

Product:

70cm Electric Cooktop

Model Code/s:

ECC704TB

Esatto

User Manual

Exactly what
you need

Online:

esatto.house

Residentia Group

–
Head Office.
118 Campbell Street
Collingwood, VIC
Australia 3066
–
ACN.
600 546 656
–
Online.
residentia.group

Congratulations on purchasing your new electric cooktop. The Esatto 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 recommended cooking temperatures, the various features of your cooktop, and importantly taking care of your appliance when cleaning, 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 calling us on 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 an Esatto appliance and we look forward to being of service to you.

Kind Regards,
The Residentia Team

Postage.
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Safety Instructions

This cooktop must only be installed by a suitably qualified and licenced person and in accordance with the instructions provided. Incorrect installation may cause harm to persons, damage property and void the product's warranty.

IMPORTANT!

The electricity supply to the cooktop must be cut off before any adjustments or maintenance work is undertaken.

WARNING

When using this product, basic precautions should always be taken including the following:

- ▶ This cooktop is designed for domestic household use and for the cooking and frying of domestic foodstuffs.

IMPORTANT!

The adjacent furniture and all materials used in the installation must be able to withstand a minimum temperature of 85°C above the ambient temperature of the room it is located in, whilst in use.

- ▶ Certain types of vinyl or laminate kitchen cabinetry are particularly prone to heat damage or discolouration at temperatures above the guidelines given.
- ▶ Any damage caused by the cooktop being installed in contravention of this temperature limit, will be the liability of the owner.
- ▶ Your new cooktop is guaranteed against electrical or mechanical defects, subject to certain exclusions that are noted in the Warranty Terms and Conditions (at the rear of this user manual). The foregoing does not affect your statutory rights.
- ▶ The use of this cooktop for any other purpose or in any other environment, without the express agreement of Residentia Group, will invalidate any warranty or liability claim.
- ▶ You should not use this appliance to store items on or as a work surface.
- ▶ No modifications to the appliance are permitted by Residentia Group.
- ▶ You should not store or place flammable or highly flammable liquids/materials on top of or near the appliance. Items made from aluminium, plastic or plastic film should also be kept away from the appliance, as they may fuse to the surface.
- ▶ Repairs may only be carried out by authorised service agents.
- ▶ Your Esatto cooktop is not to be used by children or persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction.
- ▶ Any film or stickers that are present on the cooktop when it is delivered should be removed before use.
- ▶ Care should be used when utilising the cooktop, otherwise there is a risk of burns being caused.
- ▶ You should not allow the electrical connection cables to come into contact with the cooktop surface when it is hot or any hot cookware.
- ▶ If fat and oil overheats, then it can ignite extremely quickly. For this reason, when cooking with fat and oil the appliance should not be left unattended.
- ▶ Make sure that all of the cooking zones are switched off after use.
- ▶ Cleaning of the cooktop should be carried out on a regular basis, once the cooktop has cooled down.
- ▶ Great care should be taken whilst using this appliance and when following the cleaning procedure.
- ▶ You should not use a steam jet or any other high pressure cleaning equipment to clean the appliance.

DECLARATION OF CONFORMITY

The manufacturer declares that the cooktop is built using certified materials and requires the appliance to be installed in accordance with the standards currently in force. This appliance must be used by a trained person for domestic purposes only.

TO AVOID DAMAGING YOUR COOKTOP

- ▶ The ceramic glass can be damaged by objects falling onto it.
- ▶ The ceramic glass edge can be damaged by knocks from cookware.
- ▶ Cast iron and cast aluminium cookware with damaged bases may scratch the ceramic surface if they are dragged across it.
- ▶ Pans should be lifted on and off the cooktop surface and not dragged.
- ▶ Cooking zones should not be switched on without cookware placed on it. Also the cookware should not be empty.

UNPACKING

During transportation, protective packaging was used to protect the appliance against any damage. After unpacking, please dispose of all elements of packaging in a way that will not cause damage to the environment. All materials used for packaging the appliance are environmentally friendly; they are 100% recyclable and are marked with the appropriate symbol.

- ▶ During unpacking, the packaging materials (polythene bags, polystyrene pieces, etc.) should be kept out of reach of children.

