

Unit 1

HOME APPLIANCES

AND USERS

In this unit you will

- ▶ learn and practice words and phrases related to home appliances and the problems users have with them
- ▶ practice the language for diagnosing customers' problems and recommending solutions



Part 1: Home appliances

1a Class Discussion

- ▶ What kind of home appliances do you have?
- ▶ What are 'white goods'?
- ▶ What kind of problems do you have with each appliance?



1b Categorize



Put example home appliances under the following functions:

Cooking

Heating

Cooling

Cleaning

1c Match

Match the following products with the product categories.

A

- ▶ Ovens
- ▶ Compact appliances
- ▶ Microwaves
- ▶ Steam ovens
- ▶ Warming drawers
- ▶ Hobs
- ▶ Cooker hoods

B

- ▶ Washing machines
- ▶ Washer dryers
- ▶ Tumble dryers

C

- ▶ Fridges
- ▶ Fridge freezers
- ▶ American-style fridge-freezers
- ▶ Wine coolers
- ▶ Freezers

D

- ▶ Slimline 45cm wide
- ▶ Compact dishwashers
- ▶ Fullsize dishwashers

E

- ▶ Bagless vacuum cleaners

F

- ▶ Food Processors
- ▶ Food Mixers
- ▶ Hand blenders
- ▶ Choppers
- ▶ Juicers

G

- ▶ Tassimo hot drinks machine
- ▶ Tossimo drinks machines with Brita filter
- ▶ Coffee machines

H

- ▶ Kettles
- ▶ Toasters
- ▶ Hot Water Dispensers

I

- ▶ Steam irons
- ▶ Steam generators

Categories



Washers and dryers



Cooking



Kettles & toasters



Dishwashers



Vacuum cleaners



Food Preparation



Fridges and freezers



Ironing



Hot drinks machines

Part 2: Which hob to choose

2a Class Discussion

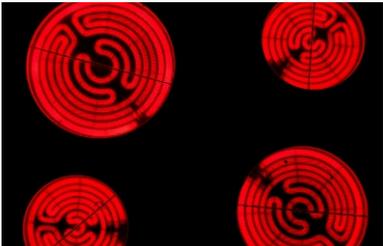
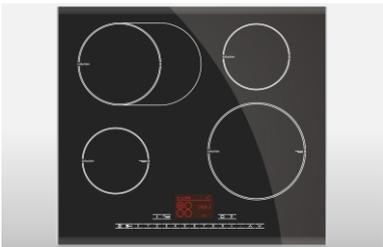
- ▶ What kind of hob do you have at home?
- ▶ What other words are used for hobs?



2b Analyze and decide

The following table describes three different kinds of hobs.

- 1) First use your glossary to check the meanings of the **highlighted words**;
- 2) then write down the pros and cons (artı ve eksileri) for each kind of hob;
- 3) finally as whole class decidewhich kind of hob is better, and why.

 <p><i>gas hob</i></p>	<p>Gas hobs are easy to control and give instant heat. You'll find gas hobs in professional kitchens, and they're popular with professional cooks.</p>	<p>Pros:</p>	<p>Cons:</p>
 <p><i>ceramic hob</i></p>	<p>Ceramic hobs are electric with a smooth, easy-to-clean surface. They're easy to use and heat up quickly, but heat distribution around the bottom of pans isn't as good as when cooking on a gas hob.</p>	<p>Pros:</p>	<p>Cons:</p>
 <p><i>induction hob</i></p>	<p>With induction hobs the cooking surface does not heat up. A magnetic field is created between the pan and an element underneath the glass top. This only heats the pan, which means you can touch the adjacent surface without burning yourself. This means that the induction hobs are quicker than other types of hob, and are cheaper to run because they use only the precise amount of energy you need. Because of the powerful electromagnetic field, induction may not be suitable if you have a pacemaker fitted, and they can be noisy when more than one cooking zone is in use.</p>	<p>Pros:</p>	<p>Cons:</p>

Adapted from <<http://www.which.co.uk/home-and-garden/home-appliances/guides/how-to-buy-the-best-hob/types-of-hob/>>

2c Find the phrases

Check the text for phrases (kelime grupları) which mean the following:

1. ihtiyacınız olan kesin enerji miktarı:
2. kolay temizlenir yüzey:
3. kolay kontrol edilir:
4. ısı dağılımı:
5. gazlı ocakta pişirmek:

6. manyetik alan:
7. yandaki yüzey:
8. tencerenin altı:
9. pişirme alanı:
10. profesyonel ahaç:

Part 3 Things that can go wrong with hobs

3a Class Discussion

- ▶ What are the common faults (yaygın arızalar) of electric hobs?
- ▶ What are the dangers of trying to fix your own hob if you are not a technician?



