# Guarantee

To mark our confidence in your new Hoover product which has been extensively tested and inspected, it is guaranteed for a period of one year from the date of purchase, or hire purchase, against mechanical and electrical defects. Any defective part will be repaired or exchanged free of any charge to the purchaser.

A Hoover product when properly used and cared for will render years of excellent service and, therefore, each purchaser should carefully read the Instruction Book, as misuse or failure to follow the instructions makes the Guarantee void. The Guarantee is only valid if the product is correctly installed and used under normal domestic conditions within the United Kingdom.

Hoover Limited are unable to accept responsibility under this Guarantee for damage caused by the fitting and use of other than genuine Hoover parts, or for any repair work carried out by any person other than a Hoover Service Engineer or Authorised Hoover Service Dealer.

This Guarantee is given in addition to any rights you may have against Hoover Limited, or the supplier from whom you purchased the product, and does not affect or prejudice any rights you may have, in particular under the Supply of Goods (Implied Terms) Act 1973, or in general.

Please retain your receipt as proof of date of purchase and return the Guarantee Card to Hoover Limited for registration, as soon as possible, to assist us in providing you with prompt and efficient service.



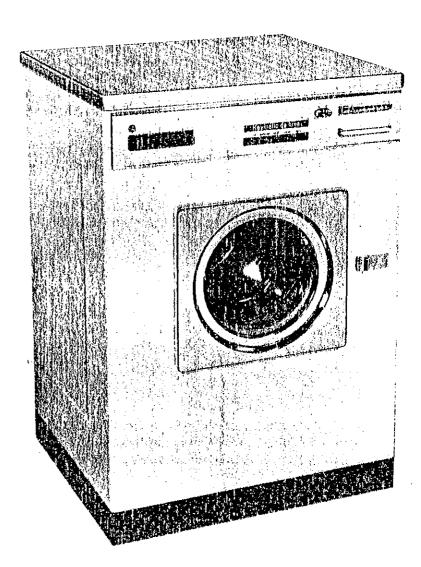
The word 'HOOVER' and the circular emblem are the trade marks of Hoover Limited.

Hoover policy is one of continuous development and for this reason we reserve the right to change specifications without prior notice.

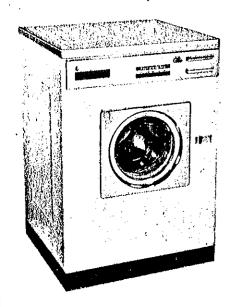
Your guide to washing with the



# Hoover Keymatic de luxe



# This is your Hoover Keymatic de luxe



This booklet contains the information you will require to understand and to use your new automatic washing machine.

It is worth while spending a little time reading it and you will realise how simple the machine is to use.

Keep this booklet handy — you may want to refer to it.

The installation leaflet enclosed will show you or your plumber how to install and test your machine correctly before you commence washing. It is very important that the installation is properly carried out.

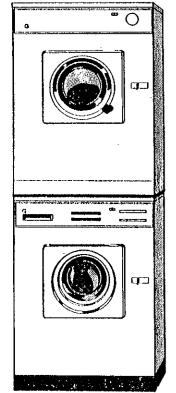
## **Tumble dryer**

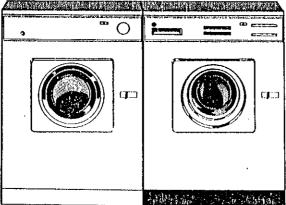
Did you know there is a matching Tumble dryer, model D6008 for your Keymatic de luxe.

Both machines have the same compact dimensions and can either stand beside each other or, by use of a stacking frame, model 3022-2, the Tumble dryer can be stacked very conveniently on top of your Keymatic de luxe.

If you stack the Tumble dryer on your Keymatic de luxe please read carefully beforehand the instructions enclosed with the stacking frame particularly those relating to removing the Tumble dryer wheels and skids.

There is also a special Venting kit, model 3022-1, to take the damp air outside the house.





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## **Getting to know your machine**

This is the *Dispenser*. Pull it open. You will see there are three compartments. You place the pre-wash powder in the left hand compartment, main wash in the right and fabric conditioner in the centre compartment.

