



Smeg Customer Support Portal Help Guide

Servevast Online Support Portal
Support site for Smeg, Franke, Faber and Apell appliances

Home Help Knowledgebase Videos Submit A Ticket Registered Users

The Servevast Limited Support Portal provides web-based technical documentation and videos for Smeg, Franke and Apell Appliances. We are the industries only live database support portal with access to hundreds of articles and downloads. Before using the portal we suggest you take time to read the information below to help you find what you require.

Ask Dave?
Have you got a technical question? Do you just need general advice on your product? Why not ask Dave our technical assistant, simply type in the fault or a general question and Dave will search through our comprehensive library of records for a close match. If you do not wish to ask Dave just click on the knowledgebase or browse through our collection of videos.
Remember to keep your questions simple for example "E2 Error" for more accurate results.

What areas would you like to search? Knowledgebase Videos

Knowledgebase
The knowledgebase is where you can search for information about appliances such as cleaning, general use, error codes, tips and repairs. We supply a huge range of technical info in the knowledgebase that hopefully will be of use to you.

Technical Videos
The Servevast support portal now offers help and advice in the form of videos. All you need to do is browse through the different videos that we have recorded so you can visually see how to fit a certain part or gain more knowledge on a particular product.

Submit A Ticket
If you have searched through the knowledgebase and still cannot find an answer to your question then our support team are here to help. You can send us an email with the query, we will endeavour to get back in touch with a solution as quickly as possible. Please search the knowledgebase first before emailing our team. To submit a ticket please fill out the form below, we endeavour to get back to you as soon as possible.

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Click here to go direct to the Knowledgebase section.


Click here to go direct to the Technical Video section.

Click here to submit a ticket to the Technical Team if you cannot find an answer to your query in the Knowledgebase.

Search box type your query here, try to keep it simple with just the model number or a few words such as "door seal" or "bulb".

Search box categories Choose to search either knowledgebase articles, videos or both.

1. Ask Dave Search



Ask Dave?

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bulb

What areas would you like to search? Knowledgebase Videos

Type your search query here, then click search. The results are shown on the next page.

Knowledgebase Results 7 articles found in Knowledgebase

- [How to change the bulb in my Smeg cooker.](#)
- [How do I change the bulb in my Franke hood?](#)
- [How to change the bulb in my Smeg oven.](#)
- [How to change a bulb in a Smeg halogen cooker hood.](#)
- [How do I change the light bulb inside my microwave](#)
- [How to change the bulb in my Smeg FAB fridge freezer.](#)
- [I open the door on my oven and the light comes on and the heat goes off. is this normal?](#)

Click on the result here to display the answer to the question.

Video Results 1 articles found in Technical Videos

- [Changing Light Bulbs in Smeg Ovens](#)

Click on the result here to display the related video to the question.

Ask Dave Search results page

Here is the results page with links to documents and video.

You are in >> [Knowledgebase](#) >> [Smeg Cookers](#) >> [How to change the bulb in my Smeg cooker.](#)

Jump to category
Smeg Cookers

Search in Smeg Cookers

How to change the bulb in my Smeg cooker.

4th April 2008

Beginning of article...

click here for a guide on replacing a bulb in a smeg oven / cooker - [How to change the bulb in my Smeg cooker.](#)

click here for a short video demonstration - [Replacing a bulb in my Smeg cooker video](#)

...End of article

Html Tags

cooker oven light bulb lightbulb change
changing removal removing remove replace
a1 a2 a3 suk a3-6



4 votes (4.00)

Related Articles


No related articles found

Click here to open the document.

Click here to open the video.



2. Knowledgebase Section




Knowledgebase


The knowledgebase is where you can search for information about appliances such as cleaning, general use, error codes, tips and repairs. We supply a huge range of technical info in the knowledgebase that hopefully will be of use to you.

Knowledgebase Section Categories


Click on the required category




[Smeg Spares](#)
2 articles
Smeg Spares




[Smeg Cleaning](#)
4 articles
Smeg Cleaning




[Instruction manuals](#)
21 articles
Instruction manuals for your Smeg appliances