3b Match

Match the following phrases with the pictures.

ceramic hob element fridge magnets switch/mains pots and pans
warning light heating zones numbers on a hob knob



3c Test your knowledge:

1. How do you know if the element in a ceramic hob is on?
 - a) a warning light comes on b) the element turns red c) a noise starts d) you can feel the heat
2. What is a 'power board'?
 - a) main fuse box b) a generator c) a switchboard for circuits used in the distribution of power

3d Find the meaning

Below are some common faults with electric hobs, and a jumbled list of possible solutions (olası çözümler). Read the two lists and use your glossary to check the meanings of the underlined words.

Common Ceramic Hob Faults

1. Hob element works but unable to regulate temperature
2. Hob element works on some numbers but not others
3. Hob element doesn't work at all
4. Element stays on – *unless turned off at the mains*
5. Hob doesn't boil a pan
6. Element has gone off but hot hob warning light doesn't turn off

Common Induction Hob Faults

7. Heating zones on hob selected but don't work
8. Hob is making a whirring noise
9. No power to hob

3e Match

Match the faults with the solutions.
E matches 2 problems. One example is given.

Possible Solutions

- A) Switch or element required
- B) It is normal to hear a low noise from the internal fan of an induction hob
- C) Ensure pan has flat bottom and is the right size. If still not boiling, element is faulty.
- D) Power board required
- E) Energy regulator required
- F) Faulty limiter on one of the elements
- G) Ensure pans are suitable for use on induction appliances. They should be made from a ferrous metal - an easy way to check this is to hold a fridge magnet to the base of the pan; if it sticks, the pans should be ok to use on induction.
- H) Switch required

3f Match

Match the words and the pictures related to gas hobs:

control knobs

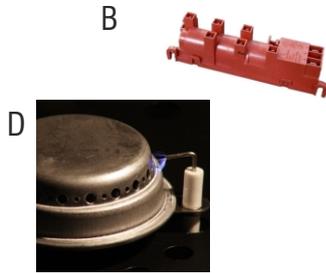
(gas) burner

spark generator

(spark) igniter/pilot

lighter

screws



3g Fill in the blanks

The following correspondence between a customer and an expert is adapted from www.justanswer.com. Fill in the blanks with the following words. Use your glossary to check the meanings of the words you don't know.



Customer Question

My gas hob continues to(1) when a burner is on. What is causing this?
Thanks.

Response From Expert

Hi, I'm Daniel and I'll be helping you today. Is it only sparking when you(2) a burner?
Does it stop when you turn the(3) off?

Regards

Customer

Hi Daniel, the sparking sometimes stops when burner is turned off but sometimes I have to turn off the wall(4). I've sometimes used a(5) to switch on burner to prevent the sparking because it can continue the whole time the burner is(6). Hope this info helps you.
Regards.

Expert

Hi, it looks like the(7) box inside the hob is the problem and you need to(8) it. Sometimes heating with a hairdryer can fix it but that's only if the(9) got wet. Put to(10) the spark box you need to remove the(11) and burners. Then remove the(12) on either side of the burners and then you should be able to remove the top of the hob. Then you can(13) the spark box which will have all the spark leads going to it and replace it from there.
Regards



spark generator

switch

access
(used 2 times)

lighter spark

screws

spark lead lit

replace light

burner

knobs

3h True (T) or False (F)

Work with your partner and decide if the following statements are True or False according to the passage.

1. The customer's spark igniter does not stop while the burner is on.
2. It always stops after the burner is turned off.
3. The customer sometimes uses a lighter to prevent this problem.
4. The solution to this problem is to use a hairdryer.
5. Spark generator box is behind the hob.
6. Spark leads go into the spark generator box.

3h True (T) or False (F)

Imagine that this communication took place on the phone. What would you change to make this a phone conversation?