**2** These are the *Programme indicator lights*. On the left is the 'On' light which comes on when the 'On' button is pressed,

The light marked indicates the pre-wash is operating.

The light marked iii indicates the main-wash wash is operating.

The light marked indicates the rinses are operating.

The light marked of indicates the spin is operating.

- **3** Pressing the 'On' button switches on the red indicator light to show the machine is connected to the electricity supply. It also mechanically locks the door.
- 4 Pressing the 'Off' button, switches off the electricity supply in the machine. It also releases the mechanical lock on the door see paragraph 8 for other safety features.
- **5** This is the *Keyplate operating slot* and beneath is the slot where you store the other Keyplate that is not in use.

The two Keyplates, one orange, the other white provide a choice of 16 programmes, You will find the programmes marked on the edge of both faces of each Keyplate. All you do to select a programme is to insert the Keyplate into the operating slot with your thumb over the chosen programme.

7 In the door recess you will find a programme chart showing garment care label numbers and the appropriate programme titles.

Sliding the *Door latch* to the right opens the door. You cannot do this while the 'On' button remains pressed. A second safety feature is an electrical one that prevents the door being opened while the drum is in motion. Once the drum stops there is a short delay of about 50 seconds before the door can be opened.

**9** The electricity mains lead should be connected to an earthed *13* or *15* amp plug, correctly fused. Don't forget to switch on before using the machine.

10 Make sure that the *Filling hoses* are correctly connected to the machine and to the hot and cold taps, Leave the taps turned on fully throughout the whole programme.

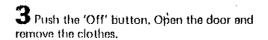
11 Unless your machine is permanently plumbed, hook the *Drain hose* over the sink when the machine is in use.

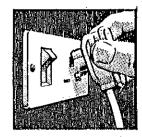
# Opening the door in an emergency

Should the machine stop during a programme, when the water is above the bottom of the door opening, because of a fault or failure of the power supply, you can remove the load by using the following procedure —

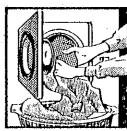
1 Switch off at the power socket and remove the plug.

2 Pull out the machine so that you can reach the back easily. Unclip the drain hose and lower the end carefully into a bucket and drain out the water above the bottom of the door opening. You may find your bucket not large enough to hold all the water. In which case, when it is full; raise the end of the hose above the top of the machine. This will stop the flow of water and enable you to empty the bucket. Repeat the procedure until the water level is below the door opening. Replace the hose clip.









If however the machine has stopped with the water level below the door opening, the door can be opened, as in paragraph 3 above, without the need for emptying the water first.

## If you think your Keymatic de luxe is not working properly

If ever you find that your machine either won't start or has stopped before finishing the programme, run through this simple check list. You'll be surprised how often a 'breakdown' is nothing more than a water tap not turned on or a fuse blown.

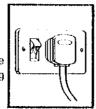
Have you pushed the Keyplate fully home and pressed the 'On' button.



4 Ensure that there is an electricity supply to your machine. (Red indicator light illuminated when 'On' button is pressed). First check the plug socket by plugging in another appliance, such as a table lamp.



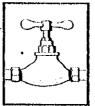
If this does not work, then the fuse is probably blown in the fuse box. If the appliance does work, check the plug top — See Fig. 1, in the installation instructions.



2 Check that the machine door is fully closed.



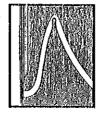
5 Check that the supply of both hot and cold water to the machine is fully turned on and that there are no leaks from the hose connections.