[Smeg Ovens](#)
73 articles
Ovens




[Smeg Coffee Machine](#)
2 articles
Coffee Machine




[Smeg Hoods](#)
36 articles
Hoods




[Smeg Microwaves](#)
9 articles
Microwaves




[Smeg BBQ](#)
3 articles
BBQ




[Smeg Cookers](#)
63 articles
Cookers




[Smeg Electric Hobs](#)
28 articles
Electric Hobs




[Smeg Gas Hobs](#)
20 articles
Gas Hobs




[Smeg Dishwashers](#)
106 articles
Dishwashers




[Smeg Laundry](#)
40 articles
Laundry




[Smeg Refrigeration](#)
61 articles
Refrigeration




[Smeg Accessories](#)
22 articles
Accessories




[Smeg Sinks & Taps](#)
12 articles
Sinks & Taps




[Smeg Home Garden](#)
1 articles
Home Garden




[Smeg Fires](#)
14 articles
Fires




[Frankie](#)
6 articles
Frankie Appliances



[John Lewis](#)
0 articles
John Lewis Appliances



[Apell](#)
0 articles
Apell Appliances



[Dave](#)
2 articles
Questions about Dave

Click on the required document

Filter Options: None 1 2 3 4

71 articles found in Smeg Ovens

Description	Date	Rating
Smeg Food Recipes	20th Aug 2014	★★★★★ 1 votes
What does the oven "defrost" function do?	7th Jul 2014	★★★★★ 1 votes
What's the easiest way to select a particular cooking function?	7th Jul 2014	★★★★★ 1 votes
What's the difference between fan and fan-assisted ovens?	7th Jul 2014	★★★★★ 1 votes
What does the ECO cooking mode do?	7th Jul 2014	★★★★★ 1 votes
How does the Smeg preset recipe system work?	7th Jul 2014	★★★★★ 1 votes
Is it true that ovens give off a strong smell the first time you use them?	7th Jul 2014	★★★★★ 1 votes
Do I have to pre-heat my Smeg oven before I start cooking?	7th Jul 2014	★★★★★ 1 votes
Are Smeg electronic ovens easy to use?	7th Jul 2014	★★★★★ 1 votes

What does the oven "defrost" function do?

7th July 2014

Beginning of article...

Question: What does the oven "defrost" function do?

The defrost function uses the oven fan to circulate air at room temperature around the cavity, enabling you to defrost food more quickly.

...End of article

Html Tags


What does the oven "defrost" function do?

★★★★★
1 votes (5.00)

Related Articles

No related articles found

3. Technical Videos Section



Technical Videos

The Servevast support portal now offers help and advice in the form of videos. All you need to do is browse through the different videos that we have recorded so you can visually see how to fit a certain part or gain more knowledge on a particular product.

Click here to go to the Consumer Help Section



[Consumer Help!](#)
5 videos
"SMEG" Product Help!

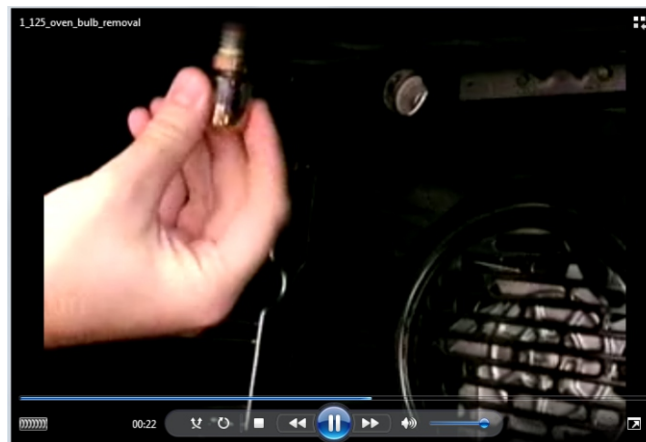
Click on the required video

Filter Options: *None* 1

5 videos found in **Consumer Help!**

Description	Model
Laundry Decor Hinge Fitting Laundry Decor Hinge Fitting Smeg Appliances	Laundry - Washers - Washer dryers
Replacement of a Smeg Clip on Seal This is a video showing how to replace a clip on a Smeg oven door seal	Smeg Double & Single Ovens
Changing Light Bulbs in Smeg Ovens This video shows how the Smeg light bulbs can be easily changed	Smeg Ovens & Range Cookers
Setting a Smeg 5 button Clock - Timer This video help you through the setting of the Smeg clock and Smeg timer sequence	All 5 Button Smeg Oven Clocks
Deactivating Showroom Mode on Smeg Hobs Deactivating Showroom Mode on Smeg Hobs - That have a Secondary Menu - please refer to the Smeg user manual to ensure your Smeg model has this menu installed	SI321D

Found 5 records



4. Submit a Ticket

 **Submit A Ticket**

If you have searched through the knowledgebase and still cannot find an answer to your question then our support team are here to help. You can send us an email with the query, we will endeavour to get back in touch with a solution as quickly as possible. Please search the knowledgebase first before emailing our team. To submit a ticket please fill out the form below, we endeavour to get back to you as soon as possible.

