



DOMINATOR*PLUS*

User, installation and servicing instructions

GAS SIX BURNER RANGE

G3101 HD

Read these instructions before use

DATE PURCHASED:

MODEL NUMBER:

SERIAL NUMBER:

DEALER:

SERVICE PROVIDER:

T101014

Rev No: 6
Published: 01/09/22

Dear Customer

Thank you for choosing Falcon Foodservice Equipment.

This manual can be downloaded from www.falconfoodservice.com or scan here:



IMPORTANT: Please keep this manual for future reference.

Falcon Foodservice Equipment

HEAD OFFICE

Wallace View, Hillfoots Road, Stirling. FK9 5PY. Scotland.

Tel: 01786 455200



WEEE Directive Registration No. WEEE/DC0059TT/PRO

At end of appliance life, dispose of appliance and any replacement parts in a safe manner, via a licensed waste handler. Appliances are designed to be dismantled easily and recycling of all material is encouraged whenever practicable.

SYMBOLS



SCREWDRIVER



SPANNER



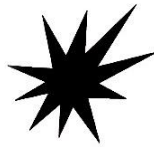
COOKING OIL



GREASE



WARNING



SPARK IGNITION



FLAME



VIEWPORT



ALLEN KEY



IGNITER



C SPANNER



REMOVE DEVICE



PLUG REMOVER



- **This appliance may be discoloured due to testing.**
- **These instructions are only valid if the country code appears on the appliance. If the code does not appear on the appliance, refer to the technical instructions for adapting the appliance to the conditions for use in that country.**
- **Installation must meet national or local regulations. Attention must be paid to: safety (installation & use) regulations, health and safety at work act, local and national building regulations, fire precautions act.**
- **To prevent shocks, this appliance must be earthed.**
- **This unit is fitted with an equipotential connection at the rear on the back.**
- **This equipment is for professional use only and must be used by qualified persons.**
- **The installer must instruct the responsible person(s) of the correct operation and maintenance of the appliance.**
- **Only qualified persons are allowed to install, service or convert the appliance to another gas type.**
- **Gas appliances must have a stop cock fitted in the supply pipe work. The user must be familiar with the location and operation of this device in order to turn off the supply of gas in the event of an emergency.**
- **These appliances have been UKCA/CE-marked based on compliance with the Gas Appliance Regulations/Product Safety and Metrology Regulations for the Countries, Gas Types and Pressures as stated on the data plate.**
- **Unless otherwise stated, parts which have been protected by the manufacturer must not be adjusted by the installer.**
- **Check that no damage has occurred to the appliance or supply cord during transit. If damage has occurred, do not use this appliance.**
- **Ensure the supply cord is routed free from the appliance to avoid damage.**
- **The appliance has been designed and approved to use Falcon kick plates; non Falcon kick plates could potentially adversely affect the performance of the appliance by restricting the air to the appliance.**
- **All apparatus connected to a potable water network and including water drain device has to be provided with an air break before its discharge to the drainage system. Type AA.**

PREVENTATIVE MAINTENANCE CONTACT

To obtain maximum performance from this unit regular servicing of the appliance should be undertaken to ensure correct operation, it is functioning as intended, and safe to use. We recommend servicing in accordance with SFG20 Maintenance Schedules and as a minimum, after 2,500 hours of use, or annually, whichever comes first and that a maintenance contract be arranged with an appointed service contact. Visits may then be made at agreed intervals to carry out adjustments and repairs.

Training and competence

To help ensure the safe use of this appliance there is a requirement for you to provide whatever information, instruction, training and supervision as is necessary to ensure, so far as is reasonably practicable, the health and safety of all users.

For further help and information on training and competence we would refer you the Health and Safety Executive website; www.hse.gov.uk document ref: health and safety training INDG345. International customers should default to the health and safety guidelines provided by your government body.

Risk assessment

As part of managing the health and safety of your business you must control any risks identified in your commercial kitchen. To do this you need to think about what might cause harm to people and decide whether you are taking reasonable steps to prevent that harm. This is known as risk assessment. It is important to consider the environment around the product as well as the product itself. For example oil or food spills will present a significant risk so users so the need to immediately clean up such spills must be reflected in staff training.


For further help and information on risk assessments we would refer you to you the Health and Safety Executive website; www.hse.gov.uk document ref: risk assessment INDG163. International customers should default to the health and safety guidelines provided by your government body.

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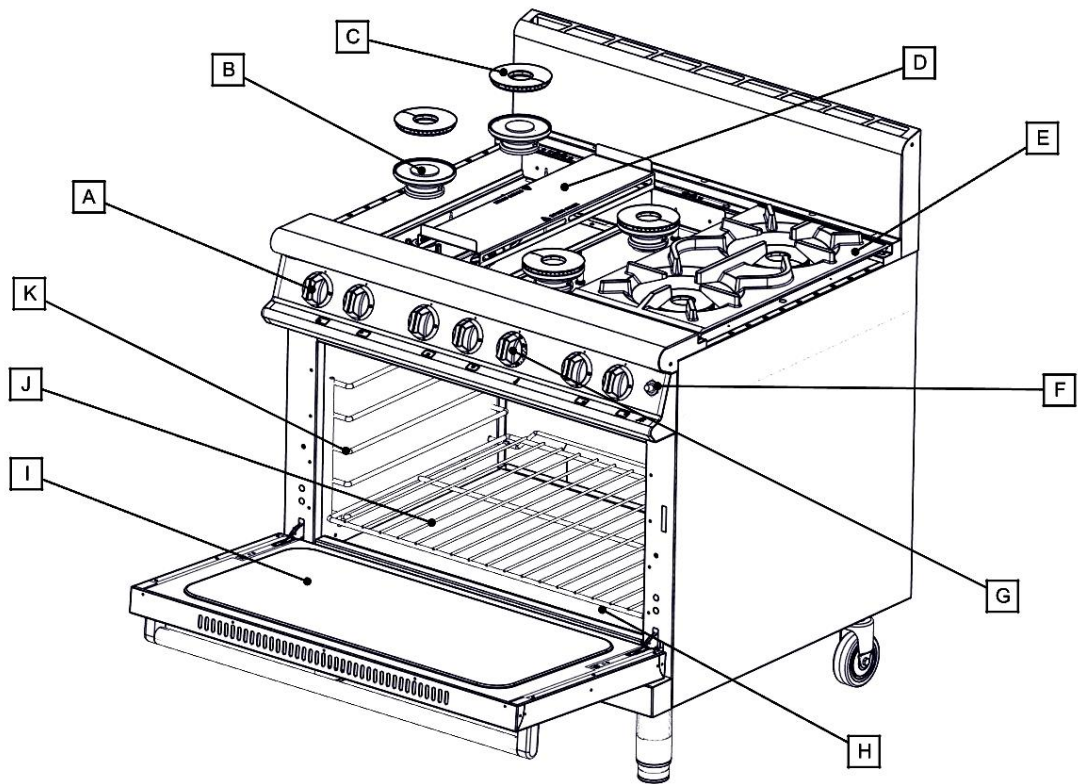
1.0 APPLIANCE INFORMATION

- This appliance has been UKCA/CE-marked based on compliance with the Gas Appliance Regulations/Product Safety and Metrology Regulations for the Countries, Gas Types and Pressures as stated on the data plate.

