

TOWER®

T24008

Safety and Instruction Manual

PLEASE READ CAREFULLY



800W
20 Litre Microwave Oven

TOWER®

over 100 years of quality

1912 Midland Metal Spinners was founded by George Cadman, who was then 65 years old, as a metal holloware manufacturing company, in St. Mark's Street, Wolverhampton. They later moved into the Tower and Fort Works in Pelham Street, which ultimately gave rise to the famous Tower brand name.

1937 Tower exhibited some of their latest holloware designs at the British Industries Fair. As you can see from the original poster, their stand No. A410 must have been a great sight as it promoted their "Beautiful, inexpensive, untarnishable Plate, at prices all can afford to pay".



1961 Tower became one of the largest manufacturers of aluminium holloware, electric kettles, tea pots and other household articles with over 1,000 employees.

1974 Russell Hobbs took ownership of the expanding Tower brand.



Towerbrand

Say hello to fuss free cooking in a stylish Tower 800W Microwave.

Typifying the no nonsense, hassle free approach to meal preparation, this functional microwave oven dispenses with complicated settings leaving you to select your power setting from the six available, and get on with the important business of cooking. Microwave cooking is much faster and easier than conventional cooking.

CONTENTS:

Please read this Manual carefully **BEFORE** using the Microwave Oven for your own safety.

Thank you for purchasing this Tower 800W Microwave from the Tower range of products.

It has been designed to provide many years of trouble-free cooking. There are many benefits to using a Tower Microwave:

- With a large 20 litre capacity you can cook quick and easy meals for the whole family.
- Features a child safety lock.
- The 95 minute timer allows for easy time control and adjustments.
- The Tower 800W Microwave has 6 different power levels, simply adjusted to suit a variety of functions.

Contents:

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Information

1 SPECIFICATIONS:

Components

This box contains:

Microwave Oven

Roller Ring

Glass Tray

Instruction Manual



Structure of your appliance:

- | | |
|----------------------------|------------------|
| 1. Door Handle | 5. Glass Tray |
| 2. Door Safety Lock System | 6. Wave Guide |
| 3. Oven Window | 7. Control Panel |
| 4. Roller Ring | |

Technical Data

Description:	Microwave Oven
Model:	T24008
Rated Voltage:	230-240V ~50Hz
Input power:	1200W
Output power:	800W
Microwave frequency:	2450MHz

Documentation

We declare that this product conforms to the following product legislation in accordance with the following directive(s):

2004/108/EC	Electromagnetic Compatibility Directive.
2006/95/EC	Low Voltage Directive.
2011/65/EU	Restriction of Hazardous Substances Directive.
1935/2004/EC	Materials & Articles in Contact With Food (LFGB section 30 & 31).

RKW Quality Assurance, United Kingdom.

Guarantee for spare parts

The spares and accessories are guaranteed for 1 year from date of purchase.

The main body and housing are guaranteed for the extended free warranty subject to registration.

If any defect arises due to faulty materials of workmanship, the faulty products must be returned to the place of purchase.

Refund or replacement is at the discretion of the retailer.

Should you encounter problems or require a replacement part, please consult the list below and then contact The Tower Customer Service Department on:
+44 (0) 333 220 6066.

Any necessary spare parts may be ordered from the Tower website.

Your warranty becomes void should you decide to use non Tower spare parts. Spare parts can be purchased from www.towerhousewares.co.uk

2 IMPORTANT SAFETY INFORMATION

Please read these notes carefully **BEFORE** using your Tower appliance

- Check that the voltage of the main circuit corresponds with the rating of the appliance before operating.
- If the supply cord or appliance is damaged, stop using the appliance immediately and seek advice from the manufacturer, its service agent or a similarly qualified person.
- Do not let the cord hang over the edge of a table or counter or let it come into contact with any hot surfaces.
- Do not carry the appliance by the power cord.
- Do not use any extension cord with this appliance.
- Do not pull the plug out by the cord as this may damage the plug and/or the cable.
- Switch off at the wall socket then remove the plug from the socket when not in use or before cleaning.
- Switch off and unplug before fitting or removing tools/attachments, after use and before cleaning.
- Close supervision is necessary when any appliance is used by or near children.
- Children should not play with the appliance.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Cleaning and user maintenance should not be undertaken by children without supervision.
- Take care when any appliance is used near pets.
- Do not use this product for anything other than its intended use.
- This appliance is for household use only.

