Support

Technical Information

T1-00-07

Responsible: D. Rutz
Date: 09.09.2010

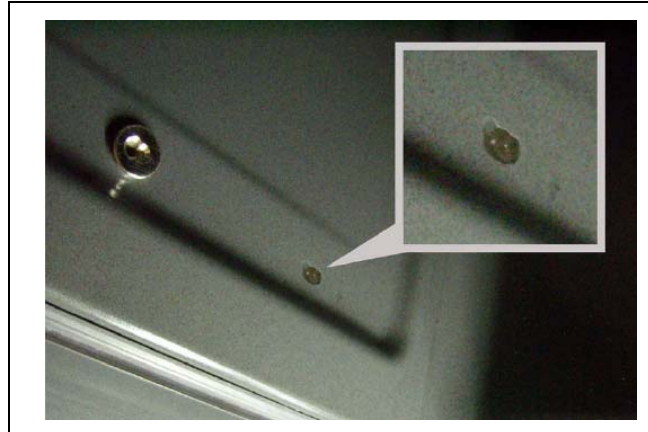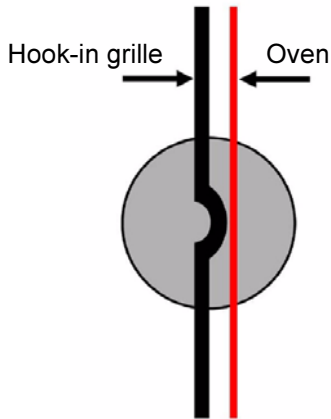Tel.: (0209) 401 733
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GB

Assessment of enamel damage
to built-in electric cookers/ovens

Flaking in the oven with hook-in grille

☑ **Warranty claim!**

Flaking enamel on side wall (on right or left) on the contact surface of the hook-in grille.
Cause of damage not clearly identifiable. Any damage in transit caused by unsecured accessories in the oven.

Hook-in grille   Oven

Flaking at the front of the oven (1)

☑ **Warranty claim!**

Extensive flaking enamel with continuous longitudinal cracks along the lower curve.

Cause of damage: enamel layer too thick.

Flaking at the front of the oven (2)   ❌ **No warranty claim!**

Flaking enamel along the upperside of the curve.

Cause of damage: Baking/roasting accessories striking/banging against the oven.

Flaking in the oven corner   ❌ **No warranty claim!**

Flaking enamel along the upperside of the curve.

Cause of damage:
Baking/roasting accessories striking/banging against the oven.

Transition side wall/ceiling   ❌ **No warranty claim!**

Depressions, ridges, gap, thin layer - uneven edge in the seam.

Cause: "normal" production status due to production.

Function not impaired.

Flaking on the oven ribs

Flaking enamel along the front shelf edge of the cooking compartment rib.

Cause of damage: Due to improper handling of the accessories!
Utilised accessory pulled out too far without load removed. As a result, too much pressure on the cooking compartment ribs damages the enamel.

**Information
in the instructions for use!**

Stress marks on the oven ribs

Black stress marks on the edges of the ribs.

Cause of damage: the ribs are dry and the baking sheet therefore rubs against the ribs (enamel on enamel).
After several baking processes a "lubricating film" forms again!

Function not impaired.

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Flaking on the oven floor (1)   ☒ **No warranty claim!**
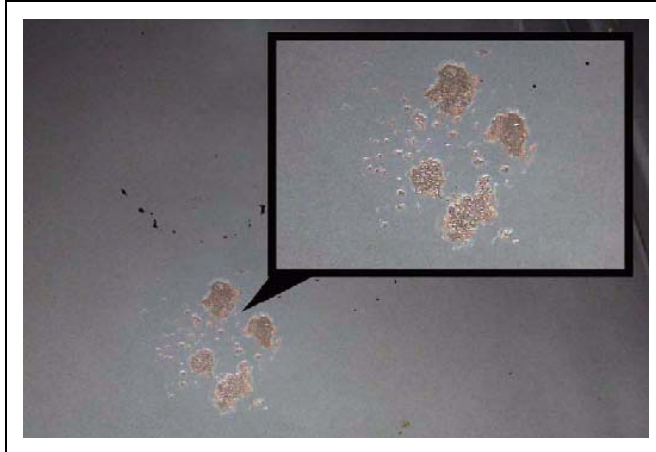
Flaking enamel on the oven floor without ridges or depressions.

Cause of damage: Overheating of the enamel due to heat accumulation.
Cold shock caused by cold water. Floor is partly corrugated.