Falcon Foodservice Equipment 	STD .	MODEL xxx .	SERIAL NO. Fxxxxxx	GAS TYPE .
	SUPPLY PRESS . mbar	COUNTRY .	P.I.N .	CAT .
	CE	IP R 4		
	INJECTOR MARKING	HEAT INPUT	kW GAS RATE	ADJ PRESS . mbar
			kW m ³ /h	SET PRESS OVEN . mbar
			kW kg/h	SET PRESS BOILER . mbar
	RATED ELECTRIC INPUT . kW	VOLTS .	OUTPUT FREQ . kHz	EXT FUSE . A
	PHASE LOADING	L1 -A	L2 -A	L3 -A
SCRAP			MODEL xxx	Fxxxxxx

2.0 OPERATION

2.1 COMPONENT PARTS



A - Hob control 1-6

B - Burner head

C - Burner ring

D - Hob drip shed

E - Pan support

F - Oven ignition

G - Oven control

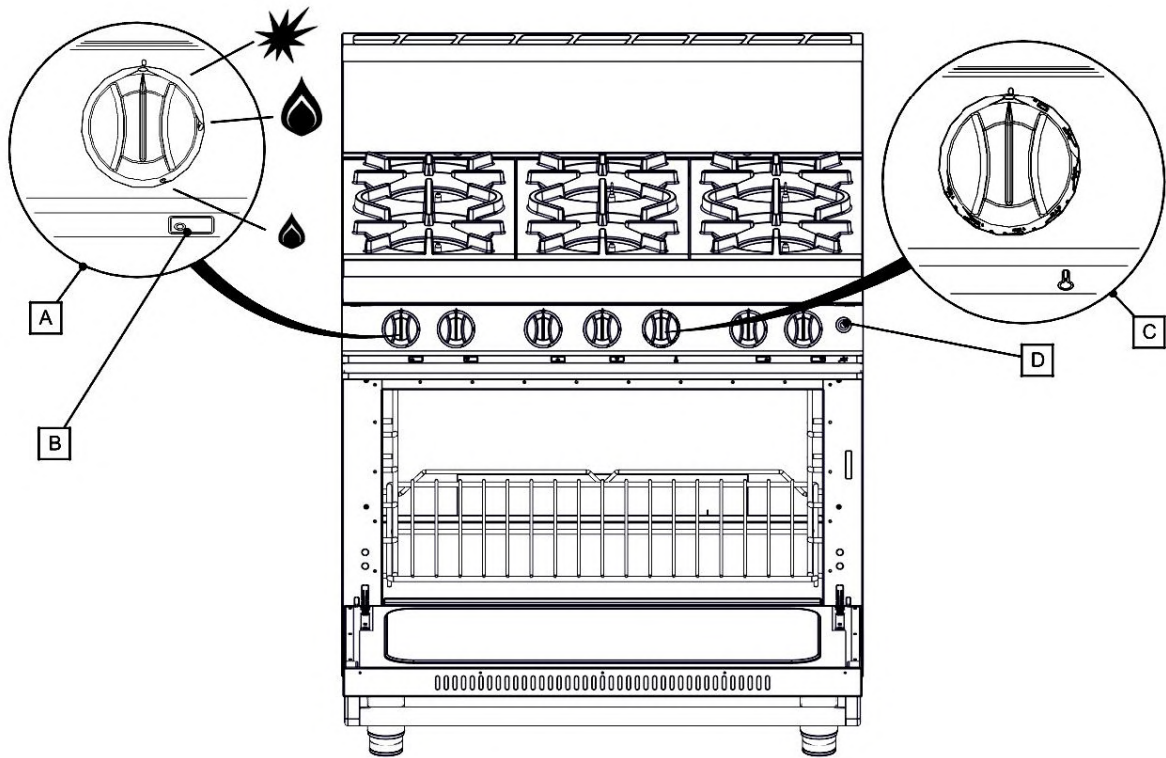
H - Oven base tray

I - Oven door

J - Oven shelf

K - Oven shelf hanger

2.2 CONTROLS



- A - Hob control
- B - Zone indicator
- C - Oven control
- D - Oven spark ignition

2.3 LIGHTING AND OPERATING THE OPEN TOP BURNERS

2.3.1 The appliance must be as clean as possible before use as an appliance left with debris in or around its heating area can lead to fire.



SUITABLE PROTECTIVE CLOTHING AND ALL CARE NECESSARY MUST BE USED WHEN WORKING ON A HOT APPLIANCE.

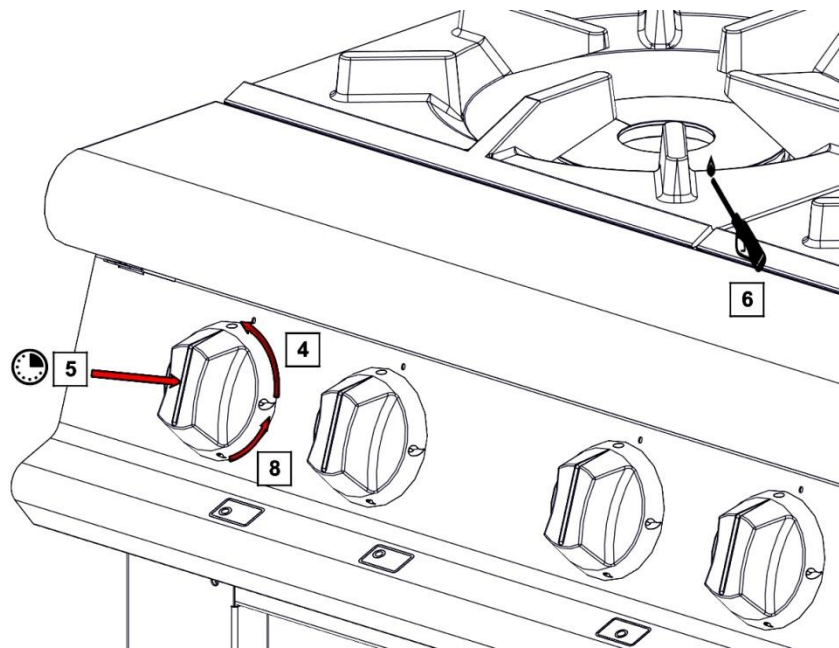
2.3.2 Ensure that **extraction canopy** is on.

2.3.3 Ensure that **main gas supply** is turned on.

2.3.4 Turn **control knob** to **full flame** position.

2.3.5 **Press the control knob** and gas will begin to flow.

2.3.6 Light the burner using a taper or lighter. **Hold the control knob** for a further **20 seconds** before releasing.



