20L 800W Microwave Black

MOMW20B

V1.0 0926

mykin

part of the family

Welcome

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Congratulations on purchasing your new Microwave.
The Mykin brand is proudly distributed within Australia by Residentia Group Pty Ltd.

Please refer to the warranty card at the rear of this manual for information regarding your product's parts and labour warranty, or visit us online at: www.residentia.group

At Residentia Group, we are customer obsessed and our Support Team are there to ensure you get the most out of your appliance. Should you want to learn more about your new Appliance, it's features or importantly taking care of the appliance, our Support Team are here to help.

You can use our online Support Centre at anytime by visiting: http://support.residentiagroup.com.au

Or you can contact us via phone by dialing: 1300 11 HELP (4357).

It is important that you read through the following use and care manual thoroughly to familiarise yourself with the installation and operation requirements of your appliance to ensure optimum performance.

Again, thank you for choosing a Mykin appliance and we look forward to being of service to you.

Kind Regards,
The Residentia Team

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Safety Information

Important Safety Instructions

To reduce the risk of fire, electric shock, injury to persons or exposure to excessive microwave oven energy when using your appliance, follow basic precautions, including the following:

- Read and follow the specific: "PRECAUTIONS TO AVOID POSSIBLE EXPOSURE TO EXCESSIVE MICROWAVE ENERGY".
- 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. Children shall not play with the appliance.
- Keep the appliance and its cord out of reach of children less than 8 years.
- Cleaning and user maintenance shall not be made by children unless they are aged from 8 years and above and supervised.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- The temperature of accessible surfaces may be high when the appliance is operating.
- This appliance is a Group 2 Class B ISM equipment. Group 2 contains all ISM (Industrial, Scientific and Medical) equipment in which radio-frequency energy is intentionally generated and/or used in the form of electromagnetic radiation for the treatment of material, and spark erosion equipment.
- Class B equipment is suitable for use in domestic establishments and establishments directly connected to a low voltage power supply network.
- The microwave oven is intended to be used freestanding.
- **WARNING:** It is hazardous for anyone other than a competent person to carry out any service or repair operation that involves the removal of a cover which gives protection against exposure to microwave energy.
- **WARNING:** Liquids and other foods must not be heated in sealed containers since they are liable to explode.
- 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 type environments;
  - bed and breakfast type environments.
- Only use utensils that are suitable for use in microwave ovens.
- Metallic containers for food and beverages are not allowed during microwave cooking.
- When heating food in plastic or paper containers, keep an eye on the oven due to the possibility of ignition.
- 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 can lead to risk of injury, ignition or fire.
- If smoke is observed, switch off or unplug the appliance and keep the door closed in order to stifle any flames.
- Microwave heating of beverages can result in delayed eruptive boiling, therefore care must be taken when handling the container.
- The contents of feeding bottles and baby food jars shall be stirred or shaken and the temperature checked before consumption, in order to avoid burns.
- Eggs in their shell and whole hard-boiled eggs should not be heated in microwave ovens since they can explode, even after microwave heating has ended.
- The oven should be cleaned regularly and any food deposits removed.
- Failure to maintain the oven in a clean condition could lead to deterioration of the surface that could adversely affect the life of the appliance and possibly result in a hazardous situation.
- Only use the temperature probe recommended for this oven. (For ovens provided with a facility to use a temperature-sensing probe.)
- Care should be taken not to displace the turntable when removing containers from the appliance.
- The appliance shall not be cleaned with a steam cleaner.
- The appliance must not be placed in a cabinet.

Safety Information (Continued)

- **WARNING:** Ensure that the appliance is switched off before replacing the lamp to avoid the possibility of electric shock.
- The appliance must not be installed behind a decorative door in order to avoid overheating. (This is not applicable for appliances with decorative door.)
- The microwave oven must be operated with the decorative door open. (For ovens with a decorative door.)
- The rear surface of appliances shall be placed against a wall.
- **WARNING:** Ensure that the cavity does not contain any items or utensils that are not suitable forthe use with the microwave oven before you operate the appliance.
- **WARNING:** Do not use the cavity for storing combustible products, cooking utensils, or food and similar when the microwave oven is not in use.
- The cavity lighting is a main function, which can facilitate users to clean and observe the food being cooked, etc. When users no longer need the lighting, for energy conservation, please close the oven door, the light will turn off automatically at this time. (For the oven with the cavity lighting.)
- Do not operate the microwave oven when empty: Avoid running the microwave without food inside to prevent overheating and potential damage to the cavity.
- Do not use the microwave oven continuously for an extended period, as it may activate the overheating protection mechanism and stop heating. Once the oven has cooled down, it can be used again.