Part 4 Electric Ovens

4a Class Discussion

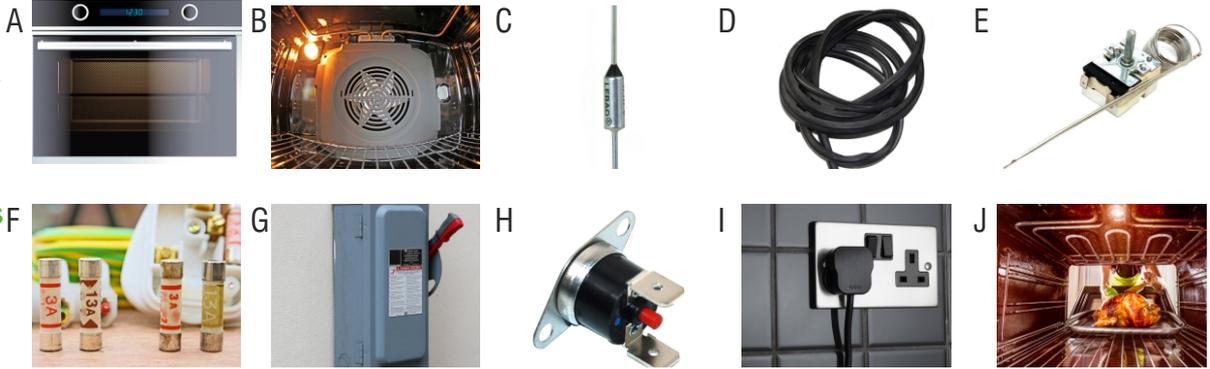
- ▶ What are the advantages and disadvantages of electric ovens?
- ▶ How do they compare with gas ovens?



4b Match

Match the following phrases with the pictures on this page.

- thermal switch
- oven thermostat
- oven fan and light
- socket and plug
- main fuse board
- oven grill
- electric plug fuses
- thermal fuse
- oven door seal
- digital timer



4c Match

Match the following Turkish words and phrases with the **highlighted** words and phrases in the text.

ısı kaçağı soğutma fanı takılı kalmak ısınmak ana güç kaynağı kesilmek yanmak üfleme

Common Electric Oven Faults

1. If the appliance is on a 13amp socket & plug, the fuse may have **blown**. If it is on a 30amp **mains power supply**, the electricity supply may have been **interrupted** so check the main fuse board in the house. If the appliance has a digital timer, it may be **stuck** in automatic.
2. If the oven fan and light come on but the element won't **heat up** then the oven element requires replacing. In some cases, this may also be linked to a faulty thermal fuse or thermal switch.
3. If the light comes on but the element won't heat up then the grill element requires replacing.
4. Thermal switch is usually required however also check the **cooling fan**.
5. If an oven is cooking at a high temperature and is unable to be turned down, the thermostat requires replacing.
6. This is generally a result of **heat escape** due to a faulty door seal which should be replaced every few years.
7. This is common in appliances without a cooling fan. A cooling fan **blows** cool air out from the top of the appliance cooling the doors and control knobs even after switching off the appliance.

4d Match



Match the following faults with the paragraphs.

- A: Grill has power but doesn't heat up
- B: Control knobs and door are getting too hot
- C: Oven cuts out
- D: Units adjacent to oven are burning
- E: No power to oven
- F: Oven burns food
- G: Oven has power but doesn't heat up

Part 5 Electric Ovens

FAQs are Frequently Asked Questions

5a Class Discussion

- ▶ What are the advantages and disadvantages of electric ovens?
- ▶ How do they compare with gas ovens?



5b Check the meaning

Match the **highlighted** words in the text with their Turkish equivalents.

- A) kullanıcı hataları B) dolasım C) hareketli (çıkarılabilir) parçalar D) katı kir tanesi E) suyu tahliye etmek
 F) tıkanmış G) katı yiyecek kalıntısı H) durulamak I) piyasadaki deterjanların kalitesi J) su tesisatı
 K) bunu engellemek için L) sıkışık kalmak M) gevsemis N) yıkama programı

Dishwashers FAQs

▶ Why does my dishwasher leave **grit** on dishes?

Normally this is **dried food residue**. To avoid this, ensure that the inside of the dishwasher is cleaned regularly and dishes with a heavy food residue are **rinsed** before placing in the dishwasher.

▶ Why doesn't my dishwasher wash?

The spray arm may be broken, check that it is able to turn properly. Also check the tube or pipe that feeds the spray arm. If nothing is damaged, the **circulation** motor could be faulty or jammed.

▶ Why doesn't my dishwasher clean dishes?

This is a common problem and quite often comes down to the various **qualities of detergents on the market** as well as simple **user errors**. Check the correct **cycle** is being used for the dishes as different dishes require different settings. Also ensure that the inside of the dishwasher is cleaned regularly and always rinse dishes with heavy food residue before placing in the dishwasher.

▶ Why is my dishwasher noisy?