Follow information in the instructions for use, see "General instructions".

- Do not place bread baking stone, baking/ roasting accessories or cooking utensil directly on the floor.

- Do not pour cold water into the hot oven.

- Do not line with aluminium foil.

Flaking on the oven floor (2)

☑ **Warranty claim if ridge inwards!**

Ridge (mound) tangible?
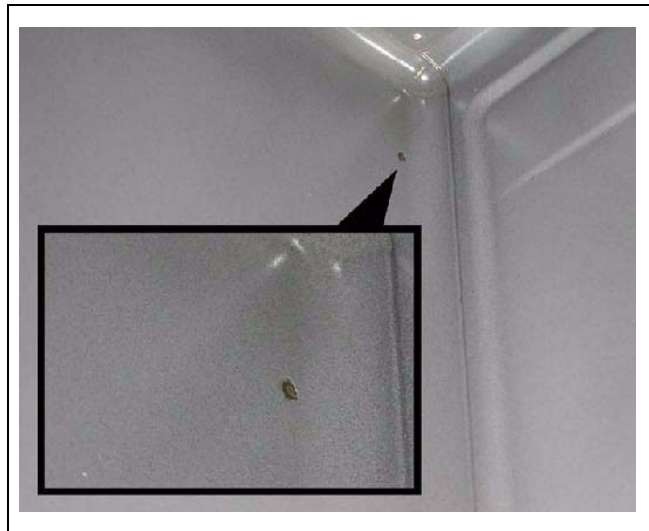Yes: External impact effect!

☒ **No warranty claim if depression outwards!**

Depression (dent) tangible?
YES: Internal impact effect!

Cause of damage:
Improper handling of hook-in grille/bars, telescopic runners, baking/roasting accessories.

Flaking in the oven with telescopic runners   ☒ No warranty claim!

Flaking enamel at the front between the holders of the telescopic runners.

Cause of damage:
- Baking/roasting accessories were not inserted correctly and strike the edge when pulled out.
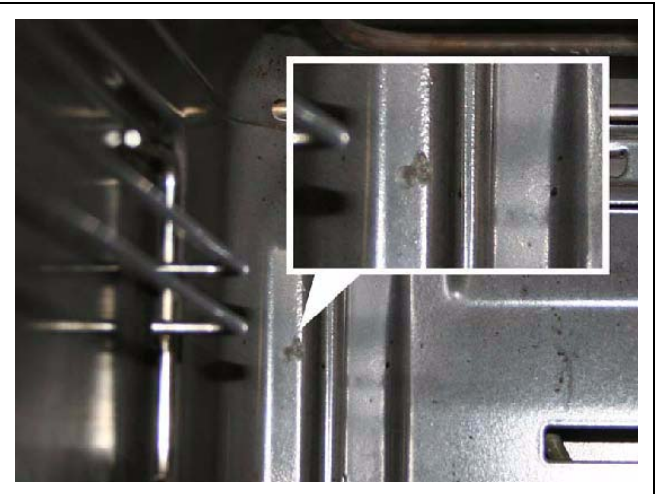

Flaking in the back of the oven   ☒ No warranty claim!

Flaking enamel at the back side, on both left and right

Cause of damage:
- Flaking in the extension of the shelf rail!

- Baking/roasting accessories were struck at the back due to too forceful insertion.

Follow information in the instructions for use, see cause of damage!

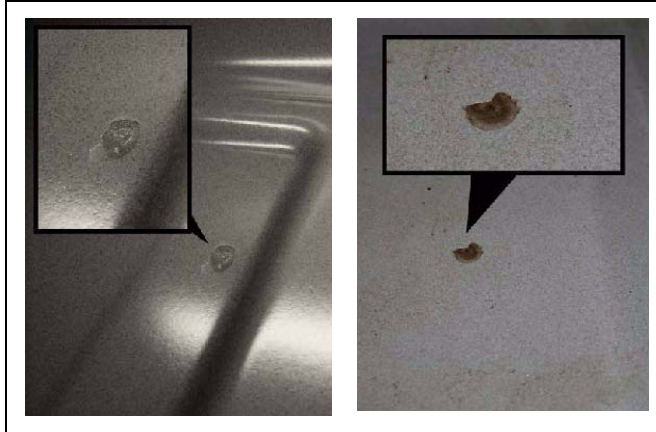**Küppersbusch**
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General flaking in the oven/oven floor   ❌ No warranty claim!