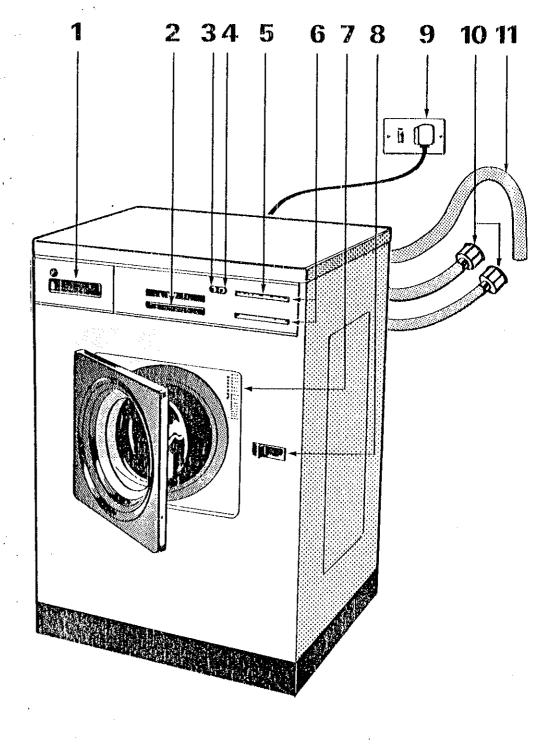


3 Check that the dispenser drawer is fully closed.



**6** Make certain that the drain hose is not kinked.





## Four quick steps to an easy washday

Before you start turn on the electricity and water supplies and check that the drain hose is in the sink (if the machine is not plumbed in).

Have a look at pages 8 and 10 'Which Programme?' It will help you \Upsilon The red Indicator light sort your clothes into the right groups whites, coloureds, delicates, etc. Open the door and put the first load into the machine. Close the door firmly.





Pull open the dispenser. Check the Wash powder guide for the quantity to be used. Measure and pour the right amount of low lather wash powder into the main wash compartment and into the pre-wash compartment if the selected programme requires it. Add fabric softener if required to the centre compartment. Close the drawer firmly.

Press the 'On' button. will come on.

Insert the Keyplate into the operating slot with your thumb over the selected programme title and push the Keyplate fully home to start the machine.



Your machine will now take in the right amount of water, heat to the correct temperature, wash for the correct time, rinse thoroughly, spin and stop automatically. The indicator light will show the progress of the programme.

### However...

If you have selected either Minimum Iron, Delicates, White Nylon, Drip Dry or Manmade Fibre Blankets programme the machine will stop full of water at the end of the last rinse. It does this to minimise creasing the fabrics. If the machine emptied and spun the clothes while you were away for any length of time, they would be left in a creased condition. When you return to the machine you will notice the red and the 'rinse' light illuminated. Do not attempt to open the door but to complete the programme simply press the Keyplate in again. When the programme is finished remove the garments as soon as possible.

When all your washing is finished switch off the electricity supply and turn off both taps. If you wish to disconnect the hoses from the sink taps first close the door, then press the 'On' button and finally push the Keyplate fully home, using any programme, After a few moments remove the Keyplate completely. Wait until only the Red Indicator light is on and then press the 'Off' button.

This programme will release the pressure in the hoses so that they can be disconnected without spraying.

Finally remove the plug and store the flex on the hook provided.

### Do's and don'ts

Do make sure your sink outlet grille is not blocked.

Do make sure that the end of the drain hose is above the level of water in the sink during emptying. If your sink is shallow or slow in emptying, hook the drain hose around one of the taps. This is important as otherwise water may syphon back into the machine leaving the clothes full of water at the end of the programme.

Do make quite certain that you only use a low lather washing powder in your machine.

Do make sure the door and dispenser drawer are fully closed.

Do remember that to start a programme you must push the Keyplate fully home.

Do make sure that before opening the door, the machine is empty of water and that the programme is completed, Remember that on some programmes the machine will stop full of water. See page 6 for method of completing programme.

Do turn off both water taps fully when vour Keymatic de luxe is not in use, even if the machine is plumbed in.

Do turn off the electricity supply after all your washing is finished.

Don't allow the drain hose to kink as this could stop the machine from emptying.

Don't worry if you find after just starting a wash that you have selected the wrong programme. Simply push in the 'Off' button, remove and replace the Keyplate, selecting the correct programme. Press the 'On' button,

Don't leave wash powder in the dispenser for any length of time, it may form lumps which will be difficult to dissolve and you will not get a good clean wash when next you use your machine.

Don't forget that the machine has two safety locks - refer to the section 'Getting to known your machine'.

Don't forget to inspect the filters on the water inlet valves every so often and clean them If necessary, See Fig.14in. the Installation instructions.