2.3.7 If the burner **does not** remain lit, **wait 20 seconds** and repeat from section 2.3.4.

2.3.8 Turn the control knob anti-clockwise to reduce the flow rate.

2.3.9 At the end of service ensure that the control knob is turned to the OFF position.



APPLIANCES THAT ARE IN USE MUST BE SUPERVISED AT ALL TIMES.

APPLIANCES MUST BE TURNED OFF AT END OF SERVICE

2.4 LIGHTING AND OPERATING THE OVEN BURNER

2.4.1 The appliance must be as clean as possible before use as an appliance left with debris in or around its heating area can lead to fire.



SUITABLE PROTECTIVE CLOTHING AND ALL CARE NECESSARY MUST BE USED WHEN WORKING ON A HOT APPLIANCE. IT IS RECOMMENDED THAT ANY CLEANING BE DONE WHEN THE APPLIANCE HAS COOLED.

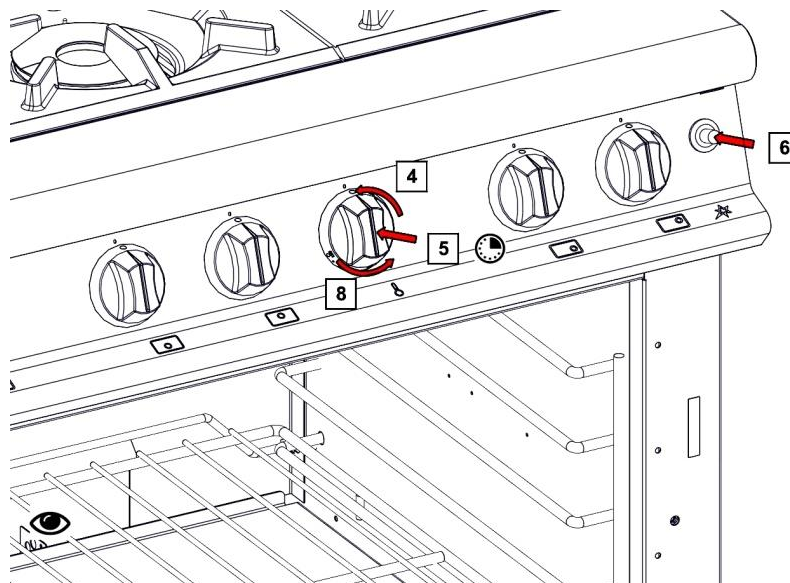
2.4.2 Ensure that **extraction canopy** is on.

2.4.3 Ensure that **main gas supply** is turned on.

2.4.4 Turn **control knob** to **maximum temperature** position.

2.4.5 **Press the control knob** and gas will begin to flow.

2.4.6 Light the burner using a **spark ignitor button**, this may need to be pressed a few times. **Hold the control knob** for a further **20 seconds** before releasing.



2.4.7 If the burner **does not** remain lit, **wait 20 seconds** and repeat from section 2.4.4.

2.4.8 Once lit turn the control knob to the temperature required.

2.4.9 At the end of service ensure that the control knob is turned to the OFF position.



APPLIANCES THAT ARE IN USE MUST BE SUPERVISED AT ALL TIMES.

APPLIANCES MUST BE TURNED OFF AT END OF SERVICE

3.0 CLEANING AND MAINTENANCE

MAINTENANCE CHECK

Regular servicing of the appliance should be undertaken to ensure correct operation, it is functioning as intended, and safe to use. We recommend servicing after 2,500 hours of use, or annually, whichever comes first.

Any maintenance schedule should be carried out in accordance with SFG20 Maintenance Schedules. Should any issues with the integrity of the components be identified these should be replaced. If the appliance is not considered safe the unit should be removed from service and the responsible person advised why the unit is not safe to use and what remedial action is needed. Contents of the maintenance schedule should be agreed with the maintenance provider.

When removing heavy items to aid cleaning or maintenance particular care should be taken. A manual handling risk assessment is the best way to determine the level of risk to anyone using or maintaining this equipment. To help with such an evaluation we have included the weights of individual components that may present significant risk.

For further help and information on manual handling and associated risk assessment we would refer you to you the Health and Safety Executive website; www.hse.gov.uk document ref: manual handling at work INDG143. International customers should default to the health and safety guidelines provided by your government body.

The cleaning of fryers or other products that use hot oil present significant risks to end users and particular care should be taken. Cold water and hot oil for example are an explosive mix and should be avoided at all costs.

Other useful references for health and safety issues:

- www.hse.gov.uk
- Essentials of health and safety at work ISBN978
- Noise at work INDG362
- Safe systems of work
- Other notes added to the body of the instructions



BEFORE ANY CLEANING IS UNDERTAKEN, ISOLATE APPLIANCE FROM GAS SUPPLY AND MAINS POWER SUPPLY AT ISOLATOR SWITCH.

SUITABLE PROTECTIVE CLOTHING MUST BE WORN WHEN CLEANING THIS APPLIANCE.

THE APPLIANCE MUST NOT BE STEAM CLEANED. DO NOT USE ACID OR HALOGEN-BASED (E.G. CHLORINE) DESCALING LIQUIDS, FLAMMABLE LIQUIDS, CLEANING AIDS OR CLEANING POWDERS.

NEVER CLEAN PRODUCTS WHILST THEY ARE HOT – ALL SPILLS ON TO THE PRODUCT AREA OR THE FLOOR SHOULD BE CLEANED UP IMMEDIATELY

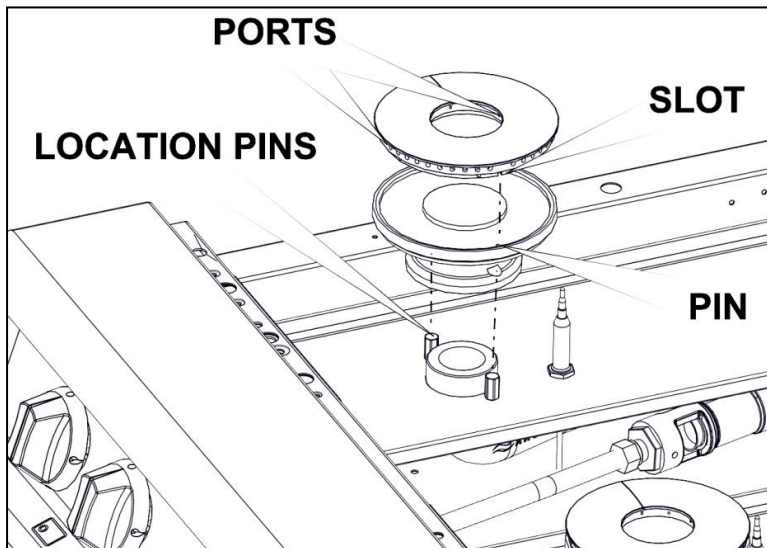
NEVER COVER THE BURNER SUPPORTS OR DRIP SHEDS WITH FOIL, AS THIS COULD BE DETRIMENTAL TO THE BURNERS PERFORMANCE.

