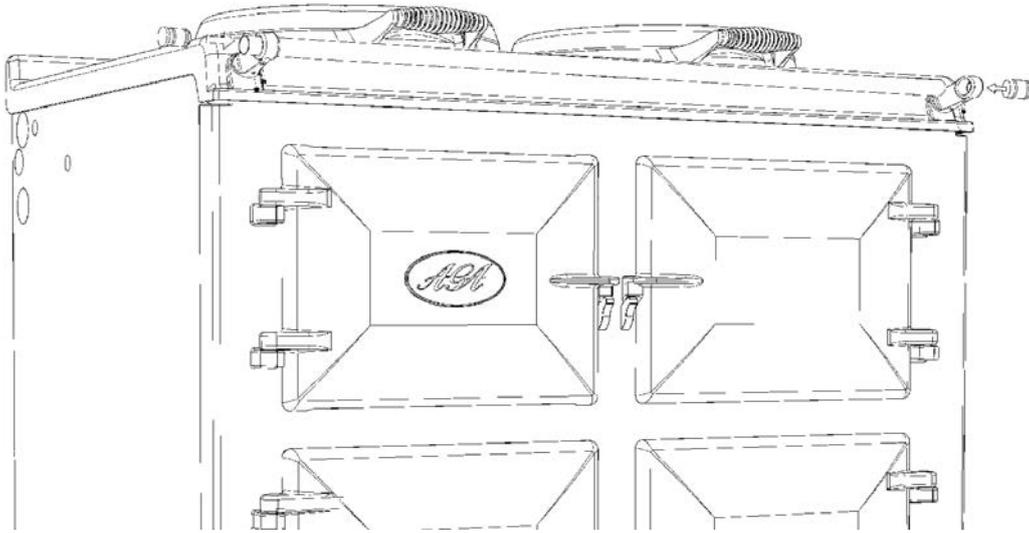
**DESN 516883**

10. Next the handrail, endcaps and handrail require assembly (see Fig. 6.15).

Slide the handrail through the handrail brackets.

**Aga Total Control / Dual Control Handrail Connection**

**Fig. 6.15**



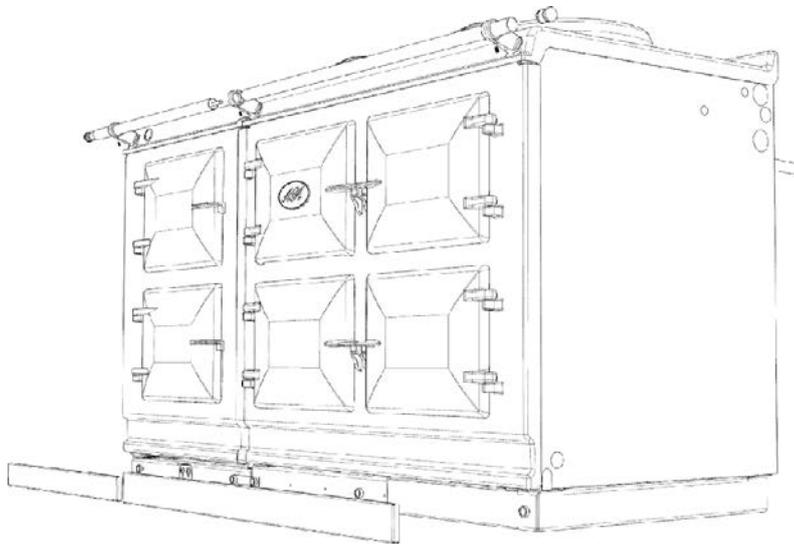
**DESN 516880**

11. On 5 oven appliances, fit allthread stud into the insert located in the one end of the handrail, then feed the handrail through the bracket (ensuring that the

allthread stud is protruding from the right hand side of the hotcupboard handrail) and screw the handrails together (see Fig. 6.16).

**Aga Total Control / Dual Control (5 Oven) Handrail Connection**

**Fig. 6.16**



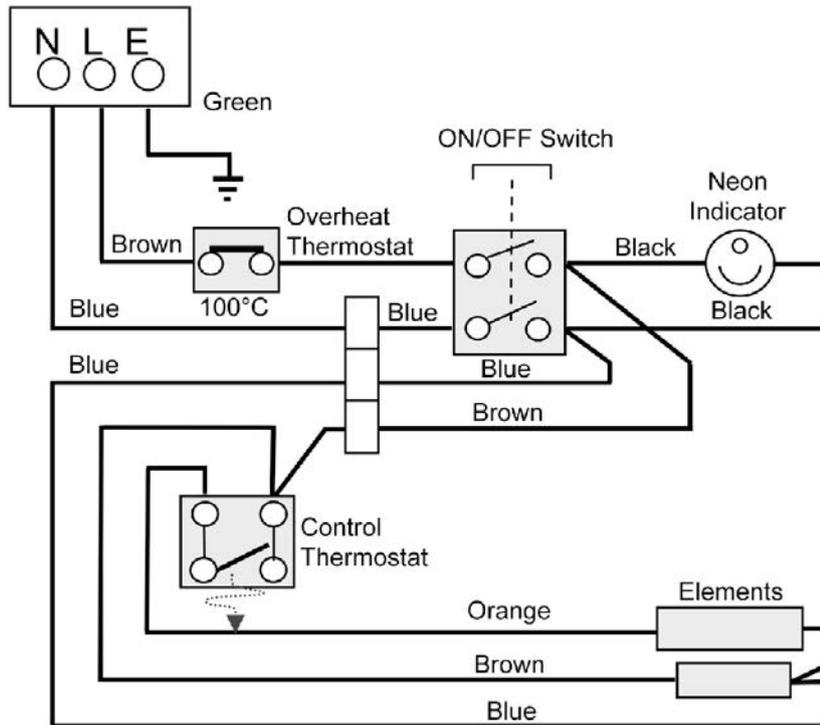
**DESN 516879**

12. Once the handrail assembly is located squarely, lock the handrail in position by winding in the grub screws on the underside of each handrail bracket.
13. Once the handrails are locked in position, fit the handrail endcaps. The endcaps should be carefully pushed into place until they sit flush with the outside face of each bracket (a light smear of lubricant such as, hand or dish soap on the end cap 'O' rings may ease fitment).