## Wash powder guide

#### Treatment of stains

The best way of treating a normal household stain is to deal with it immediately it has been made by placing the article in cold water. If stains are left untreated for any length of time they will become set and more difficult to remove. There are a number of stains that will not respond to washing in the normal way and they will require more specific treatment before washing. The hints given below may help but first a word of warning. Read the instructions printed on the container carefully as many stain removers are poisonous or inflammable. Make sure they are kept out of the reach of children. Always work in a well ventilated room away from open fires. Do not smoke,

And by the way, always try out any stain removal treatment on an inside seam or other inconspicuous part of the garment to ensure that the dyes will not be affected.

## Ball point and felt tip pens Dab with methylated spirit

Dab with methylated spiri except on Tricel or Arnel.



Scrape off excess wax with the blunt edge of a knife. Place stain between two sheets of blotting paper and press with a warm iron. Treat with methylated or white spirit, except on Tricel or Arnel.

#### Grass

Sponge with methylated spirit except on Tricel or Arnel.

#### Ink

Sponge immediately with cold water to which a little liquid detergent has been added. If the stain has been left for any length of

time, iron mould may develop – see treatment given below.

#### Iron mould

Use an iron mould remover such as Movol available from a chemist's shop. Wash article immediately.

#### Mildew

Treat as soon as possible with a weak solution of bleach. Over-bleaching will damage the fabric. Wash article immediately.

#### Nail varnish

Dab with nail varnish remover or acetone. Do not use on Tricel, Arnel or acetate.

#### Oil (beach or car)

Rub in a little solvent soap, e.g. Swarfega, then rinse garment in cold water and wash it immediately. Alternatively, use a grease solvent, e.g. Thawpit, Dabitoff, and wash garment immediately.

#### Paint - gloss or undercoat

Use paint remover such as Polyclens, Wash article immediately,

#### Paint - emulsion

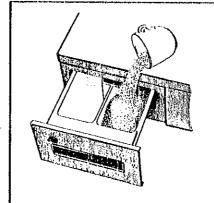
Treat immediately under running water. If paint is set, use Polyclens and wash article immediately.

#### Paint -- cellulose

Treat with acetone or nail varnish remover. Do not use on Tricel, Arnel or acetate.

#### Scorch marks

Bad scorch marks cannot be removed entirely. The best treatment is to wash with soapy water to which borax has been added. Then gently rub in a little glycerine and wash again.



This guide will give you an idea of approximately how much powder to use. Please remember that if the water supply is very hard or the wash load is very dirty, you will need more powder.

Be sure to use a low lather powder, (i.e. one suitable for front loading automatics) otherwise there will be too much foam in the drum. This could result in a poor wash and an overflow of foam.

Water hardness	Clothes solling	*Recommended emous of powder in mein wash compartment
Soft water	Light to normal Heavy	1 cup 1 - 2 cups
Hard water	Light to normal Heavy	2 cups 2 - 3 cups

<sup>\* 1</sup> cup = approximately 3%ozs



If the clothes are particularly dirty we recommend that you use the pre-wash programme. In which case, half the recommended quantity of powder should be placed in the pre-wash compartment and the other half in the main wash,

You will find a lot of helpful information printed on the wash powder carton, We suggest you read it carefully.

## Which programme?

This table shows you the correct Keyplate programme to select for the various fabrics you have to wash.

#### **ORANGE KEYPLATE**

Programme	British care label	Fabric *  Cotton or linen that is white or colour fast to boiling, e.g. bed and table linen, etc.	
Whites	MACHINE WASH  Very hat IBSPCI to tell narrown with  Spin at wring		
Fast coloureds	MACHINE WASH Host report to the control of the cont	Coloured cotton, linen or rayon with dyes fast at 60° C	
White nylon	MACHINE WASH    Ital	White (not coloured) nylon garments, Other minimum fron fabrics which can be washed at 60° C	
Minimum iron	MACHINE WASH Hand thet Hand thet Hape Clinical wash Cottlerinse. Short spile or drightery	Robust minimum iron drip-dry or permanent-press fabrics, e.g. shirts, blouses, slacks, skirts, etc. Terylene, coloured nylon and cotton or rayon with special finishes.	
Non-fast coloureds	MACHINE WASH Warm (40°C) neiftum web Spin et wring	Coloured cotton, linen or rayon where dyes are fast only up to 40° C, e.g. dresses, Jeans, some children's wear.	
Delicates	MACHINE WASH  Warm (40°C) (mamoun wash  Cald dine. Short spin, Da not wing.	Delicate articles, including silk, lingerie, lace, etc. Acrilan, Courtelle, Orlon, Tricel, Terylene/wool mixtures.	
Woollens	MACHINE WASH Warm 140°Ch reinformit wash Spile On not beed wring	Machine washable woollens including garments bearing these labels.	
Spin dry		Any hand washed article that needs an extra spin	