Check the **moveable parts** such as cutlery baskets, spray arms, baskets, and basket runners. They could have become **loose** or broken. Objects may be **trapped** in the drain or circulation pumps. If still noisy after this, it could be a faulty pump or circulation motor.

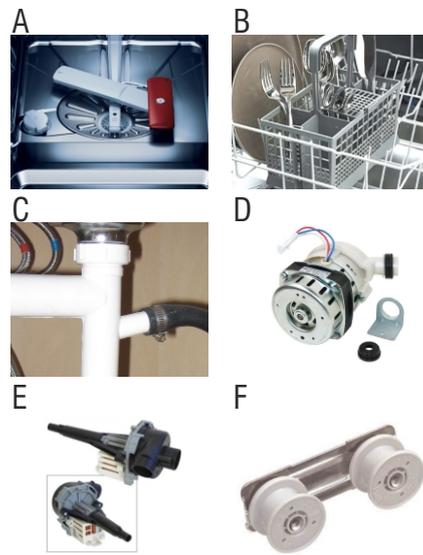
▶ Why doesn't my dishwasher **drain**?

Plumbing outside of the dishwasher could be **blocked** or an object may be trapped in the drain or circulation pump. If still not draining after checking these, it could be a faulty drain pump or circulation motor.

5c Match

Find the following words and phrases in the text and match them with the pictures. There's one picture that matches two.

- circulation motor drain basket
 spray arm basket runner
 circulation pump cutlery basket



5d Decide



Work with your partner to complete the following table with the information from the text.

Problem	Possible cause	Suggestion or Solution

Part 6 What's wrong with my washing machine?

6a Class Discussion

- ▶ What problems do people usually have with their washing machines?
- ▶ Which of the problems on the next page have you had?
- ▶ Which parts of a washing machine usually need replacing?



6b Match

Match the parts names with the pictures.

detergent tray A



B



C



D



drum

filter

door seal

drive belt

heater

door hinges

thermostat

motor brushes

timer

control unit

drain hose

E



F



G



H



I



J



K



L



M



N



O



6c



Work with your partner and discuss the following questions. Then share your thoughts with the rest of the class.

1. Which parts are to do with water?
2. Which parts are to do with heating?
3. Which parts are to do with the locking the door?
4. Which parts are cheap and which are expensive?
5. Which parts are easy to replace and which are harder to replace

6d Check the meaning

Use your glossary to check the meanings of the underlined words.



1. My washing machine damages clothes



2. My washing machine doesn't drain



3. My washing machine is leaking



4. My washing machine door doesn't open when the cycle finishes



5. My washing machine is stuck on a wash cycle



6. My washing machine drum doesn't turn

6e Match

Match the technician's explanations with the problems.

A ()

This is usually as a result of a broken or split pipe which circulates water around the machine. Try to find where the leak is coming from in order to decide which part to replace. Generally if the water is clear, then the leak is somewhere before the water reaches the detergent area. If the water is soapy, then the leak is somewhere between the detergent tray and the drum so check the door seal and sump hose. If the water is dirty then the leak is happening somewhere between the drum and the drain pump so check the drain hose.

B ()

The drive belt may need adjusting or replacing. It could also be a faulty timer, worn motor brushes or a faulty control unit.

C ()

There may be a foreign metal object such as a bra wire stuck in the drum or the drum itself could be damaged. A faulty thermostat or programmer could cause the machine to overheat and damage clothes.

D ()

Either the timer, heater or thermostat needs to be replaced. You can manually advance the programme to spin cycle in order to temporarily bypass the timer faults.

E ()

If there is still water in the machine, run the spin cycle again to run the drain pump, clean the filter and check the drain hoses for blockages. The door lock or door handle could be broken or jammed. If the lock light has gone off but the door won't open, the hinges could be jammed or the door seal may have been damaged .

F ()

Could be due to a foreign object stuck in the drain pump or the pump itself could be faulty. To drain the machine manually, drop the drain hose into a large basin until all of the water has exited the machine.



Part 7: Fridge Freezers

7a Class Discussion

- ▶ What kind of a fridge do you have at home?
- ▶ Are you happy with your fridge? Why/Why not?
- ▶ If you were to buy a new fridge what kind would you buy?



fridge from 1950s

7b Match

While reading the pros and cons for the following types of fridge freezers match the highlighted words and phrases with their Turkish equivalents.