14. Finally, fit the plinth fascia to the magnets on the front of the plinth, making sure that on 5 oven appliances the right hand side of the module plinth fascia sits against the left hand side of the AGA Total Control / Dual Control plinth fascia leaving no gap between. Make sure that the plinth fascias are centrally located and do not overhang either appliance (see Fig. 6.16).
15. Commission the AGA Total Control / Dual Control, as stated in the relevant Installation Instructions and carry out functional test on each of the features of the AGA Total Control / Dual Control.

## 7. Wiring Diagram - AGA TC / DC Hotcupboard

Fig. 7.1



**Caution:** Label all wires prior to disconnection, when servicing controls wiring errors can cause improper and dangerous operation.

**Verify proper operation after servicing**

## 8. Warranty

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### Welcome

Thank you for choosing an AGA Hotcupboard. We are sure that you will be impressed with the performance of your new AGA Hotcupboard and with the ongoing service you will receive.

### Peace of Mind

Every new AGA leaving the factory and installed by an AGA approved outlet carries a 5 year guarantee on parts (certain consumable parts are excluded - for full details see below). This also includes all labor charges for the first 12 months.

### Distribution and Service Network

AGA has set up an International Distributor and service network with fully trained service engineers available to support your AGA within the guarantee period. The approved outlet installing your AGA is responsible for providing this warranty.

#### No charge will be made for replacement parts providing:

- An appliance fault is found.
- The relevant part of the AGA is still covered by the guarantee.
- Regular servicing has been carried out in accordance with the manufacturer's instructions by authorized AGA engineers, using approved spare parts. The service booklet will need to be completed accordingly.

There will be no labor charges during the first 12 months of the warranty.

#### A call out charge may be applicable if:

- The authorized AGA service engineer who calls at your home finds no fault with the AGA.
- Other parts of your plumbing system or flue, are either faulty or do not comply with the appropriate installation instructions.
- The unit is more than 12 months old.
- If it is deemed the product has been misused.

Please note that invoices for call out repair work carried out during the guarantee period by any third party cannot be accepted.

In the event of an appliance fault during the guarantee period, please contact your service provider. They will arrange for an engineer to call as soon as possible.

#### What is not included in the guarantee

- Consumable parts
- Flues (except integral power and balanced flues).
- Any labor charges not directly connected with the repair or replacement of a faulty component.
- Any consequential loss.
- Any part of the domestic hot water system which is not an integral part of the AGA.
- Accidental or cosmetic damage.
- Routine preventative service and maintenance.
- Any external controls/components not supplied by AGA.
- Oil filled Heat indicators are only covered for 12 months.

## Regular Servicing

Regular maintenance is an essential part of keeping your AGA range running safely and efficiently.

Since your AGA can operate continuously it is important to ensure regular servicing is undertaken by AGA Service or your Authorized AGA Distributor. Only genuine AGA spare parts are used.

Please note that routine servicing in accordance with the manufacturer's instructions is also a condition of the warranty agreement.

To ensure your AGA receives this essential maintenance, please contact AGA Service or your Distributor, who will be pleased to help.

## Service Intervals

(Certain models may vary)

**Oil AGA** - every 6 months

**Gas and Electric Heat Storage AGA's** - every 12 months

**Electric 13 amp and AGA Total Control:**

- Interim service 2 1/2 years (30 months)

- Full service 5 years (60 months)

## Consumable Parts Not Covered by this Warranty

Oil AGA - oil filters and wicks.

Gas Fired AGA's - ignitor electrodes, thermocouples.

Electric AGA - Vent and circulation fans are for 2 1/2 years (30 months)

## Exclusions

This warranty does not cover products which have been altered by the customer or by a third party. Materials, spare parts and specific tools must be as recommended by AGA.

Warranty does not cover misuse, abuse or impact damage.

Corrosion caused by incorrect use of chemical cleaners or scratches to chrome or stainless steel components by abrasive cleaning materials are also excluded.

Warranty strictly excludes commercial use. Appliances are covered for domestic use only.

## Flues, Ventilation and External Services:

External services, gas supply, external oil lines, tanks and filters are not covered under this warranty.

This warranty does not cover incorrectly or poorly maintained flue systems or appliances installed on incorrect flue systems of unsuitable material and outside the specification detailed in the product instructions.

Appliances not provided with adequate ventilation as detailed in the product instructions also fall outside this warranty.

**This policy applies to products which carry the AGA name plate and trademark (AGA utensils and accessories are covered by a separate policy).**

**Product fuel conversions are not covered.**

**THIS WARRANTY POLICY DOES NOT AFFECT THE OWNERS STATUTORY RIGHTS**

## Notes

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**For further advice or information contact your  
local AGA Specialist**

With AGA Marvel's policy of continuous product improvement, the Company reserves the right to change specifications and make modifications to the appliance described and illustrated at any time.



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