#### Special treatments programme

#### Fabric conditioners

If you like your towels, babies' nappies and knitted garments to have a soft feel, you will find considerable advantage in using a fabric conditioner, e.g. Comfort, Soft Rinse, Softlan. It is also particularly useful for man-made fibres as it helps to prevent 'clinging' caused by static electricity.

Fabric conditioners may be added to all wash

programmes but If only a few articles require

conditioner to the correct compartment in

machine. Close the door. Select the Special treatments programme and start the machine.

treatment then the Special treatments

programme can be used after washing.

Add the required quantity of fabric

the dispenser. Place the clothes in the

can be given a final spin in the machine — Spin dry programme.

After starching, rinse the machine by again selecting the Special treatments programme,

#### Household bleaches

Household bleaches are not recommended for for use in your machine — they won't damage the machine itself but they can damage fabrics unless great care is taken. The low lather detergents recommended for your Keymatic da luxé contain sufficient bleach to remove normal stains. Information on the removal of the more difficult stains will be found on page 18.

#### Separate cold rinse

This is useful for:

- 1 Rinsing out bables' napples before Westilng.
- 2 Removing excess dust from curtains and chair covers before washing.
- 3 Rinsing certain hand washed articles especially if they have a loose dye. Select the Special treatments programme.

#### Spin dry programme

Hand washed articles may require a long or short spin depending upon the fabric.
For cotton or wool requiring a long spin, select the Spin-dry programme. If you want a 20 second spin for man-made fibres, again select the Spin-dry programme but after 20 seconds, remove the Keyplate from the machine. The programme will then be completed automatically.

### Starching

If you have only a few items to starch it would be more economical to use a bowl rather than your machine, However, should you wish to starch a large load, i.e. several sheets, your machine is quite suitable for this purpose.

At the end of the appropriate wash load, leave the articles to be starched in the machine. Pour the recommended dilution of starch into the drum, close the door and select Special treatments programme.

Garments that have been starched by hand

re Garments made from a mixture of two fibres should be washed at the temperature required for the more delicate in the mixture (e.g. Terylene/cotton should be washed as for Terylene -- Minimum Iron programme),



#### Woollens

More and more machine washable woollen garments are coming on to the market labelled like this —







or this

or this

These garments can be washed safely in the 'Woollens' programme.

We recommend that garments not bearing one of these labels should be washed by hund.

Hand knitted woollen garments unless made from Superwash wool should also be hand washed.

The Spin dry programme can be used to give hand washed woollens a final spin to speed up drying time.

#### Blankets

Many blankets are machine washable but please look at the label to check, Machine washable woollen blankets should be washed on the Woollens programme and man-made fibre blankets on the Man-made fibre blankets programme.

#### Candlewick

Candlewick tufts are not stitched into the fabric and may become loosened in use. Accordingly many manufacturers of these articles recommend hand washing only and these instructions should be followed. When machine washing is recommended use the Delicates programme.

#### Curtains

The combination of sunlight, dust, dampness and some dyes can occasionally cause rotting of curtain materials. Unfortunately this may not become apparent until after washing.

Another point to watch is that curtain materials are often made from more than one type of fibre, in these circumstances, if in doubt, we suggest you use the Delicates programme.

Glass fibre curtains should never be machine washed. Unfortunately tiny glass particles break off the fabric, cling to parts of the machine and will be picked up by the clothes in the following washes. This can cause intense skin irritation.