READ CAREFULLY AND KEEP FOR FUTURE REFERENCE
HOUSEHOLD USE ONLY
(NOT FOR COMMERCIAL USE)

TO REDUCE THE RISK OF INJURY TO PERSONS
GROUNDING INSTALLATION
DANGER
Electric Shock Hazard
Touching some of the internal components can cause serious personal injury or death. Do not disassemble this appliance.
WARNING
Electric Shock Hazard
Improper use of the grounding can result in electric shock. Do not plug into an outlet until appliance is properly installed and grounded.
This appliance must be grounded. In the event of an electrical short circuit, grounding reduces the risk of electric shock by providing an escape wire for the electric current.
This appliance is equipped with a cord having a grounding wire with a grounding plug. The plug must be plugged into an outlet that is properly installed and grounded.
Consult a qualified electrician or serviceman if the grounding instructions are not completely understood or if doubt exists as to whether the appliance is properly grounded.
If it is necessary to use an extension cord, use only a 3-wire extension cord.

- A short power-supply cord is provided to reduce the risks resulting from becoming entangled in or tripping over a longer cord.
- If a long cord set or extension cord is used:
    - The marked electrical rating of the cord set or extension cord should be at least as great as the electrical rating of the appliance.
    - The extension cord must be a grounding-type 3-wire cord.
    - The long cord should be arranged so that it will not drape over the counter top or tabletop where it can be pulled on by children or tripped over unintentionally.

CLEANING

Be sure to unplug the appliance from the power supply.

- Clean the cavity of the oven after using with a slightly damp cloth.
- Clean the accessories in the usual way in soapy water.
- The door frame and seal and neighbouring parts must be cleaned carefully with a damp cloth when they are dirty.
- Do not use harsh abrasive cleaners or sharp metal scrapers to clean the oven door glass since they can scratch the surface, which can result in shattering of the glass.
- Cleaning Tip---For easier cleaning of the cavity walls that the food cooked can touch: Place half a lemon in a bowl, add 300ml (1/2 pint) water and heat on 100% microwave power for 10 minutes. Wipe the oven clean using a soft, dry cloth.

UTENSILS CAUTION

Personal Injury Hazard
It is hazardous for anyone other than a competent person to carry out any service or repair operation that involves the removal of a cover which gives protection against exposure to microwave energy.
See the instructions on "Materials you can use in microwave oven or to be avoided in microwave oven."
There may be certain non-metallic utensils that are not safe to use for microwaving. If in doubt, you can test the utensil in question following the procedure below.

Utensil Test:

- Fill a microwave-safe container with 1 cup of cold water (250ml) along with the utensil in question.
- Cook on maximum power for 1 minute.
- Carefully feel the utensil. If the empty utensil is warm, do not use it for microwave cooking.
- Do not exceed 1 minute cooking time.

Materials you can use in microwave oven

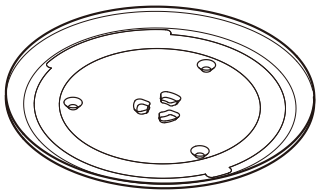
Utensils	Remarks
Browning dish	Follow manufacturer's instructions. The bottom of browning dish must be at least 3/16 inch (5mm) above the turntable. Incorrect usage may cause the turntable to break. (For the model with turntable.)
Dinnerware	Microwave-safe only. Follow manufacturer's instructions. Do not use cracked or chipped dishes.
Glass jars	Always remove lid. Use only to heat food until just warm. Most glass jars are not heat resistant and may break.
Glassware	Heat-resistant oven glassware only. Make sure there is no metallic trim. Do not use cracked or chipped dishes.
Oven cooking bags	Follow manufacturer's instructions. Do not close with metal tie. Make slits to allow steam to escape.
Paper plates and cups	Use for short–term cooking/warming only. Do not leave oven unattended while cooking.
Paper towels	Use to cover food for reheating and absorbing fat. Use with supervision for a short-term cooking only.
Parchment paper	Use as a cover to prevent splattering or a wrap for steaming.
Plastic	Microwave-safe only. Follow the manufacturer's instructions. Should be labeled "Microwave Safe". Some plastic containers soften, as the food inside gets hot. "Boiling bags" and tightly closed plastic bags should be slit, pierced or vented as directed by package.
Plastic wrap	Microwave-safe only. Use to cover food during cooking to retain moisture. Do not allow plastic wrap to touch food.
Thermometers	Microwave-safe only (meat and candy thermometers).
Wax paper	Use as a cover to prevent splattering and retain moisture.