Flaking enamel at any points in the oven, the impact point (dent) is tangible in the centre, also partly visible.

Cause of damage:
Improper handling (falling down) of hook-in grille/bars, telescopic runners, or baking/ roasting accessories.
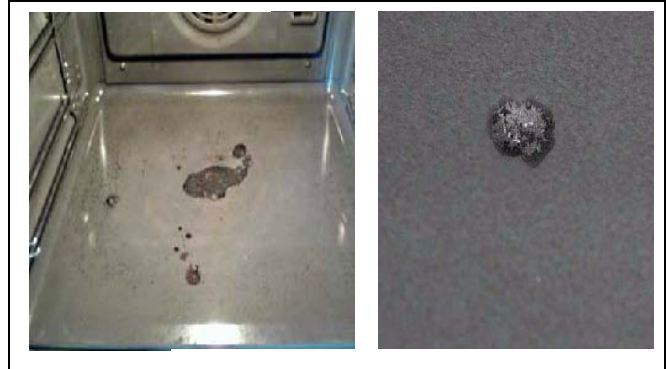
Colour difference or stains on the oven floor   ☒ **No warranty claim!**

Varnish, stains and colour differences on the oven floor.

Cause of damage: Acid residue.
Fruit juices leave stains which can often no longer be removed!
Enamel then becomes lighter in that location.

If the residue cannot be removed, this is lacking/discolouration, e. g. caused by fruit acid.

Traces of molten material
on the hot air conduction plate   ☒ **No warranty claim!**

Cause of damage:
• Improper handling, packaging (polystyrene strips) was not removed before the appliance was used for the first time.

• Melted plastic residue on the hot air plate.

Follow information in the instructions for use, see "Before using the appliance for the first time".

Flaking on attachments of hot air conduction plate   ☒ **No warranty claim!**

Cause of damage:
When the screws are being unscrewed, small pieces of enamel may drop off the bores.
This is production-related, does not indicate a functional defect and is not visible following installation of the hot air plate.

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Enamel ridge tangible (no flaking)   ☒ No warranty claim!

Enamel ridge is production-related und does not indicate an impairment of the function.
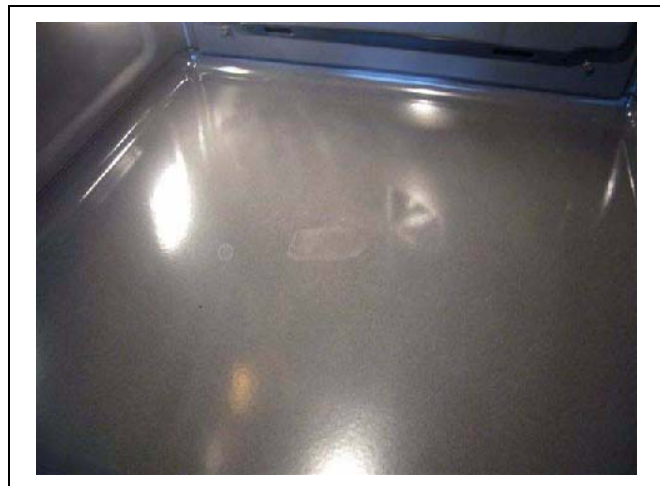

Enamel cracks (metallisation) in the oven floor / White edges in the oven floor

We know of enamel cracks in pyrolysis appliances only. The first, visible occurrence may be established after 10–12 pyrolysis cycles. Usually they are on the oven floor, occasionally also on the base of the ribs.

Enamel cracks may also reach the carrier material.

Hairline cracks which do not reach the carrier material:
These represent only a slight optical impairment. A warranty claim cannot be deduced from this. These enamel cracks are recognised by their fine branched lines, usually dark in colour.

Hairline cracks which reach the carrier material:
These promote corrosion on the carrier material. The oxide, red in colour, comes out of the enamel crack.

Causes of damage for these enamel cracks:

- Water was spilled on the hot oven floor. This can be recognised by visible limescale edges on the oven floor.

- ❌ No warranty claim for limescale edges!

  Clean limescale edges with vinegar water.

- Enamel layer applied too thickly (manufacturing fault). Can be recognised by enamel cracks without limescale edges.

- ☑ Warranty claim for enamel cracks without limescale edges!

Colour deviation visible in the enamel   ❌ **No warranty claim!**

The enamel is smooth in this area and has no ridge or depression.

Fused in pigments!

This is production-related und does not indicate an impairment of the function.

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