First, click "Create Ticket"

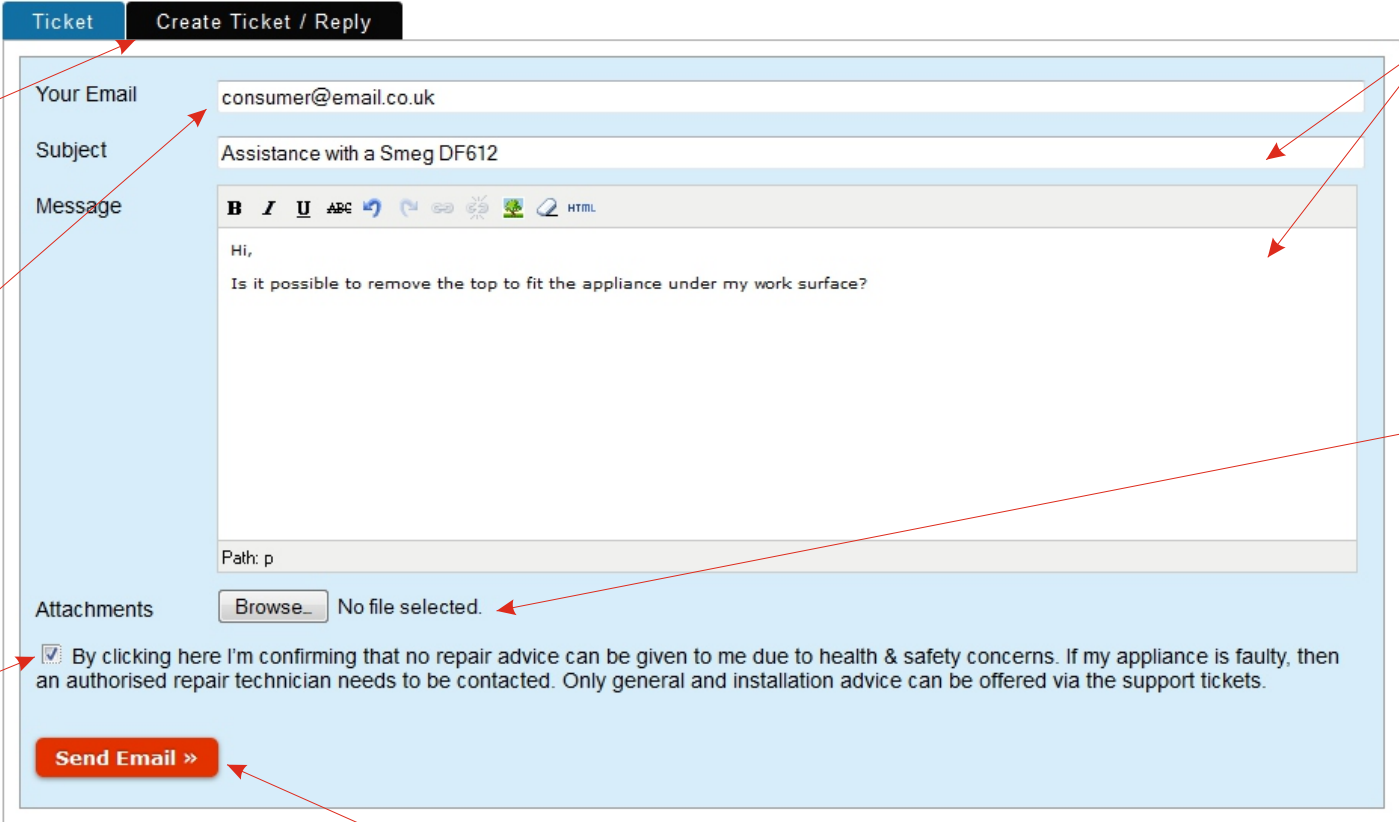
Take care that you enter your email address correctly.

Enter the details of your query here

Attach any relevant pictures or documents here

Click here to accept terms

Click here to submit the request to the support team. You will receive a confirmation email shortly.



The screenshot shows a web form titled "Ticket" with a sub-header "Create Ticket / Reply". The form fields are: "Your Email" (consumer@email.co.uk), "Subject" (Assistance with a Smeg DF612), and "Message" (Hi, Is it possible to remove the top to fit the appliance under my work surface?). Below the message field is an "Attachments" section with a "Browse..." button and "No file selected." text. At the bottom, there is a checkbox for terms and conditions, which is checked, and a red "Send Email >>" button.