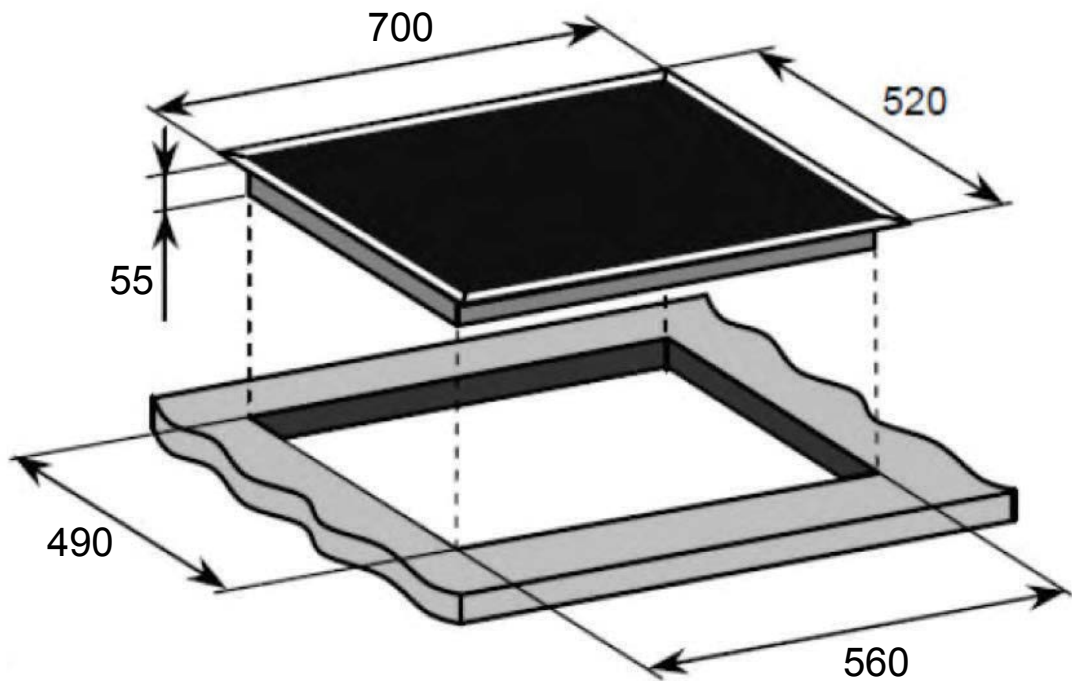
DISPOSAL OF THE APPLIANCE

Old appliances should not simply be disposed of with normal household waste, but should be delivered to a collection and recycling centre for electric and electronic equipment. A symbol shown on the product, the instruction manual or the packaging shows that it is suitable for recycling.

Materials used inside the appliance are recyclable and are labelled with information concerning this. By recycling materials or other parts from used devices you are making a significant contribution to the protection of our environment.

Information on appropriate disposal centres for used devices can be provided by your local authority.

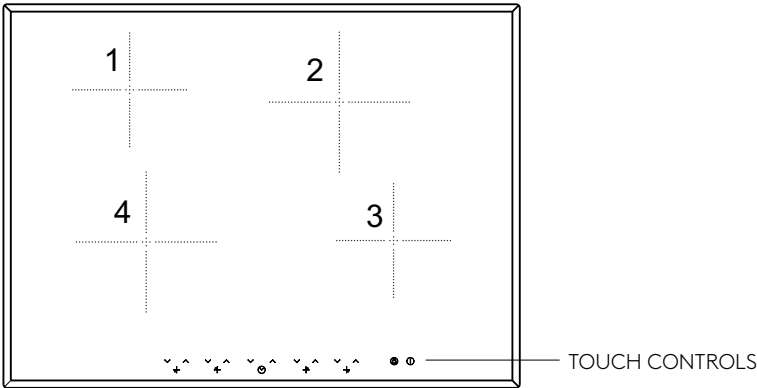
Your Esatto Cooktop



MODEL	PRODUCT DIMENSIONS (W×D×H)	CUT-OUT DIMENSIONS (W×D)
ECC704TB	700mm × 520mm × 55mm	560mm × 490mm

MODEL	BURNERS	OTHER
ECC704TB	2 × 1.80 kW radiant zones (Ø 190mm) 2 × 1.20 kW radiant zones (Ø 155mm)	Touch control operation 4 × Individual residual heat indicators Framless design