CAUTIONS

- Do not operate the microwave with the door open due to the safety interlocks built into the door mechanism. It is important not to tamper with the safety interlocks (safety interlocks automatically switch off any cooking activity when the door is opened). This could result in harmful exposure to excessive microwave energy.
- Do not place any object (such as kitchen towels, napkins, etc.) between the microwave front face and the door or allow food or cleaner residue to accumulate on sealing surfaces.
- Do not operate the microwave if it is damaged. It is particularly important that the microwave door closes properly and that there is no damage to the:
Door Hinges and latches
Door seals and sealing surfaces
- Please ensure cooking times are correctly set, small amounts of food require shorter cooking or heating time. Over cooking may result in the food catching on fire and subsequent damage to the microwave.
- When heating liquids, e.g. soups, sauces and beverages in your microwave, avoid using straight sided containers with narrow necks. Stir the liquid before placing the container in the microwave and again halfway through the heating time. After heating, let it stand, stir or shake it again carefully and check the temperature of it before consuming to avoid burns (especially, contents of feeding bottles and baby food jars).
- An exhaust outlet is located on the top, bottom or side of the microwave. Don't block the outlet. It could result in damage to your microwave and poor cooking

- Do not operate the microwave when empty. It is best to leave a glass of water in the microwave when not in use. The water will safely absorb all microwave energy if the microwave is accidentally started.
- Improper use could result in damage to the microwave.
- Do not use wooden containers and ceramic containers that have metallic (e.g. gold or silver) inlays. Always remove metal twist ties. Check that the utensils are suitable for use in the microwave before use. They may heat up and char. Metal objects in particular may arc in the microwave, which can cause serious damage.
- Do not rinse the turntable by placing it in water just after cooking. This may cause breakage or damage.
- Before cooking pierce the skin of potatoes, apples or any such fruit or vegetables. They could burst.
- Do not cook eggs in their shell. Eggs in their shell and whole hard-boiled eggs should not be heated in microwave since they may explode, even after microwave heating has ended. Pressure will build up inside the egg which will burst.
- Do not attempt deep fat frying in your microwave. This could result in a sudden boil over of hot liquid.
- If smoke is observed, switch off or disconnect the microwave from the power supply and keep the microwave door closed in order to stifle any flames. It can cause serious damage such as fire or electric shock.
- When food is heated or cooked in disposable containers made of plastic, paper or other combustible materials keep an eye on the microwave and check it frequently.
- The microwave should be cleaned regularly and any food deposits should be removed. Failure to maintain the microwave in a clean condition could lead to deterioration of the surface. This could adversely affect the life of the appliance and possibly result in a hazardous situation.
- Follow exact directions given by each manufacturer for their popcorn product. Do not leave the oven unattended while corn is being popped. If corn fails to pop after the suggested times, discontinue cooking. Never use a brown paper bag for popping corn. Never attempt to pop leftover kernels. Overcooking could result in the corn catching fire.
- Do not use harsh abrasives cleaners or sharp metal scrapers to clean the microwave door glass. They can scratch the surface, which may result in the glass shattering.
- After cooking, the container is very hot. Using gloves to take out the food and avoid steam burns by directing steam away from the face and hands.
- This appliance is intended to be used in household and similar applications such as:
Staff kitchen areas in shops.
Offices and other working environments.
Farm houses.
By clients in hotels, motels and other residential environments, bed & breakfast type environments.
- The microwave oven is intended for heating food and beverages. Drying of food or clothing and heating of warming pads, slippers, sponges, damp cloth and similar may lead to risk of injury, ignition or fire.
- The door or outer surface may get hot when the appliance is operating.
- In the unlikely event the appliance develops a fault, stop using it immediately and seek advice from the service department:
+44 (0) 333 220 6066

3 USING YOUR APPLIANCE

Before first use:

Take out all the packing, if there is a safe film over the oven, tear it off before use. Check carefully for damage. If any, immediately notify dealer or send to the manufacturer's Service Centre.

Microwave ovens must be placed under dry and non-corrosiveness environments, kept away from heat and humidity, such as gas burner or water tank.