FAILURE DUE TO LACK OF PROPER CLEANING IS NOT COVERED BY WARRANTY.

Note: All surfaces are easier to clean if spillage is removed before it becomes burnt on, cleaned daily.

It should be noted that certain scouring pads including nylon types can easily mark stainless steel. Care should be exercised during cleaning process. When rubbing stainless steel with a cloth, always rub in grain direction.

3.1 CLEANING THE OPEN TOP BURNERS



- 3.1.1 At the end of each day or cooking period, turn off and cool down.
- 3.1.2 Remove pan supports (**Take care as they are heavy items. 10Kg**), burner heads and drip sheds.
- 3.1.3 Thoroughly clean the brass burner ring and burner head with soap and water. Ensure all the burner ports are clean and free from food. Stubborn debris lodged in ports can be removed using a non-metallic implement such as a cocktail stick. The slots in the base should be free of debris using a soft brush.
- 3.1.4 Dry the brass burner ring and burner head with absorbent paper and ensure that no water has been left in the burner ports. Put a few drops of vegetable oil on to a piece of absorbent paper and wipe over the burner head. Replace the burner head over the two location pins then fit the brass ring ensuring the pin on the head locates in the slot in the brass ring. Light the burners for a few minutes.
- 3.1.5 Thoroughly clean the pan supports & drip sheds with soap and water.
- 3.1.6 Dry the pan supports and ensure that no water has been left in any recesses.



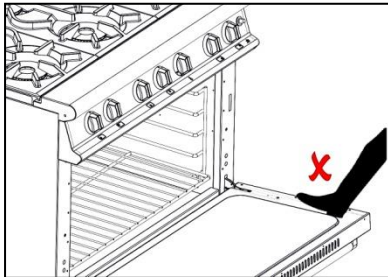
BURNER EFFICIENCY WILL BE SIGNIFICANTLY REDUCED IF RECOMMENDED CLEANING IS NOT CARRIED OUT DAILY

CLEANING MAY BE REQUIRED DURING SERVICE IF A SPILLAGE HAS OCCURED.



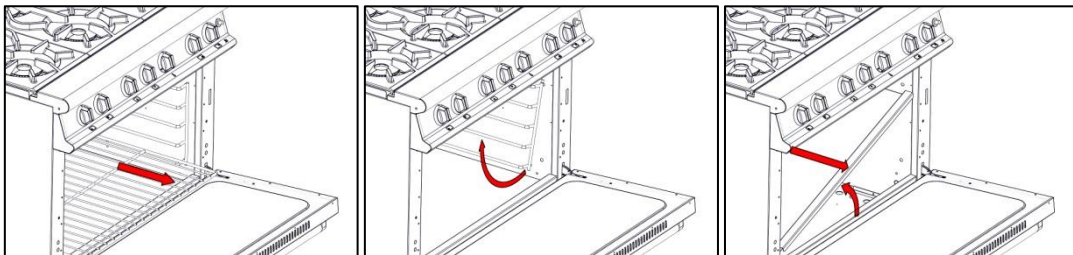
TO ENSURE LONGEVITY AND PREVENT CORROSION BURNERS AND PAN SUPPORTS MUST NOT BE CLEANED IN A DISHWASHER, WITH ANY CAUSTIC CLEANING PRODUCT OR LEFT TO DRY NATURALLY.

3.2 CLEANING THE OVEN



3.2.1 At the end of each day or cooking period, turn off and cool down.

3.2.2 Remove grid shelves, shelf runner and oven base plate.



3.2.3 Clean oven chamber using soap and water.

3.2.4 Clean the shelves and base tray using soap and water.

4.0 SPECIFICATION

4.1 APPLIANCE WEIGHT TABLE

APPLIANCE	UNIT WEIGHT (kg)	PACKED WEIGHT (kg)
G3101HD	140	154

Electrical DATA TABLE

APPLIANCE	PHASE	CURRENT			POWER
		MIN (A) @ 230V	MAX (A) @ 230V	ACTUAL (A) @ 230V	(kW) @ 230V
G3101HD	NA	NA	NA	NA	NA



IF ANY CURRENT IS OUT WITH THESE TOLERANCES, THE CAUSE MUST BE INVESTIGATED AND RECTIFIED.

4.2 INJECTOR SIZES & PRESSURE TABLE

INJECTOR SIZES & PRESSURE			
		NATURAL GAS	PROPANE
G3101HD hob injector		215	130
G3101HD oven injector		220	135
Supply Pressure	mbar	20	37
Operating Pressure	mbar	15	N/A

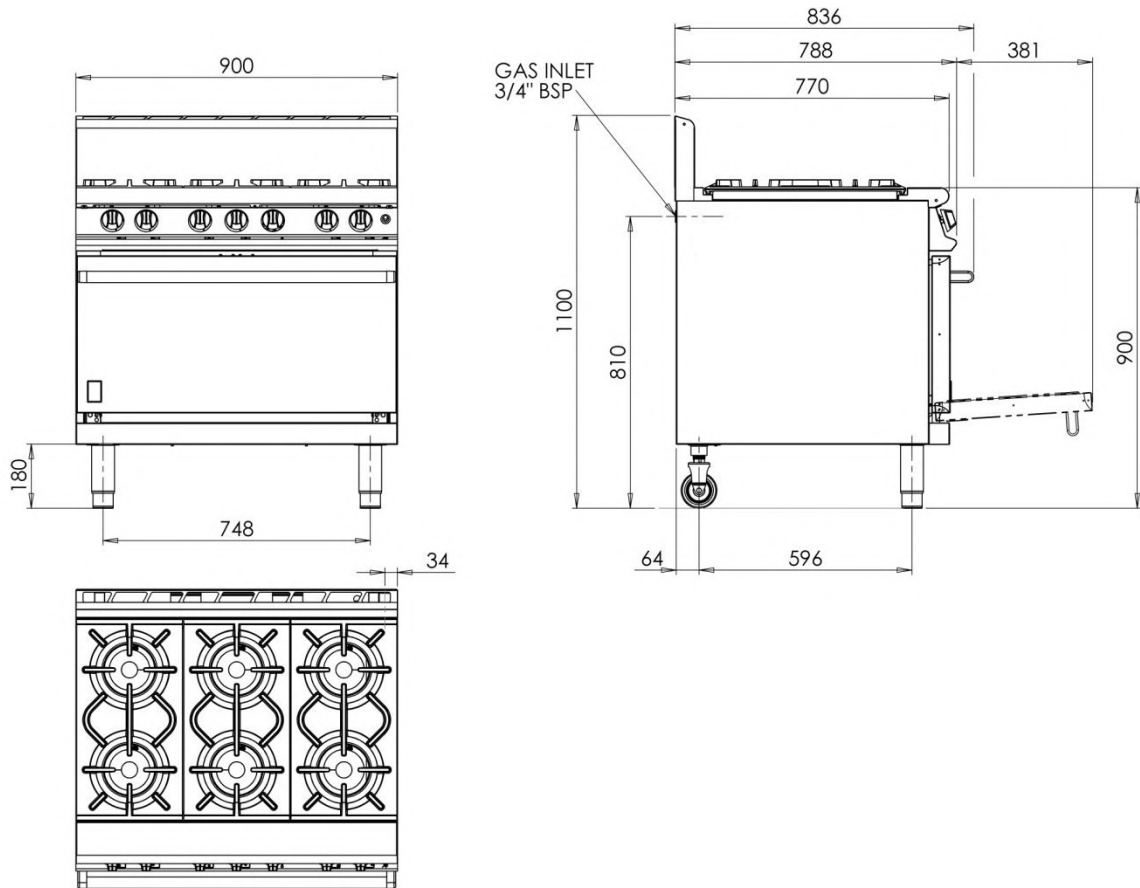
*Operating Pressure on Natural Gas (G20) is set with one burner on