	Pros	Cons	
freestanding fridge freezer (Vintage style) 	<ul style="list-style-type: none"> ▶ Cheaper than integrated or American-style fridge freezers. ▶ Lower electricity costs. ▶ Available in a range of colours, sizes and prices. ▶ You can opt for a larger fridge or freezer compartment depending on whether you need space for more fresh or frozen food. ▶ Easy to fit into a kitchen. ▶ You can take it with you if you move house. 	<ul style="list-style-type: none"> ▶ Cheaper models are usually basic. Useful features such as a frost-free freezer, fast-chill functions and chiller cabinets will quickly add to the price. ▶ Freestanding models typically store less fresh and frozen food than American-style fridge freezers. ▶ Less discreet than an integrated model and can take up a lot of space in a small kitchen. 	<ol style="list-style-type: none"> 1. buzlanmayan dondurucu 2. seçmek 3. her şekil ve boyutta maddeler 4. özellikler 5. elektrik ücreti 6. mevcut/bulunur 7. çeşitli 8. klasik 9. kompakt/derli toplu 10. depolama alanı 11. dijital gösterge 12. harika görünmek 13. uyum sağlamak 14. hızlı soğutma özelliği 15. su sebili 16. dondurucu çekmeceleri 17. buz yapıcı 18. soğutma bölümleri 19. saklı 20. sığması kolay 21. buzdolabı rafı 22. ince 23. temel/basit 24. dikkat çekmeyen 25. ankastre mutfak
American style fridge freezer 	<ul style="list-style-type: none"> ▶ They offer more fresh and frozen food storage space than freestanding fridge freezers. ▶ Useful standard features such as a frost-free freezer, digital displays, chiller cabinets and high-temperature alarms ▶ They look great. ▶ They have lots of fridge shelves for storing items of all shapes and sizes. ▶ Many come with water dispensers and ice makers. 	<ul style="list-style-type: none"> ▶ They are more expensive than conventional fridge freezers. ▶ They have higher electricity costs. ▶ They take up a lot of space and may be too big for your kitchen. ▶ Most models offering water and ice dispensers will need to be plumbed into the mains. ▶ They have fewer freezer drawers than you'd find in a conventional freezer. 	
built-in or integrated fridge freezer 	<ul style="list-style-type: none"> ▶ Hidden behind a door so will blend in with your fitted kitchen. ▶ Can be slimmer and more compact than other fridge freezer models. 	<ul style="list-style-type: none"> ▶ Generally fewer models to choose from. ▶ More expensive than equivalent freestanding model. 	

7a Class Discussion



Work in small groups to rate each of the 3 types of fridge freezers according to the following criteria, and based on the information in the text. Use stars for rating.

		freestanding	American style	integrated
not good ★☆☆☆☆	Range of models to choose from			
OK ★★☆☆☆	Price			
good ★★★☆☆	Storage space			
very good ★★★★☆	Electricity costs			
excellent ★★★★★	Looks			
	Space required in the kitchen			

7d Find the meaning

Use your glossary to check the meanings of the following words:

operate securely trip properly level power-cut
adjust uneven unstable slightly raise interior

Problems	Possible causes and solutions
Fridge-Freezer does not operate	<ul style="list-style-type: none"> ▶ Power plug may be unplugged from the electric outlet. → Plug it in securely. ▶ House fuse has blown or circuit breaker has tripped. → Check and/or replace fuse and reset circuit breaker. → Check house lights.
Door not closing properly	<ul style="list-style-type: none"> ▶ Food package is keeping door open. → Move packages that keep door from closing. ▶ Fridge-freezer is not level. ▶ Power cut. → Adjust the leveling screws. ▶ The floor on which the fridge-freezer is installed may be uneven or the fridge-freezer may be unstable. → Slightly raise the front side with the leveling screws
Interior light does not work	<ul style="list-style-type: none"> ▶ No power at outlet. ▶ Light lamp needs replacing → Refer to the Lamp Replacement section of your user manual



7e Match

While reading the text match the following pictures with the highlighted words. One picture matches three.

A

B

FRIDGE-FREEZER
User's Guide
Please read this User's Guide carefully before operating and keep it handy for reference at all times.

C

D

7f Fill in the gaps

Complete the following dialogue between a technician and a customer based on the information from the text. Then, using this dialogue as a model, write your own dialogue on another problem and act it out.