To ensure sufficient ventilation, the distance of the back of microwave to the wall should be at least 10 cm, the side to the wall should be at least 5 cm, the free distance above the top surface at least 20 cm. The distance of the microwave to the ground should be at least 85cm.

The position of the oven shall be such that it is far from the TV, Radio or antenna as picture disturbance or noise may occur.

The appliance must be positioned so that the plug is accessible, and has a good grounding in case of leakage. A ground loop can be formed to avoid electric shock.

The microwave oven must be operated with the door closed.

The microwave oven must not be placed in a cabinet.

The microwave oven is intended to be used free-standing.

The back of the oven must be placed against a wall.

During first use the microwave oven may emit an odour and slightly smoke. This is due to manufacturing residue or oil on the heat element or oven cavity. This is normal and should not occur after several uses. Keep doors and

windows open to ensure good ventilation. It is recommended to place a cup of water on the turntable on set on high and operate the microwave oven several times to help clean the microwave of residue.

Setting the digital clock:

With the microwave in standby mode, use the clock button to set the digital clock in a 12 or 24 hour cycle.

To set the clock:

1. Press the clock button.
2. Turn the Time/Weight dial to select the correct hour.
3. Press the clock button.
4. Use the Time/Weight dial to select the minutes.
5. Press the clock button once more to confirm the time setting.

Child Lock:

The Child Lock enables you to disable operation of the microwave so that it cannot be used unsupervised.

To set the child lock, press and hold the Stop/Cancel button for 3 seconds. A beep will sound and the lock indicator will light.

To cancel the child lock, press and hold the Stop/Cancel button for 3 seconds, until the lock indicator on the display goes off.

Control Panel:



Menu action screen

Cooking time, power, action indicators, and clock time are displayed.

Power

touch this button a number of times to set microwave cooking power level.

Clock

Touch this button to start setting the oven clock and ending by touching it again.

Weight defrost

Touch to defrost food by weight.

Auto Cook

Touch to select the cooking menu.

Kitchen timer

The timer functions independently, even while a cooking program is in process.

Stop/Cancel

Press to cancel setting or reset the oven before setting a cooking program.

Press once to temporarily stop cooking, or twice to cancel cooking altogether.

Weight/Time

Turn the dial to set the oven clock time or input cooking time. Turn the dial to set food weight.

Start

Press the Weight/Time dial to start a cooking program.

Microwave cooking:

Power:

Press the Power button multiple times to reach the required power setting.

There are six power settings as follows:

Setting	Power	Press Power button
1st	100%	Once
2nd	80%	Twice
3rd	60%	Three Times
4th	40%	Four Times
5th	20%	Five Times
6th	0%	Six Times

Note: The 6th power setting is a ventilating function and will turn on the fans and inner light of the microwave. You cannot cook on this setting.

Quick Start:

The Quick Start feature allows you to begin cooking quickly. In standby mode, press the Start button a number of times to set the cooking time. Once you have set the time, the microwave will begin cooking at full time.

During cooking, use the Time/Weight dial to increase or decrease the current cooking time.

Timer:

To set the timer:

1. Press 'Kitchen Timer' once.
2. Use the weight/time dial to select the required time.
3. Press Start once.

Auto Cook:

With the Auto Cook function you do not need to program the microwave power or set the timer. You are only required to select the type and weight of the food.

To use Auto Cook:

1. Press the Auto Cook button repeatedly until you have reached the corresponding menu code.
2. Turn the Time/Weight dial to the required weight.
3. Press the Start/Quick Start button.

Auto Cook Menu:

It is always recommended to check your food during cooking. If the cooking result is not to your taste, please adjust the cooking time accordingly.

Menu Code	Food
1	Milk/Coffee (200ml/cup)
2	Rice (g)
3	Spaghetti (g)
4	Potatoes (230g/unit)
5	Auto Reheat (g)
6	Fish (g)
7	Popcorn (99g)
8	Pizza (g)

Note: Turn TIME/WEIGHT dial to indicate weight of food or number of servings. For milk/coffee and potato, the screen will show the number of servings.

The result of auto cooking depends on factors such as the shape and size of food, your personal preference as to the doneness of certain foods and even how well you happen to place food in the oven.

For Spaghetti add boiling water before cooking.

During cooking, you can query the current cooking menu by pressing the Auto Cook button.