Materials to be avoided in microwave oven

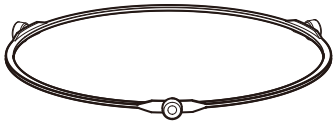
Utensils	Remarks
Aluminum tray	May cause arcing. Transfer food into microwave-safe dish.
Food carton with metal handle	May cause arcing. Transfer food into microwave-safe dish.
Metal or metal-trimmed utensils	Metal shields the food from microwave energy. Metal trimmay cause arcing.
Metal twist ties	May cause arcing and could cause a fire in the oven.
Paper bags	May cause a fire in the oven.
Plastic foam	Plastic foam may melt or contaminate the liquid inside when exposed to high temperature.
Wood	Wood will dry out when used in the microwave oven and may split or crack.

NAMES OF OVEN PARTS AND ACCESSORIES

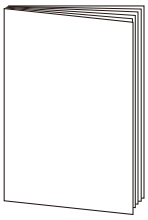
(In case of any differences between the appliance and the pictures in this manual, the product shall prevail.)



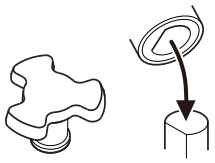
Glass Tray



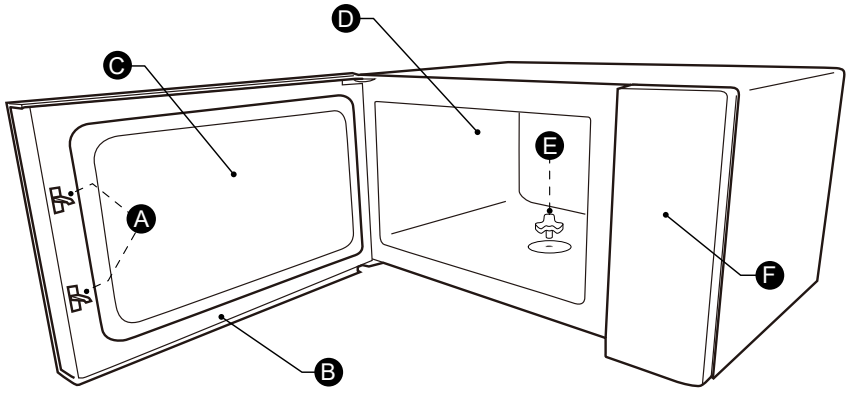
Turntable Ring Assembly



Instruction Manual



Turntable Shaft

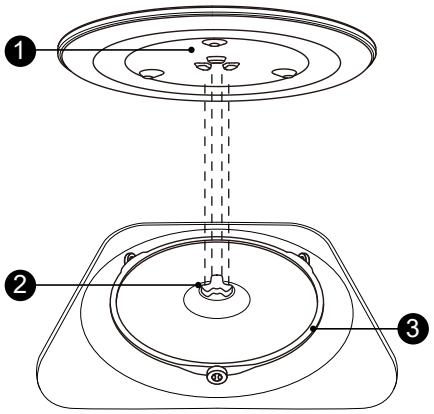


A) Safety interlock system
B) Door assembly
C) Observation window
D) Oven cavity
E) Turntable shaft
F) Control panel