4.3 HEAT INPUT TABLE

HEAT INPUTS NATURAL GAS			
APPLIANCE	kW	Btu/hr	Low rate
G3101HD Hob	6 x 6.9	6 x 25900	2kW
G3101HD Oven	7.1	26700	N/A

HEAT INPUTS PROPANE			
APPLIANCE	kW	Btu/hr	Low rate
G3101HD Hob	6 x 6.7	6 x 25200	2kW
G3101HD Oven	7.1	26700	N/A

5.0 DIMENSIONS / CONNECTION LOCATIONS



6.0 INSTALLATION

Electrical Safety and Advice Regarding Supplementary Electrical Protection

Commercial kitchens and foodservice areas are environments where electrical appliances may be located close to liquids, or operate in and around damp conditions, or where restricted movement for installation and service is evident.

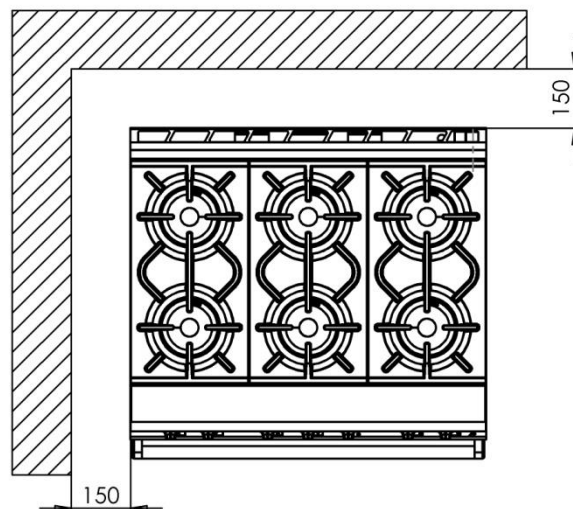
The installation and periodic inspection of the appliance should only be undertaken by a qualified, skilled and competent electrician; and connected to the correct power supply suitable for load as stipulated by the appliance data label.

The electrical installation and connections should meet the necessary requirements to local electrical wiring regulations and electrical safety guidelines.

We recommend:-

- Supplementary electrical protection with use of a type A residual current device (RCD).
- Fixed wiring appliances incorporate a locally situated switch disconnector to connect to, which is easily accessible for switching off and safe isolation purposes. The switch disconnector must meet the specification requirements of IEC 60947.

6.1 SITING / CLEARANCES



CAUTION: WALLS CLOSER THAN 150mm TO THE APPLIANCE MUST BE NON COMBUSTABLE. IF SITING THE NECESSARY CLEARANCES TO ANY CUMBUSTIBLE WALL MUST BE THE LARGEST FIGURE GIVEN FOR INDIVIDUAL APPLIANCES INSTRUCTIONS.

6.2 VENTILATION

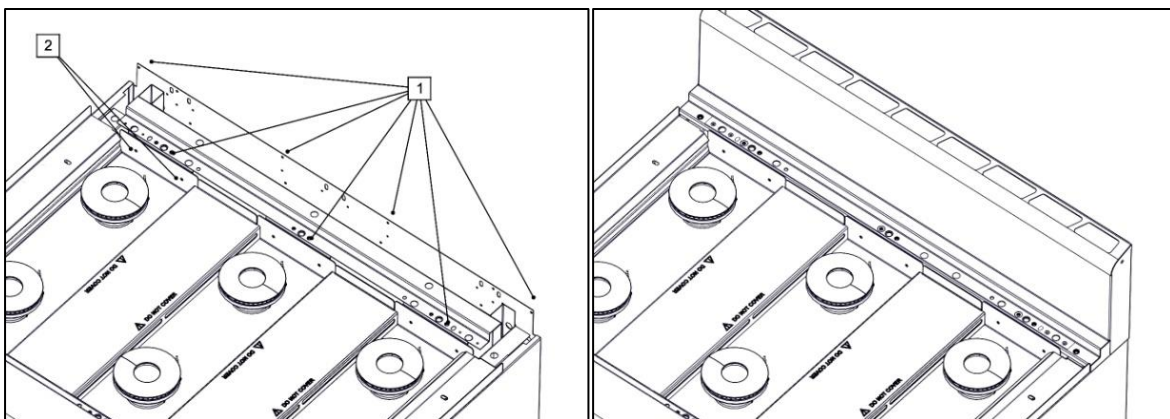
This appliance must be installed with sufficient ventilation to prevent the occurrence of unacceptable concentrations of substances harmful to health in the room in which they are installed. Installer must consult any additional local / national regulations.

COMBUSTION AIR REQUIREMENTS		
APPLIANCE	G20	G31
G3101HD	47 m ³ /h	47 m ³ /h

6.3 ASSEMBLY

6.3.1 Remove the pan supports and polythene sheet then remove the 4 screws from the back panel & the 3 rear right hand screws from the burner support brackets.

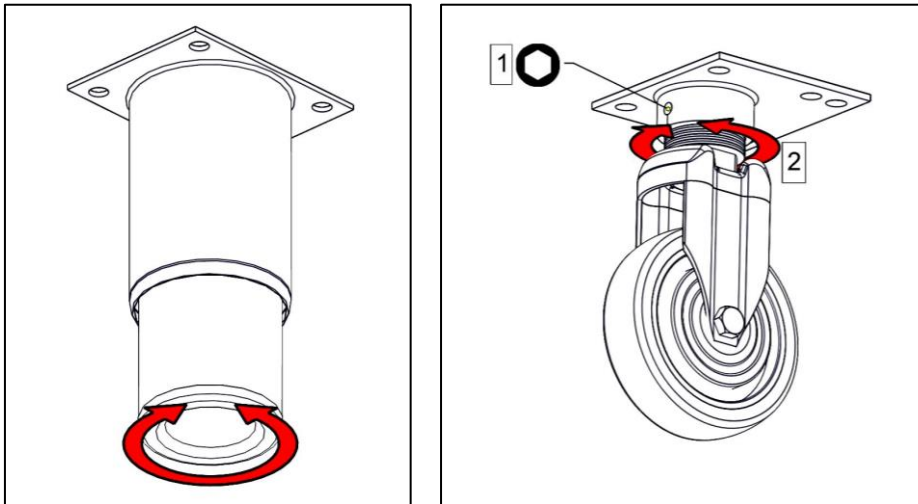
6.3.2 Slacken the 6 burner support screws to allow the flue flange to slide down behind the burner supports.