Weight Defrost:

The microwave has a Weight Defrost setting for defrosting meat, poultry and seafood. The time and defrosting power are adjusted automatically once the weight of the food has been entered.

The weight range of frozen foods is between 100g and 1800g.

1. Press the Weight Defrost button once.
2. Use the Time/Weight dial to select the required weight.
3. Press Start/Quick Start once.

Note: During Auto Defrost, the microwave will pause and beep to prompt you to turn over the food inside.

Utensils guideline:

It is strongly recommended to only use containers which are suitable and safe for microwave cooking. Generally speaking, containers made of heat-resistant ceramic, glass or plastic are suitable for microwave cooking. Never use metal containers for microwave cooking and combination cooking as sparks are likely to occur and there is a risk of fire or injury.

When cooking microwave meals, always check the packaging to see which parts are microwave safe. Use the opposite table as reference:

Caution!: There are a number of accessories available on the market. Before you buy, make sure they are suitable for microwave use.

When you put food into the Microwave, ensure that the food, food supports and/or covering do not come in direct contact with any of the internal walls or the ceiling of the cavity since discolouration may take place.

Material	Microwave Safe	Notes
Heat resistant ceramic	Yes	Never use the ceramics which are decorated with a metal rim or glazed.
Heat resistant plastic	Yes	Cannot be used for extended periods of time when microwave cooking.
Heat resistant glass	Yes	
Plastic film	Yes	Not to be used when cooking meat or chops as the high temperature may damage the film.
Grill rack	No	
Metal container	No	Never to be used in the microwave. Microwaves cannot penetrate through metal. Microwaving with a metal container can result in fire.
lacquer	No	Poor heat-resistant. Cannot be used for High-temperature cooking
Bamboo wood and paper	No	Poor heat-resistant. Cannot be used for High-temperature cooking
Cling film	Yes	Cling film can be used as long as it is pierced to let steam escape, and it not touching the food.

Some plastics are heat-proof only to certain temperatures. Check carefully!

Always remove lids of jars and containers, including take away food containers, before you cook using your microwave. If you don't remove the lids, then steam and pressure can build up inside and cause an explosion even after microwave cooking has stopped.

Do not use straight sided containers with narrow necks when heating liquid. Use extreme care when inserting a spoon or other utensils into the container.

Cooking tips:

The following factors may affect the cooking result:

Food arrangement

Place thicker areas towards the outside of the dish with the thinner parts towards the centre. Spread it evenly and avoid overlap if possible.

Cooking time length

Begin cooking on a shorter time setting and evaluate the food after it times out.

Extend the time according to the actual need. Over cooking may result in burnt food and smoke.

Piercing

Food such as potatoes, fish, chicken and sausages all need to be pierced in several places before cooking, so that steam does not build up and cause the food to explode.

Cooking food evenly

Food such as chicken, burgers or steak should be turned once during cooking.

Depending on the type of food, if applicable, stir from outside to the centre of the dish once or twice during cooking.

Allow standing time

Once the cooking time has finished, allow food to stand in the Microwave for a few minutes. This allows the food to complete its cooking cycle and to cool down naturally.

If the food is cooked fully:

The colour and firmness of food help to determine whether it done.

The following signs show that the food is ready:

- Steam coming out from all parts of food, not just the edge
- Joints of poultry can be moved easily
- Pork or poultry show no signs of blood
- Fish is opaque and can be sliced easily with a fork

Browning dish

When using a browning dish or self-heating container, always place a heat-resistant insulator such as a porcelain plate under it to prevent damage to the turntable and rotating ring.

Microwave safe plastic wrap

When cooking food with high fat content, do not allow the plastic wrap come into contact with food as it may melt.

Microwave safe plastic cookware

Some microwave safe plastic cookware might not be suitable for cooking foods with high fat and sugar content. The preheating time specified in the dish instruction manual must not be exceeded.