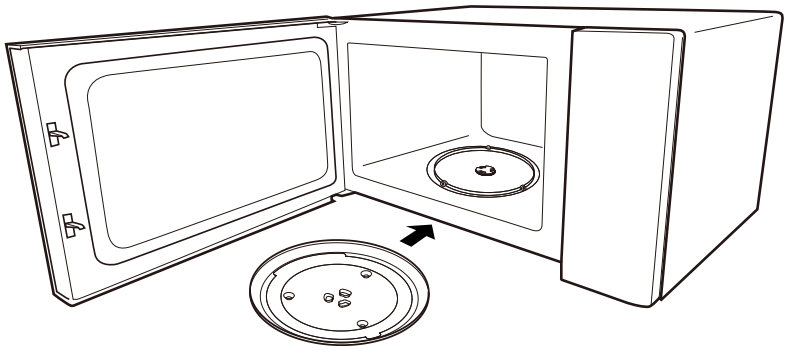
Note: The diagram on this page is for reference only. Your appliance may appear differently.

TURNTABLE INSTALLATION

Cleaning the cooking compartment and putting the turntable in place. For new installations, make sure all packaging and shipping tape has been removed from the turntable shaft. Before using the appliance to prepare food for the first time, you will need to put the turntable in place correctly. You must clean the cooking compartment and accessories.



How to put the turntable in place:
1.Place the turntable ring assembly ③into the recess in the cooking compartment.
2. Place the glass tray ① on the turntable ring assembly ③. Fit the raised, curved lines in the center of the glass tray bottom between the three spokes of the shaft. Make sure that the glass tray ① engages in the turntable shaft ② in the centre of the cooking compartment floor. The rollers on the shaft should fit inside the turntable bottom ridge.



Notes:

1. Never use the appliance without the turntable. Make sure that it is properly engaged. The turntable can turn clockwise or anti-clockwise.
2. Never place the glass tray upside down. The glass tray should never be restricted.
3. Both glass tray and turntable ring assembly must always be used during cooking.
4. All food and containers of food are always placed on the glass tray for cooking.
5. Never restrict the movement of the turntable.
6. If glass tray or turntable ring assembly cracks or breaks, contact your nearest authorized service center.

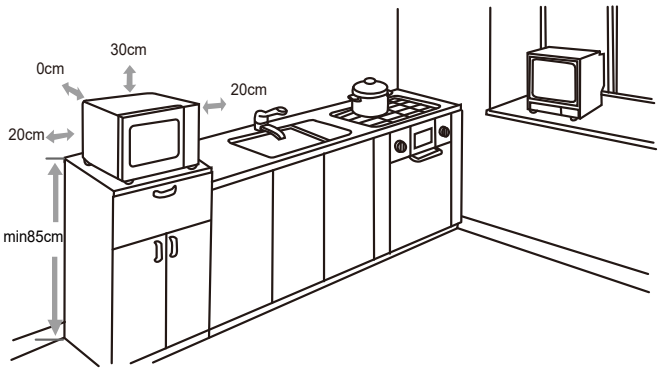
Countertop Installation

Removeallpackingmaterialandaccessories.Examine theovenforanydamagesuchasdents or broken door. Do not install if oven isdamaged.

Cabinet:Removeanyprotectivefilmfoundon the microwave oven cabinet surface.Donotremovethewaveguidecoverthati sattachedtotheovencavitytoprotectthemagnet ron.

Installation

1.Select a level surface thatprovide enough open spacefor the intake and/or outletvents.