#### Colour fastness

The colour fastness of some fabrics is dependent on the temperature of the wash. Care should be taken therefore not to include in your normal load garments where the dyns are likely to run. As always, check the garment manufacturers' label.

#### Home dyeing

Your Keymatic de luxe is an ideal machine for easy home dyeing. The method to use varies according to the fabric and the type of dye. It is important therefore to follow carefully the instructions given on the dye container — including how to clean the machine afterwards. Home dyed articles should always be washed separately.

Check with the dye manufacturer if you have any dyeing problems,

#### Care labelling

Both the existing British and the new International care labels are shown below. For further information see page 15

International care label	Maximum wash load	Dispenser compartments	( Approximate * programme time
	9 lb	Pro-main	minutes 8()
2 00	9 lb		. 60
3 60	4 lb		56
4. Bog	4 lb	n terminal	50
1800 1800	9 lb		45
40	4 lb		45
ag ag	3 lb '		45
	Depending on fabric		7

<sup>\*</sup> Variations of the times given can be caused by a number of factors including voltage, size and absorbency of the wash load, the temperature and rate of flow of the water supply. The times given are based upon a hot water supply of 50°C and a cold supply of 15°C.

#### WHITE KEYPLATE

Programme British care label		Fabric	
Whites heavy soil	MACHINE WASH  Very hat to St'Cl to both makingun wash Spin or weing	Heavily soiled cotton or linen that is white or colour fast to boiling, e.g. bed and table linen, etc.	
Whites special ·	MACHINE WASH Very hort 155°C) to bold naxmum wash Sulln or wateg	Cotton or linen articles which because of age, poor hemming or special trimming need a gentle wash at high temperature, e.g., lace trimmed white table cloths, babies nappies, etc.	
Fast coloureds heavy soil	MACHINE WASH Hall Gord) Inskinum wath Spin or valing	Cotton, linen or rayon . colour fast at 60° C	
Drip-dry no spin	MACHINE WASH  Hand hot (49°C) (49°C) (medium weeh  Gold sinse, Shert spin or drip dry	Drip-dry articles that you prefer not to spin	
Minimum iron heavy soil	MACHINE WASH Hand hall (40°C) (40°C) (40°C) (40°C) (50°C) (50°C) (60°C)	Robust minimum iron, drip-dry permanent press shirts, blouses, slacks, skirts, etc. Terylene, coloured nylon, cotton or rayon with special finishes.	
Man-made fibre blankets	MACHINE WASH Warm [140°C] Information with Cold sinse. Short spin. Do not wring	Machine washable man-made fibre blankets or man-made fibre and wool mixture blankets. Also curtains, loose covers and other bulky or delicate items where a pre-wash is necessary.	
Pre-wash		Pre-washing for extra heavily solled or dusty articles before the normal programme.	
Special treatments		Separate fabric conditioning or an extra rinse.	

#### New international care labelling

Agreement has now been reached on a modified type of care label which now incorporates the British Care Label Number together with the temperature. The labels are shown on pages 9 and 11.

As you can see from the 'Which programme' table, there is no difference in the meaning of the number. A temperature was always quoted in the wording on a care label, so all that has changed is that this temperature has been given more prominence by putting it in the wash tub.

Some imported garments may still carry earlier Continental care labels with symbols like these shown below:



This means that you should wash the garment at 60°C but the fibre content of the article must be known before you decide whether to use a **Fast colour** programme



or White nylon





This refers to chlorine bleaching, a practice more usual on the Continent.



This refers to iron temperature settings.



This refers to dry cleaning.

In due course the symbol will change to the new International Care Label.

#### Washing powder



Please use only a low lather washing powder. There are both high and low lather powders in the shops. Low lather powders are specially designed for front loading machines like yours and high lather powders are suitable for twintub machines, hand washing etc.

Using a high lather powder in your machine will cause an overflow of foam and poor washing will result.

Low lather powders on the other hand, such as Persil Automatic or Bold will give you excellent results, so please check with the 'Wash powder guide' on page 7 for the correct quantities to use.