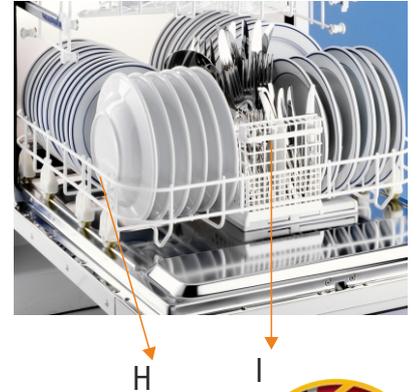
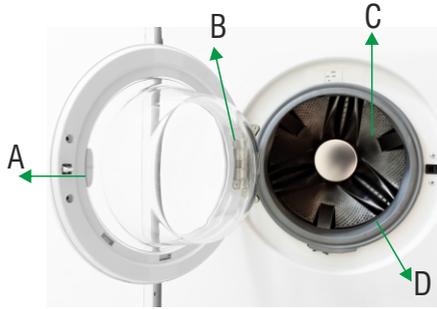
- Good morning, this is Eda from Beko service department. How may I help you?
- Good morning, my Beko fridge is not working.
- May I have your name and telephone number please?
- Mary Holden, 0533 866 7666.
- Hold on, I'll connect you to one of our technicians.
- Good morning Madam, this is Kemal. How may I help you?
- My new(1) is not(2)
- OK, let's try a few things and if they don't work we'll arrange to visit you. First I'd like you to go to the(3) for the fridge and check that the(4) is in and it's working.
- The plug is fine and the switch is on.
- Can you switch on the lights to see if you have(5) in the house?
- Oh! The lights aren't working.
- Right! Now I'd like you to go to the(6) board and check to see if the circuit breaker has(7)
- My goodness, so it has! This was so simple and I am so stupid.
- Don't feel bad madam. It happens all the time. You have a good day now. Thank you so much. Bye.

Part 8: Revision

8a Write the names of the parts

Write the names of the different parts of the following appliances:

igniter, door handle, cutlery basket, hob knob, drum, door hinge, burner, dishwasher baskets, door seal



8b Translate



Translate the following phrases and sentences to English.

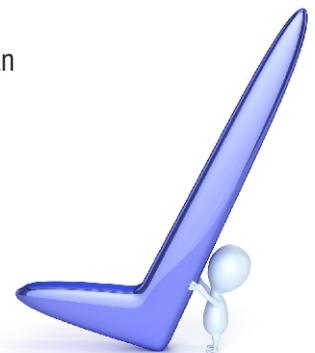
- | | |
|-------------------------|---|
| 1. kolay temizlenir | 14. Sorun ne? |
| 2. zor kontrol edilir | 15. Ocagin elementi çalışmıyor. |
| 3. kolay kullanılır | 16. Fırın ısınmıyor. |
| 4. manyetik alan | 17. Elektrigi kontrol et. |
| 5. fis ve priz | 18. Buzdolabım ses yapıyor. |
| 6. ocak ısıtma alanları | 19. Termostat olabilir. |
| 7. hareketli parçalar | 20. Çamaşır makinem suyu tahliye etmiyor. |
| 8. yıkama programı | 21. Çamaşır makinem su sızdırıyor. |
| 9. durulama programı | 22. Bulasık makinem bulasıkları temizlemiyor. |
| 10. sıkma programı | 23. Bulasık makinem gürültülü. |
| 11. asırı ısıtma | 24. Fırın lambası çalışmıyor. |
| 12. uyarı ısığı | 25. Buzdolabının kapısı düzgün kapanmıyor. |
| 13. tahliye hortumu | 26. Sigorta attı. |



8c Match

Match the following problems with possible causes (there might be more than one match for some):

- | | |
|--|---|
| 1. dishes not clean | A. faulty element |
| 2. hob doesn't cook the food | B. no cooling fan or faulty cooling fan |
| 3. no power to oven | C. blockage in the drain system |
| 4. hob element doesn't work | D. fridge not sitting on a level floor |
| 5. control knobs and the door of the oven very hot | E. wrong pan used |
| 6. dishwasher doesn't wash | F. plug fuse blown |
| 7. dishwasher doesn't drain | G. broken spray arm |
| 8. washing machine damages clothes | H. power cut |
| 9. washing machine drum doesn't turn | I. problem with drive belt |
| 10. fridge door not closing | J. poor quality of the detergent |
| 11. fridge not operating | K. bra wire stuck in the machine |



8d Miming game

In your teams choose some problems users have with their appliances. Take turns to mime the problems and then ask 'What's the problem?/What's wrong?' The team which guesses correctly gets 5 points. Next you ask 'What's the solution?' The team which answers correctly gets 5 points. Play the game for a few rounds. The team which gets most points wins.