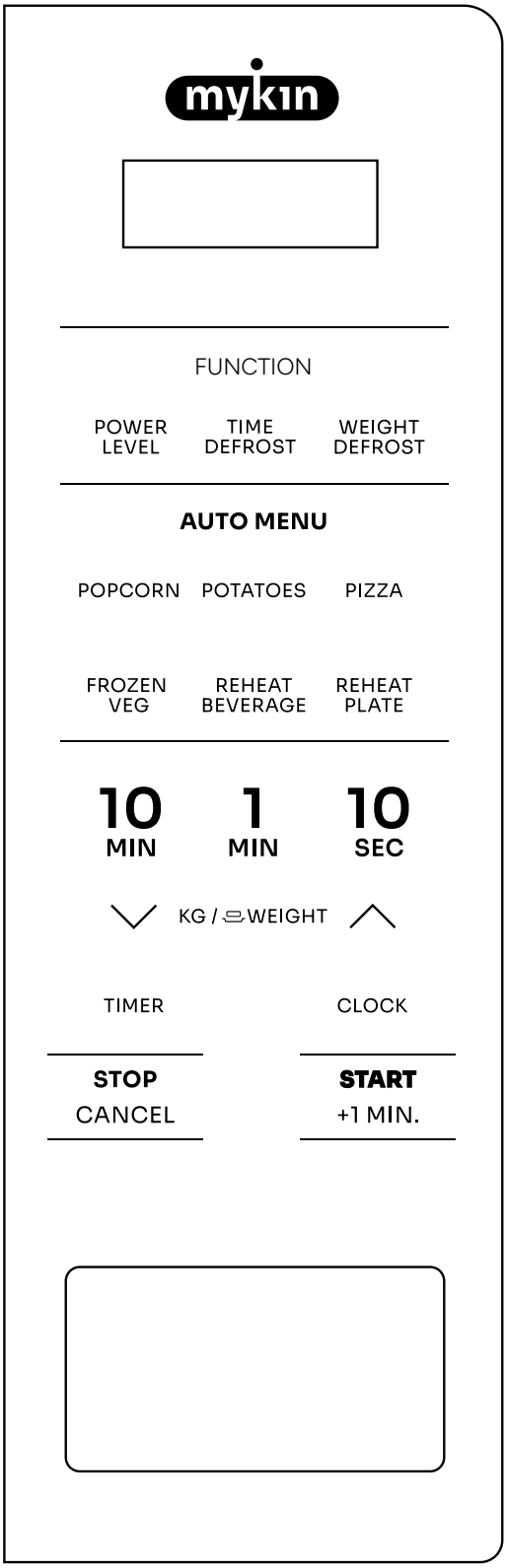
1. The minimum installationheight is 85cm.
2. The rear surface ofappliance shall be placedagainst a wall.Leave a minimum clearanceof 30cm above the oven, aminimum clearance of 20cmis required between the ovenand any adjacent walls.
3. Do not remove the legsfrom the bottom of the oven.
4. Blocking the intake and/or outlet openings candamage the oven.

1. Place the oven as faraway from radios and TV as possible. Operation of microwave oven may cause interference to your radio or TV reception.
2. Plug your oven into a standard household outlet. Be sure the voltage and the frequency is the same as the voltage and the frequency on the rating label.
   WARNING: Do not install oven over a range cooktop or other heat-producing appliance. If installed near or over a heat source, theoven could be damaged and the warranty would be void.

The accessible surface may be hot during operation.



CONTROL PANEL



CONTROL PANEL

Button	Description
POWER LEVEL	Set power level for microwave operation
WEIGHT DEFROST	Quickly defrost frozen foods based on the selected weight
TIME DEFROST	Quickly defrost frozen foods based on the selected time
TIMER	Countdown timer
CLOCK	Set time of day
POPCORN POTATOES PIZZA FROZEN VEG REHEAT BEVERAGE REHEAT PLATE	Auto menu with preset programs by weight
10 MIN 1 MIN 10 SEC	Set the time
KG / WEIGHT	Set the weight
START +1 MIN.	Start speedy cooking for 1 minute / Start operation/ Add 1 minute / Confirm input
STOP CANCEL	Pause active cooking status / Cancel current operation /Lock function for children

OPERATION

After connecting the oven to the power, “0:00” shows on the display.
The buzzer sounds and enters standby mode.

1. Setting the Clock

(1) In standby mode, press CLOCK once, “00:00” will display.

(2) Press 10 MIN to set the hour figures.

(3) Press 1 MIN and 10 SEC to set the minute figures.

(4) (4) Press “ CLOCK ” to confirm. The clock is set.

Notes:

(1) To reset the clock, please repeat step 1 to step 4.

(2) The clock is a 24-hour display. If the clock is not set, it will not work when powered.

(3) In the process of clock setting, if “ STOP CANCEL ” is pressed or if there is no operation within 1 minute, the setting is invalid.

2. Setting the Kitchen Timer

(1) In standby mode, press TIMER once, “00:00” will display.

(2) Press 10 MIN, 1 MIN or 10 SEC to set the desired time.
The maximum time value is “99:50”.

(3) Press START +1 MIN. to start counting down.

Note: The kitchen timer is a timer.

3. Microwave cooking

The 11 power levels are available.