#### Bio powder

As mentioned in the section 'Preparing the clothes' very dirty or stained garments may require a pre-wash (white Keyplate) using your normal low father wash powder. However, certain protein stains i.e. blood, egg, gravy, perspiration, chocolete, grass, etc, will benefit from a pre-wash using a low lather biological powder, e.g. Bold.

#### Brand names of man-made fibres

The number of man-made fibre brand names increases every year and you may find this a little confusing, so to help you, we have listed the more important names and show the appropriate wash programme.



Description of fabric	Programme
White or coloured fine or robust fabrics	Delicates
•	•
Fine fabrics	Delicates
Robust white or coloured fabrics	Minimum Iron
Fine fabrics	Delicates
Robust coloured fabrics	Minimum Iron
Robust white fabrics	White nylon
Fine fabrics	Delicates
Non-fast coloured fabrics	Non-fast coloureds
Fabrics with special finishes	Minimum iron
Fast coloured fabrics	Fast coloureds
	White or coloured fine or robust fabrics  Fine fabrics  Robust white or coloured fabrics  Fine fabrics  Robust coloured fabrics  Robust white fabrics  Fine fabrics  Non-fast coloured fabrics  Fabrics with special finishes

International care label	Maximum wash load	Dispenser compartments	Approximate * programme timer
THE STATE OF THE S	9 lb	PRE-MAIN	minutes
113 85	9 lb		110
2 80	9 lb		95
4 50	4 lb		50
4. 40°	4 lb		<b>6</b> 5
140	4 lb		75
	Depending on fabric		25
	Depending on fabric.		10

Variations of the times given can be caused by a number of factors including voltage, size and absorbetcy of the wash load, the temperature and rate of flow of the water supply. The times given are based upon a hot water supply of 50° C and a cold supply of 15° C.

#### Preparing the clothes

If any clothes are worn or torn it is best to repair them before washing. Make sure pockets are emptied and fasteners are closed. Apron strings and pyjama cords, etc., should be tied in a loose bow.

If garments are heavily soiled we suggest you use programmes with a pre-wash which are found on the white Keyplate. In the case of dirty collars and cuffs damp them and rub in a little bar soap — not powder.

Badly stained fabrics should be treated before being washed — see 'Treatment of stains' on page 18.



#### Size of load

#### Cottons and linens

Your Keymatic de luxe will wash up to 9 lb of dry clothes (the drum comfortably filled). It is preferable to put a mixed load of large and small articles into the machine. We recommend that a wash load should not include more than three double or five single cotton sheets. If loads are made up entirely of highly absorbent material (towels, nappies flannelette sheets etc.) it is best to keep the load to approximately 6 lb to ensure it is rinsed thoroughly.

#### Man-made fibres and special finishes

When washing drip-dry, minimum iron and delicate fabrics the load should not exceed 4 lb to avoid undue creasing.

#### Machine washable wool

For machine washable wool, reduce the load to approximately 3 lb to avoid the possibility of felting and shrinkage.

#### **Bulky items**

You may find that some very bulky Items that are washable, such as bedspreads, large double blankets etc. although less than the recommended maximum weight for the programme will, nevertheless, be too large to fit comfortably into the drum. To avoid creasing these items unduly we recommend professional laundering.

#### Mixed loads

For the best results it is preferable to sort out clothes into separate loads as recommended in the section 'Which programme' on page 8. However it may not always be possible to make up a full load of one type, in this case it is possible to mix certain groups of fabrics as long as a little common sense is used. For example, garments with care label to can occasionally be washed with garments

If mixing loads, it is very important to remember that you always wash according to the lower care label number.

Articles	Cotton lb ozs	Terylene/Co lb ozs	otton Nylon Ib ozs
Double sheet	2	1 8	1 -
Single sheet	1 9	1 6	
Pillow case	— Б	5	4
Shirt	<b>—</b> 9	6	- 7
Pyjamas	14	12	12
Bath towel	j		
Hand towel	10		
Nappy	4		and the second s
Tablecloth large	1 8		
Tablecloth small	6		
Tea towel	3		

For programmes requiring a reduced load, we recommend that the garments are weighed before washing. See 'Which programme' on pages 8 to 11.

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