6.3.3 Fit the flue, replace all fixing and tighten the burner support screws.

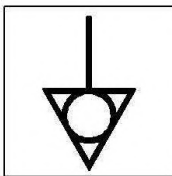
6.3.4 Replace the pan supports.

6.3.5 Position the appliance and level using feet & castor adjusters as shown below.



TAKE CARE WHEN MOVING AN APPLIANCE FITTED WITH CASTORS.

6.3.6 Connect appliance to gas supply and test for gas tightness (see section 6.4)



This appliance is also provided with a terminal for connection of an external equipotential conductor. This terminal is an effective electrical contact with all fixed exposed metal parts of the appliance, and shall allow the connection of conductor having a nominal cross-section area of up to 10mm². It is located at the rear of the unit and identified by the following label and must only be used for bonding purposes.

6.4 GAS SUPPLY & CONNECTION

6.4.1 Installation pipe work should be fitted in accordance with local / national standards.

The pipe work must not be smaller than unit gas inlet connection. If using flexible hosing, the hose must be installed & sized to conform to BS 6173 and the length must not exceed 1.5m. An isolating valve must be located close by for shut-down during an emergency or servicing. An inlet manifold is supplied with to enable connection to 3/4" BSP inlets.

6.4.2 If flexible hose is used, it shall comply with national requirements. These must be periodically examined and replaced as necessary. A retention chain must also be attached to the rear of the appliance.

6.4.3 **Natural Gas Appliance** - Supplied governor must be fitted to the rear of the appliance. (see section 8.9)

6.4.4 The installation should be checked for gas tightness and purged as specified in IGE/UP/1.

6.5 ELECTRIC SUPPLY & CONNECTION

Not applicable to this appliance

Live 1 (Phase 1)	Brown
Neutral	Blue
Earth	Yellow/Green



THIS APPLIANCE MUST BE EARTHED.

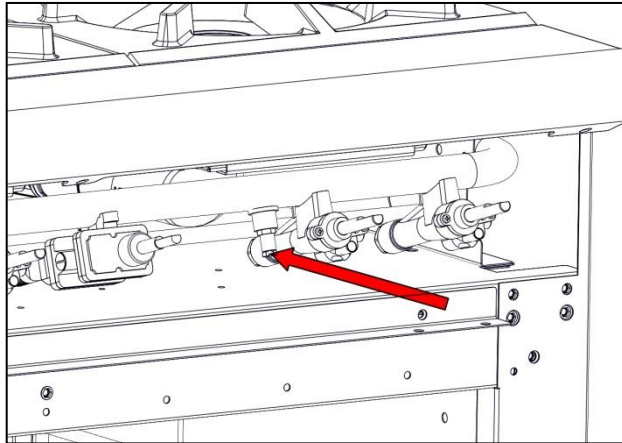
6.6 COMMISSIONING

Refer to section 2.0 for operation.

Carry out the following operation:

6.6.1 Turn the main gas supply on to the appliance.

6.6.2 Remove front facia as stated in section 8.1. Connect a suitable pressure gauge to the test point on the manifold shown below.



6.6.3 Light one open top burner

6.6.4 **Natural Gas Appliance only** – Adjust Governor as shown in section 8.9 to a manifold pressure of 15mbar.

6.6.5 Light all burners at maximum position and inspect burner flame for flame stability and colour.

6.6.6 Switch appliance off

If the appliance does not operate correctly please refer to section 10.0 and rectify the problem.



PLEASE FILL OUT THE INFORMATION TABLE ON THE FRONT COVER AFTER COMMISSIONING.

7.0 CONVERSION



BEFORE INSPECTION, SERVICING OR CONVERSION, TURN OFF GAS AT ISOLATOR.

7.1 GAS CONVERSION CHECK LIST

- Change injectors in burner(s) (see 8.5 & 8.6).
- Change By Pass screws
- Change gas type label.
- For natural gas (G20) an appliance governor is required
- For LPG (G31) an appliance governor is not required

8.0 SERVICING



MAINTENANCE CHECK

Regular servicing of the appliance should be undertaken to ensure correct operation, it is functioning as intended, and safe to use. We recommend servicing after 2,500 hours of use, or annually, whichever comes first. Any maintenance schedule should be carried out in accordance with SFG20 Maintenance Schedules. Should any issues with the integrity of the components be identified these should be replaced. If the appliance is not considered safe the unit should be removed from service and the responsible person advised why the unit is not safe to use and what remedial action is needed. Contents of the maintenance schedule should be agreed with the maintenance provider.



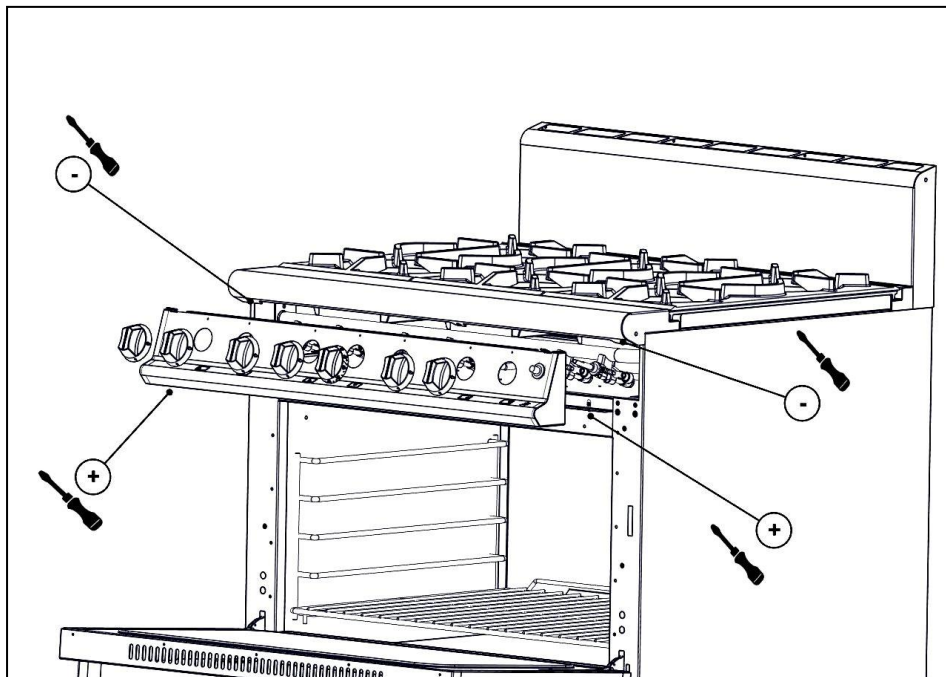
BEFORE ATTEMPTING ANY MAINTENANCE, ISOLATE THE APPLIANCE AT THE MAINS SWITCH AND TAKE STEPS TO ENSURE THAT IT IS NOT INADVERTENTLY SWITCHED ON.