POWER	100%	90%	80%	70%	60%	50%	40%	30%	20%	10%	0%
DISPLAY	100P	90P	80P	70P	60P	50P	40P	30P	20P	10P	0P

(1) In standby mode, press POWER LEVEL once, “ 100P ” will display.

(2) Press POWER LEVEL repeatedly to set the power level. The 11 power levels are available.

(3) Press 10 MIN, 1 MIN or 10 SEC to set the cooking time. The maximum time value is “99:50”.

(4) Press START +1 MIN. to start cooking.

Note:

(1) In the process of setting, if “ STOP CANCEL ” is pressed or if there is no operation within 1 minute, the setting is invalid.

(2) If “0P” is selected, the oven will work with a fan for no power. You can use this level to remove the odor of the oven.

OPERATION

4. Defrost by Weight

(1) (1) In standby mode, press " WEIGHT DEFROST " once and then the screen will display "dEF1".

(2) Press " ∨ ", or " ∧ " to set the weight of the food. The range of weight is 0.1 to 2.0kg.

(3) Press " START +1 MIN. " to start defrosting.

5. Defrost by Time

(1) In standby mode, press " TIME DEFROST " once and then the screen will display "dEF2".

(2) Press " 10 MIN ", " 1 MIN ", or " 10 SEC " to set the desired defrosting time. The maximum time value is "99:50".

(3) Press " START +1 MIN. " to start defrosting.

Note: The default power level is 30P and it cannot be changed.

6. Multi-Stage Cooking

Notes: (1) Two cooking stages can be set in multi-stage cooking.

(2) If you set the defrost function, it will work automatically in the first stage.

(3) The auto menu cannot be set as one of the multi-stage.

Example: Defrost food for 5 minutes and then cook with 80% microwave power for 7 minutes.

(1) In standby mode, press " TIME DEFROST " once and then the screen will display "dEF2".

(2) Press " 10 MIN ", " 1 MIN ", or " 10 SEC " to set the desired defrosting time to 5 minutes.

(3) press " POWER LEVEL " once and then "100P" will display.

(4) Press " POWER LEVEL " repeatedly to set the power level to 80P.

(6) Press " 10 MIN ", " 1 MIN ", or " 10 SEC " to set the cooking time to 7 minutes.

(7) Press " START +1 MIN. " to start cooking.

7. Speedy cooking

In standby mode, press " START +1 MIN " once to cook food at 100% power level for 1 minute. Each press on the same key can increase 1 minute and the maximum time value is "99:50".

Note: In the auto menu, microwave, and defrosting by time cooking state, each more press on " START +1 MIN. " can increase the cooking time by

(Except for the defrosting by weight.)

OPERATION

8. Auto Menu

(1) In standby mode, press the corresponding menu key once and then the screen will display the default weight of the food

(2) Press the corresponding menu key repeatedly or press " ﹀ ", " ﹀ " to select the weight of the food you want.

(3) Press **START** +1 MIN. to start cooking.

Auto Menu Chart

Menu	Weight	Display	Power
POPCORN	0.05kg	0.05	100P
	0.1kg	0.1	
POTATOES	1(0.23kg)	1	
	2(0.46kg)	2	
	3(0.69kg)	3	
PIZZA	0.1kg	0.1	
	0.2kg	0.2	
	0.4kg	0.4	
FROZEN VEG	0.15kg	0.15	
	0.35kg	0.35	
	0.5kg	0.5	
REHEAT BEVERAGE	1cup(120ml)	1	
	2cups(240ml)	2	
	3cups(360ml)	3	
REHEAT PLATE	0.25kg	0.25	
	0.35kg	0.35	
	0.5kg	0.5	

9. Inquiring Function

(1) If the clock has been set, the current time will display for three seconds by pressing CLOCK in the cooking state.

(2) In the microwave cooking state, press " POWER LEVEL " to inquire about the power level. It will display for three seconds.

10. Lock Function for Children

You can use this function to disable the screen buttons and prevent your child from accidentally turning the oven on.

To activate the lock:
In standby mode, press and hold “ STOP CANCEL ” for three seconds. A beep sounds and “ [ ] ” will display.

To deactivate the lock:
In the locked state, press and hold “ STOP CANCEL ” for three seconds. A beep sounds.