4 TROUBLE SHOOTING & FAQ'S

Questions	Answers
Is it normal for the turntable to turn in either direction?	Yes. The turntable can rotate clockwise or anti-clockwise, depending on the rotation of the motor when the cooking cycle starts.
Can I operate my microwave whilst it is empty?	No, never run it empty or with a very small load for a long period of time as this will damage the microwave.
Can I open the door whilst the microwave is running?	You can open the door at any point during cooking. The microwave energy will automatically switch off when the door is opened, and the time setting will pause until the door is closed.
Why is my microwave sparking?	If you see sparks in your microwave, turn it off immediately. Sparks can be caused by: metal or aluminium foil that touches the interior of the microwave, metal from a closing strip or tableware with metallic edges; recycled paper that contains small metal particles and aluminium foil that is not correctly covering the food. Remove anything from the Microwave that may contain metal. Refer to the Utensils Guideline in this manual for reference of what containers are microwave safe.
I am trying to cook eggs and they are popping. What do I do?	When you bake or poach eggs, the yolk can pop due to a build-up of steam inside the yolk membrane. Pierce the yolk with a toothpick before cooking. Never cook eggs without first piercing their shells.
My microwave is taking longer to cook food than the cooking guide says.	Variations in the size, shape and weight of your food can affect cooking times. Cooking guide times and heat settings should be used as suggestions to help prevent over-cooking. If you find the cooking time or temperature is not suited to your ingredients, adjust accordingly.
Can I operate my microwave without the turntable?	No. If you remove the turntable you will get poor cooking results. Ensure that all dishes used in the Microwave fit correctly on to the turntable.
What does standing time mean and why is it recommended?	Standing time means that food should be removed from the microwave and allowed to 'stand' for an additional time to let it finish cooking. This is important because with microwave cooking, the heat is held in the food, not in the oven. Many foods build up enough internal heat to allow the cooking process to continue, even after the food is removed from the oven. Standing time for joints of meat, large vegetables and cakes is to allow the inside to cook completely, without overcooking the outside. Most directions on microwavable food will note how much standing time is required.

5 CLEANING & CARE

The microwave should be cleaned regularly and any food deposits removed.

Remove the power cord from the wall outlet before cleaning. Don't immerse the appliance in water or other fluids when cleaning.

Failure to maintain the microwave in a clean condition could lead to deterioration of the surface. This could adversely affect the life of the appliance and possibly result in a hazardous situation.

Never use hard detergent, gasoline, abrasive powder or metal brush to clean any part of the appliance.

Do not remove the waveguide cover.

After lengthy use, it is possible for odors to emit from the Microwave.

The following 3 points are some methods to remove odors or unpleasant smells:

1. Place several lemon slices in a cup, then heat with high Micro Power for 2-3 min.
2. Put some orange peel into the Microwave, and then heat them with high Micro Power for 1 minute.

Tips for cleaning

If the seal of the microwave is dirty, it may stop the door from closing properly. Keep the seal clean.

Spicy sauces such as ketchup and mustard, or salty dishes such as salted meat contain ingredients that can erode the surface.

After use, you should always clean the oven interior.

Residue of food from spillovers or splatters will attract microwave energy causing it to burn on. This could reduce the efficiency of the microwave and may cause bad odours.

Details for cleaning door seals, cavity and adjacent parts:

- Exterior: Wipe the enclosure with a dampened soft cloth
- Door: Using a dampened soft cloth, wipe clean the door and window. Wipe the door seals and adjacent parts to remove any spills. Wipe the control panel with a slightly dampened soft cloth.
- Interior walls: Wipe clean the cavity with a dampened soft cloth. Wipe clean the waveguide cover to remove any food remnants.
- Turntable / Rotation ring / Rotation axis: Wash with mild soap water. Rinse with clean water and allow drying thoroughly.

Note: Do not remove the Waveguide cover during cleaning.

Make sure the Waveguide cover is installed correctly and has not been damaged during cooking.

6 RECYCLING

DISPOSAL OF THE UNIT

Appliances bearing the symbol shown here may not be disposed of in domestic rubbish. You are required to dispose of old electrical and electronic appliances like this separately.

Please visit www.recycle-more.co.uk or www.recyclenow.co.uk for access to information about the recycling of electrical items.

Please visit www.weeeireland.ie for access to information about the recycling of electrical items purchased in Ireland.

The WEEE directive, introduced in August 2006, states that all electrical items must be recycled, rather than taken to landfill.

Please arrange to take this appliance to your local Civic Amenity site for recycling, once it has reached the end of its life.