BEFORE INSPECTION, SERVICING OR CONVERSION, TURN OFF GAS AT ISOLATOR.

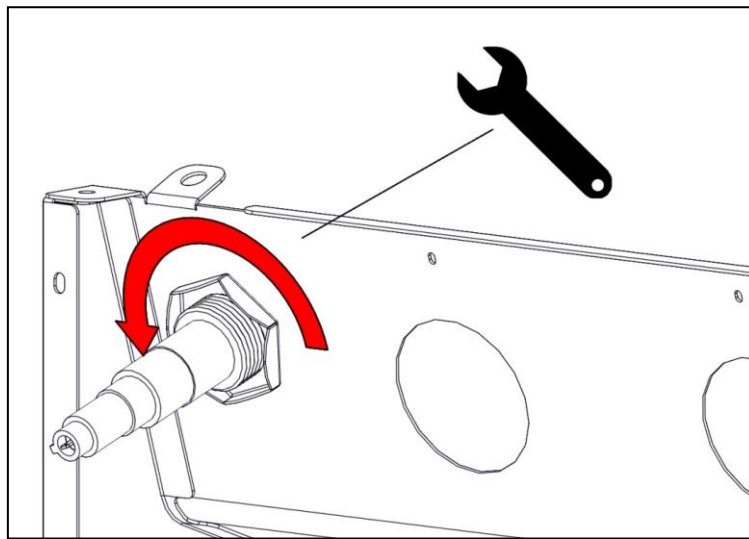
8.1 FRONT FASCIA

8.1.1 Removal of the front fascia is indicated below & disconnect the two ignition wires from the Piezo igniter



8.2 PIEZO IGNITER

8.2.1 Remove front fascia as stated in section 8.1.



8.3 GAS VALVE

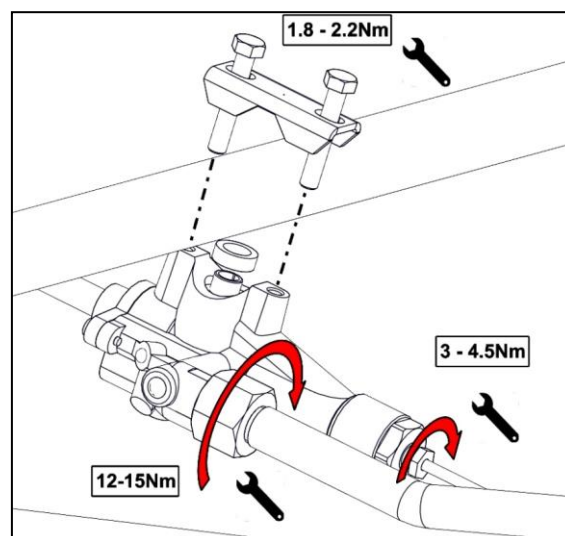
8.3.1 Remove front fascia as stated in section 8.1.

8.3.2 Remove pan supports and drip trays.

8.3.3 Remove thermocouple and gas pipe from rear of valve.

8.3.4 Gas valves are saddle mounted onto the float rail and fixed using two M5 bolts.

8.3.5 Remove gas valve by pulling down, there is a spigot preventing sideways movement.



8.4 OVEN THERMOSTAT

8.4.1 Remove front fascia as stated in section 8.1.

8.4.2 Remove pan supports and drip trays.

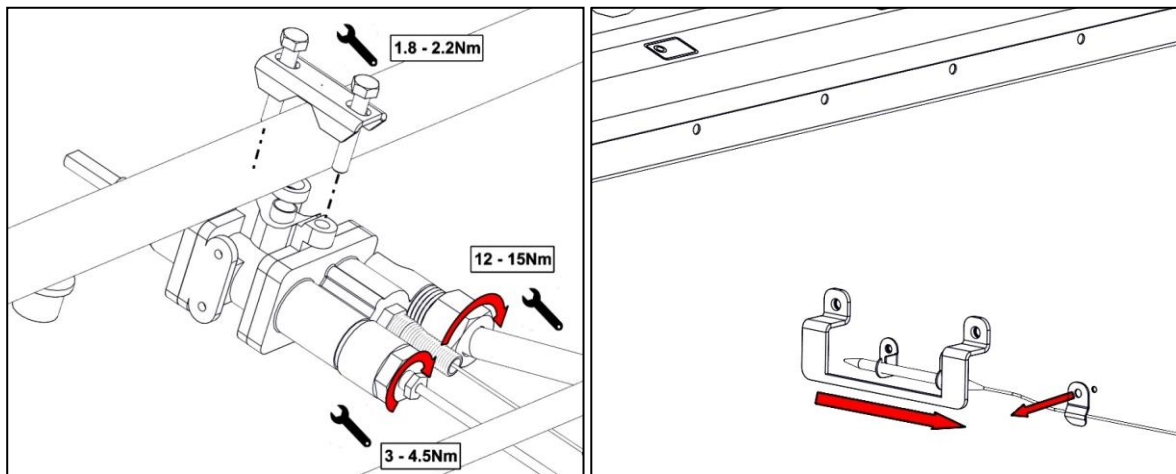
8.4.3 Remove thermocouple and gas pipe from rear of valve.

8.4.4 Remove thermostat phial from its mounting bracket and prepare capillary for feeding out of the oven.

8.4.5 The oven thermostat is saddle mounted onto the float rail and fixed using two M5 bolts.

8.4.6 Remove oven thermostat by pulling down, there is a spigot preventing sideways movement.

8.4.7 Feed the capillary tube and phial out of the oven carefully



TAKE CARE TO ENSURE THERE ARE NO SHARP BENDS ON THE CAPILLARY TUBE.

8.5 OPEN TOP BURNER

8.5.1 Remove pan supports and drip sheds

8.5.2 Remove burner cap and head.

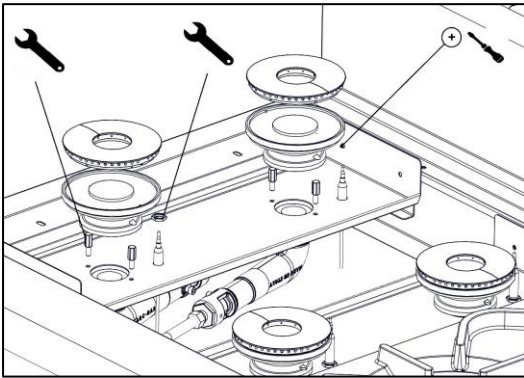
8.5.3 Remove burner Venturi fixings using 8mm spanner

8.5.4 Disconnect the thermocouple from the burner support rail

8.5.5 Remove burner support rail.

8.5.6 Remove injector housing.

8.5.7 If converting – Injector can now be removed from the housing and replaced.



8.6 OVEN BURNER

8.6.1 Remove oven interior fitments as stated in section 3.2.2.

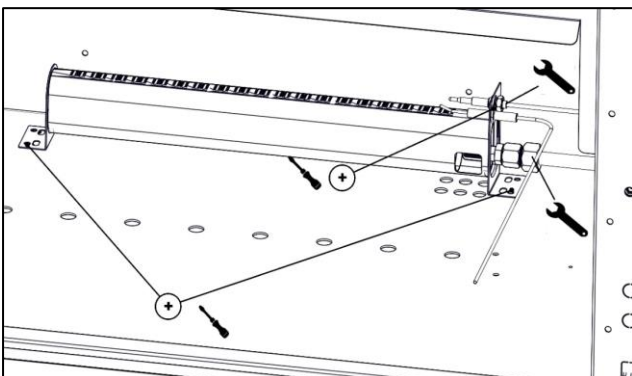
8.6.2 Remove oven injector from burner.