Troubleshooting Guide

Before calling for service
Malfunctions can occur in all electrical appliances. This does not necessarily mean there is a defect in the appliance. For this reason, please check the tables to see if you can correct the malfunction. Read the troubleshooting information before contacting after-sales service. This will avoid unnecessary repair costs. If you cannot solve it by yourself, please contact your nearest brand authorized service center.

⚠ **WARNING-Risk of injury!**

Improper repairs are dangerous
Repairs to the appliance should only be carried out by professional technician.If the appliance is defective, call Customer Service.
Never try to repair a defective or suspected defective appliance by yourself.

COMMON PROBLEM	POSSIBLE CAUSE	POSSIBLE REMEDY
The appliance isnot working.	The mains plug of thepower cord is notplugged in.	Unplug, then plug again tightly.
	There has been a powercut.	Check whether the lighting in your kitchen or other appliances are working.
	The door is not fully closed.	Check whether food remains orforeign material are trapped inthe door, and make sure thedoor is properly closed.
No heating	The door is not closedwell.	Make sure the door is properlyclosed.
Noise	Microwave ovens make noise while working, but if the noise becomes unusually loud or unusual,it may be due to the turntable was not placed in the correct position.(For the model with turntable.)	Place the turntable in the correctposition.
Improper defrosting	The microwave powersetting is set to lower.The food is colder than usual.	-
	Materials to be avoidedwere used.	Use microwave-safe cookware only.
	The cooking time, and power level is not suitable.	Use correct the cooking time, and power level.
	The food is not turned over or stirred.	Turn over or stir the food.
Unevenly cooked foods; Undercooked foods	The microwave powersetting is set to lower.	-
	Materials to be avoidedwere used.	Use microwave-safe cookwareonly.
	The food is not defrosted completely.	Completely defrost food.
	The cooking time, and power level is not suitable.	Use correct the cooking time,and power level.

COMMON PROBLEM	POSSIBLE CAUSE	POSSIBLE REMEDY
Unevenly cooked foods; Undercooked foods	The food is not turned or stirred.	Turn or stir the food from time to time during cooking.
Overcooked foods	The microwave power setting is set to higher.The cooking time, and power level is not suitable.	Use correct the cooking time,and power level.
The microwave is sparking, and arcingoccurs.	Materials to be avoided were used.	Use microwave-safe cookware only.
	The oven is operated with no food in it.	It is forbidden to run the oven without any food inside. It is very dangerous.
	Spilled food remains in the cavity.	Clean the cavity with a wet towel.

Technical Specifications

Specifications Chart

Model	MOMW20B
Total Capacity	20L
Glass Tray	255 mm
Rated Voltage	230–240V
Rated Frequency	50Hz
Microwave Input	1200-1270 W
Microwave Output	750-800 W
Microwave Frequency	2450 MHz
Product Size	440*323*259 mm
Net weight	11.27 kg

Attach your receipt to this page



Purchase Details

For future reference, please record the following information which can be found on the rating plate and the date of purchase which can be found on your sales invoice.

STORE DETAILS

STORE NAME |

ADDRESS |

TELEPHONE | PURCHASE DATE |

PRODUCT DETAILS

MODEL NO. |

SERIAL NO. |

Notes...

Notes...

Warranty Information

AUSTRALIAN WARRANTY TERMS AND CONDITIONS

FREESTANDING COOKERS

This document sets out the terms and conditions of the product warranties for Residentia Group Appliances. It is an important document. Please keep it with your proof of purchase documents in a safe place for future reference should you require service for your Appliance.

1. In this warranty

(a) 'acceptable quality' as referred to in clause 10 of this warranty has the same meaning referred to in the ACL;

(b) 'ACL' means Trade Practices Amendment (Australian Consumer Law) Act (No.2) 2010;

(c) 'Appliance' means any Residentia Group product purchased by you accompanied by this document;

(d) 'ASR' means Residentia Group authorised service representative;

(e) 'Residentia Group' means Residentia Group Pty Ltd of 165 Barkly Ave, Burnley VIC 3121, ACN 70 600 546 656 in respect of Appliances purchased in Australia;

(f) 'major failure' as referred to in clause 10 of this warranty has the same meaning referred to in the ACL and includes a situation when an Appliance cannot be repaired or it is uneconomic for Residentia Group, at its discretion, to repair an Appliance during the Warranty Period;

(g) 'Warranty Period' means:

(i) where the Appliance is used for personal, domestic or household use (i.e. normal single family use) as set out in the instruction manual, the Appliance is warranted against manufacturing defects for 24 months, following the date of original purchase of the Appliance;

(h) 'you' means the purchaser of the Appliance not having purchased the Appliance for re-sale, and 'your' has a corresponding meaning.