7 WIRING SAFETY FOR UK USE ONLY

IMPORTANT

As the colours in the mains lead of this appliance may not correspond with the coloured markings identifying the terminals in your plug, please proceed as follows:

The wires in the mains lead are coloured in accordance with the following code:

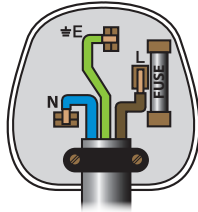
Blue neutral [N] Brown live [L]
Green/Yellow [EARTH] 


Plug Fitting Details (Where Applicable).

The wire coloured blue is the neutral and must be connected to the terminal marked [N] or coloured black.

The wire coloured brown is the live wire and must be connected to the terminal marked [L] or coloured red.

The wire coloured green/yellow must be connected to the terminal marked with the letter [E] or marked .



On no account must either the brown or the blue wire be connected to the [EARTH] terminal .

Always ensure that the cord grip is fastened correctly.

The plug must be fitted with a fuse of the same rating already fitted and conforming to BS 1362 and be ASTA approved.

If in doubt consult a qualified electrician who will be pleased to do this for you.

Non-Rewireable Mains Plug

If your appliance is supplied with a non-rewireable plug fitted to the mains lead and should the fuse need replacing, you must use an ASTA approved one (conforming to BS 1362 of the same rating).

If in doubt, consult a qualified electrician who will be pleased to do this for you.

If you need to remove the plug - disconnect it from the mains - and then cut it off the mains lead and immediately dispose of it safely. Never attempt to reuse the plug or insert it into a socket outlet as there is a danger of an electric shock.

WARNING:
This Appliance **MUST** be Earthed

8 SERVICING SAFEGUARDS - MICROWAVE RADIATION

It is hazardous for anyone, other than a qualified service technician, to carry out any service for repairing operation which involves removal of any cover which gives protection against exposure to microwave energy.

The temperature of accessible surfaces may be high when the appliance is operating.

The high voltage capacitor remains charge after disconnection; short the negative terminal of h. V capacitor to the oven chassis (use a screwdriver) to discharge before touching.

During servicing below listed parts are liable to be removed and give access to potentials above 250V to earth.

Magnetron

High voltage transformer

High voltage capacitor

High voltage diode

High voltage fuse

The following conditions may cause undue microwave exposure during servicing.

Improper fitting of magnetron;

Improper matching of door interlock, door hinge and door;

Improper fitting of switch support;

Door, door seal or enclosure has been damaged.

9 WARRANTY



We hope that you will enjoy your Tower Microwave Oven for many years. As a thank you for purchasing one of our fantastic products, we are giving you 3 years peace of mind.

To receive your 3 year guarantee, simply register your appliance online by visiting

www.towerhousewares.co.uk



This product is guaranteed for 12 months from the date of original purchase.

If any defect arises due to faulty materials of workmanship, the faulty products must be returned to the place of purchase.

Refund or replacement is at the discretion of the retailer.

The Following Conditions Apply:

- The product must be returned to the retailer with proof of purchase.
- The product must be installed and used in accordance with the instructions contained in this instruction guide.
- It must be used only for domestic purposes.
- It does not cover wear and tear, damage, misuse or consumable parts.
- Tower has limited liability for incidental or consequential loss or damage.

This guarantee is valid in the UK and Eire Only.

The standard one year guarantee is only extended to the maximum available for each particular product upon registration of the product within 28 days of purchase. If you do not register the product with us within the 28 day period, your product is guaranteed for 1 year only.

To validate your extended warranty, please visit www.towerhousewares.co.uk and register with us online. Alternatively, call our customer registration line on +44 (0) 333 220 6066.

Please note that length of extended warranty offered is dependent on product type and that each qualifying product needs to be registered individually in order to extend its warranty past the standard 1 year. Extended warranty is only valid with proof of purchase.

10 YOUR RECEIPT

Affix your store receipt to this page for safe keeping.



TOWER®

thank you!

We hope you enjoy your appliance for many years. As a thank you for purchasing one of our fantastic products, we are giving you an extra 2 years peace of mind.

***To receive your extra 2 years guarantee, register your appliance online by visiting:**

www.towerhousewares.co.uk

Should you have a problem with your appliance, or need any spare parts, please call our Service Department on:
+44 (0) 333 220 6066

Your warranty becomes void should you decide to use non Tower spare parts. Spare parts can be purchased from www.towerhousewares.co.uk



great british design, innovation and excellence since 1912