8.6.3 If converting – Injector can now be replaced.

8.6.4 Remove spark electrode.

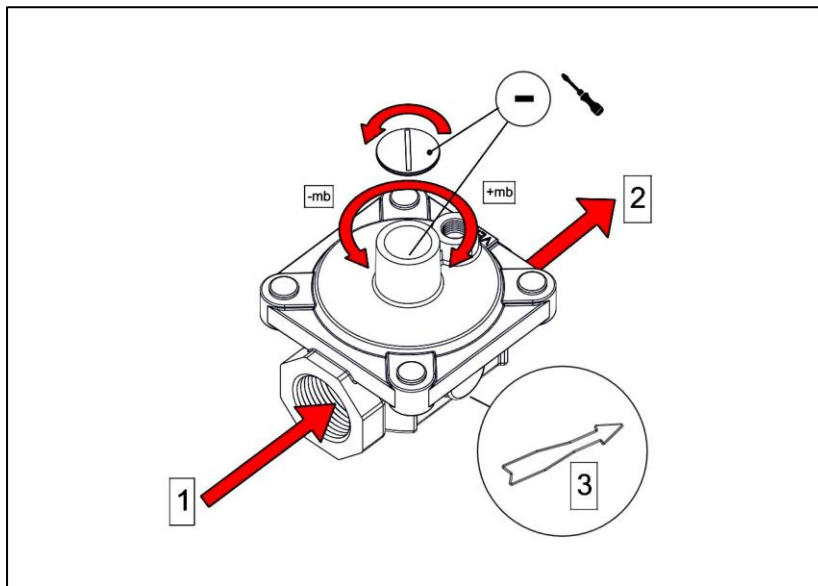
8.6.5 Remove thermocouple.

8.6.6 Remove burner.



8.7 GOVERNOR

8.7.1 Natural Gas Appliance only – Adjust Governor as shown.



- 1 – Gas in
- 2 – Gas out
- 3 – Direction of flow



GOVERNOR SUPPLIED IS MAINTENANCE FREE. ENSURE THE BLUE DUST CAP COVERING THE VENT IS FITTED AND IN GOOD CONDITION.

9.0 ACCESSORIES

9.1 DROP ON GRIDDLE

9.1.1 Before first use: Wash plate thoroughly and rinse. Dry off completely and lightly coat the surface with vegetable oil.

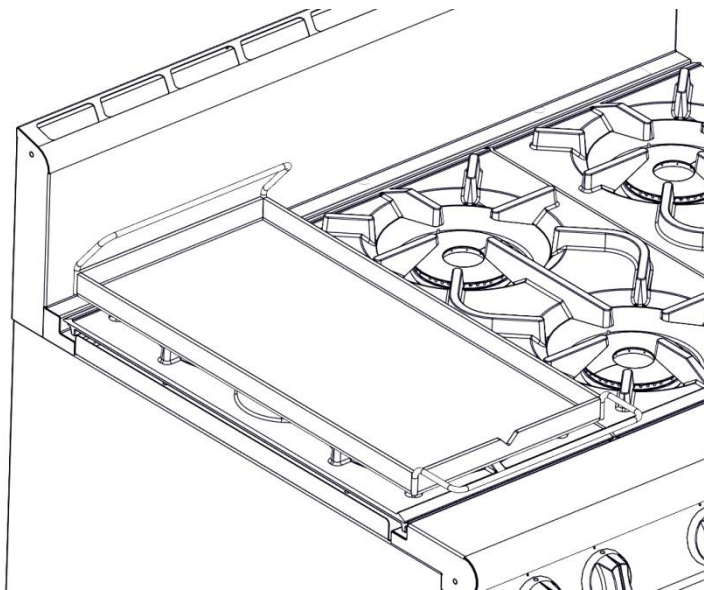
9.1.2 Ensure the plate is located front to back and central on the pan supports as indicated ensuring the drain notch is at the front.

9.1.3 During use: The plate will require to be lightly oiled during the cooking process. Due to the dry nature of griddling, food debris will burn on to the plate. Continually scraping and removing the debris is recommended.

9.1.4 After use: Allow the plate to cool and scrape and remove any remaining debris. Remove the plate from the pan supports and wash it thoroughly. Rinse and dry off completely. Re-oil plate ready for next use.



THE HANDLES OF THE PLATE WILL GET HOT IN USE AND THE APPROPRIATE PPE SHOULD BE WORN WHEN USING THE PLATE



10.0 FAULT FINDING

FAULT	POSSIBLE CAUSES	REMEDY	USER	*ENG
Burner will not light/stay lit.	No gas to the unit.	Check main gas is turned on.	✓	
	Spark ignitor not working	Replace spark ignitor		✓
	Blocked injector.	Clean or replace injector.		✓
	Blocked burner ports	Clean burner regularly	✓	

*ENG Service engineer only.

11.0 SPARE PARTS

PART DESCRIPTION	SPARES NUMBER
Rear thermocouple	537060112
Front thermocouple	537060102
Oven thermocouple	535290058
Open top valve	535280009
Oven thermostat	535290062
Oven burner	535290055
Open top burner cap	535280001
Open top burner body	535280002
Spark ignitor	535010000
Spark ignitor electrode & cable	535290059

When ordering spare parts please quote the following:

Model Number

Serial number

Gas type

This information will be found on data plate attached to the appliance

Visit our website for further spares information.

12.0 SERVICE INFORMATION

This unit carries an extensive mainland UK warranty. The warranty is in addition to and does not change your statutory or legal rights.

The warranty policy can be found on our website which details the conditions of the warranty and the exclusions.

<https://www.falconfoodservice.com/info-centre/policy>



Service calls to equipment under warranty will be carried out in accordance with the conditions of sale.

Warranty calls can be made between 8:30 am and 5:00 pm weekdays only.

To ensure your warranty enquiry is handled as efficiently as possible, ensure you have the following appliance information prior to calling us:

1. Model number – found on data plate
2. Serial number – found on data plate
3. Brief description of the issue

To contact Falcon for a warranty issue dial (UK only) 01786 455 200 and select Warranty Issues from the menu.