2. This warranty only applies to Appliances purchased and used in Australia and is in addition to (and does not exclude, restrict, or modify in any way) any non-excludable statutory warranties in Australia.

3. During the Warranty Period Residentia Group or its ASR will, at no extra charge if your Appliance is readily accessible for service, without special equipment and subject to these terms and conditions, repair or replace any parts which it considers to be defective. Residentia Group or its ASR may use remanufactured parts to repair your Appliance. You agree that any replaced Appliances or parts become the property of Residentia Group. This warranty does not apply to light globes, batteries, seals, filters or similar perishable parts.

4. Parts and Appliances not supplied by Residentia Group are not covered by this warranty.

5. You will bear the cost of transportation, travel and delivery of the Appliance to and from Residentia Group or its ASR. If you reside outside of the service area, you will bear the cost of:

(a) travel of an authorised representative;

(b) transportation and delivery of the Appliance to and from Residentia Group or its ASR, in all instances, unless the Appliance is transported by Residentia Group or its ASR, the Appliance is transported at the owner's cost and risk while in transit to and from Residentia Group or its ASR.

6. Proof of purchase is required before you can make a claim under this warranty.

Warranty Information (Continued)

7. You may not make a claim under this warranty unless the defect claimed is due to faulty or defective parts or workmanship. Residentia Group is not liable in the following situations (which are not exhaustive):
(a) the Appliance is damaged by:
    (i) accident
    (ii) misuse or abuse, including failure to properly maintain or service
    (iii) normal wear and tear
    (iv) power surges, electrical storm damage or incorrect power supply
    (v) incomplete or improper installation
    (vi) incorrect, improper or inappropriate operation
    (vii) insect or vermin infestation
    (viii) failure to comply with any additional instructions supplied with the Appliance;
(b) the Appliance is modified without authority from Residentia Group in writing;
(c) the Appliance's serial number or warranty seal has been removed or defaced;
(d) the Appliance was serviced or repaired by anyone other than Residentia Group, an authorised repairer or ASR.

8. This warranty, the contract to which it relates and the relationship between you and Residentia Group are governed by the law applicable where the Appliance was purchased.

9. To the extent permitted by law, Residentia Group excludes all warranties and liabilities (other than as contained in this document) including liability for any loss or damage whether direct or indirect arising from your purchase, use or non use of the Appliance.

10. For Appliances and services provided by Residentia Group in Australia, the Appliances come with a guarantee by Residentia Group that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Appliance repaired or replaced if the Appliance fails to be of acceptable quality and the failure does not amount to a major failure. The benefits to you given by this warranty are in addition to your other rights and remedies under a law in relation to the Appliances or services to which the warranty relates.

11. At all times during the Warranty Period, Residentia Group shall, at its discretion, determine whether repair, replacement or refund will apply if an Appliance has a valid warranty claim applicable to it.

12. Missing parts are not covered by warranty. Residentia Group reserves the right to assess each request for missing parts in a case by case basis. Any parts that are not reported missing in the first week after purchase will not provide free of charge.

13. To enquire about claiming under this warranty, please follow these steps:
(a) carefully check the operating instructions, user manual and the terms of this warranty;
(b) have the model and serial number of the Appliance available;
(c) have the proof of purchase (e.g. an invoice) available;
(d) telephone the numbers shown below.

14. You accept that if you make a warranty claim, Residentia Group and its ASR may exchange information in relation to you, in order to enable Residentia Group to meet its obligations under this warranty.

IMPORTANT
Before calling for service, please ensure that the steps in point 13 have been followed.

Contact Service: Please call 1300 11 HELP (4357)

The Australian Consumer Law requires the inclusion of the following statement with this warranty:

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

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part of the family