CERAMIC COOKTOP SURFACE LAYOUT



- 1 1.20kW zone (Ø 155mm)
- 2 1.80kW zone (Ø 190mm)
- 3 1.20kW zone (Ø 155mm)
- 4 1.80kW zone (Ø 190mm)

Installation Instructions

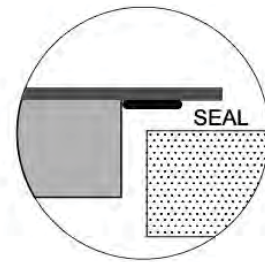
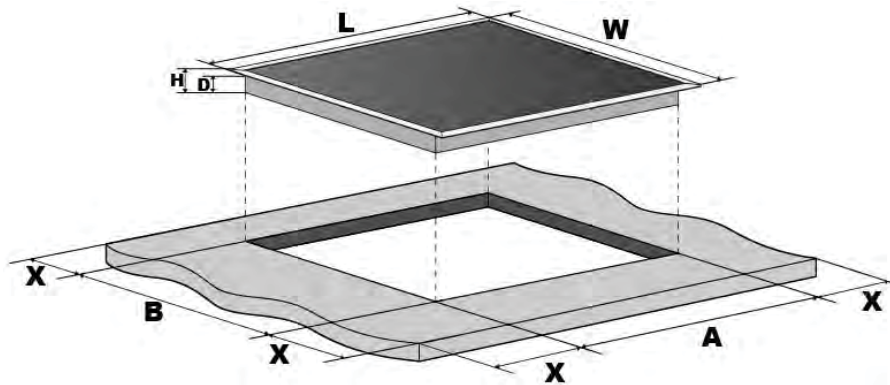
IMPORTANT! The connection of this cooktop must be carried out by a suitably qualified and licensed person, in accordance with the current version of the following:

- ▶ AS/NZS 3000 Wiring Rules
- ▶ 2010 Electricity Safety Regulations
- ▶ The installation instructions within this user manual

SELECTION OF INSTALLATION EQUIPMENT

Cut out the work surface according to the sizes shown in the drawing. For the purpose of installation and use, a minimum of 50mm space shall be preserved around the hole.

Be sure the thickness of the work surface is at least 30mm. Please select heat-resistant work surface material to avoid larger deformation caused by the heat radiation from the hotplate. As shown below:

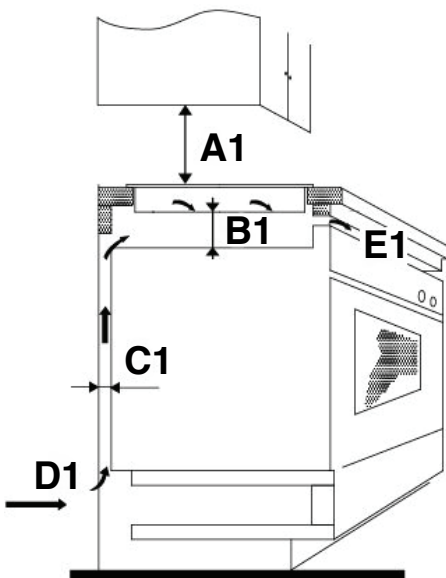


L (mm)	W (mm)	H (mm)	D (mm)	A (mm)	B (mm)	X (mm)
700	520	55	51	560	490	50 mini

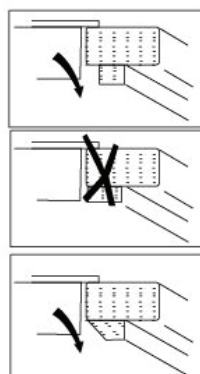
Under any circumstances, make sure the ceramic cooker hob is well ventilated and the air inlet and outlet are not blocked. Ensure the ceramic cooker hob is in good work state. As shown below:



Note: The safety distance between the hotplate and the cupboard above the hotplate should be at least 650mm.



A1(mm)	B1(mm)	C1(mm)	D1(mm)	E1
650	50 mini	20 mini	Air intake	Air exit 5mm

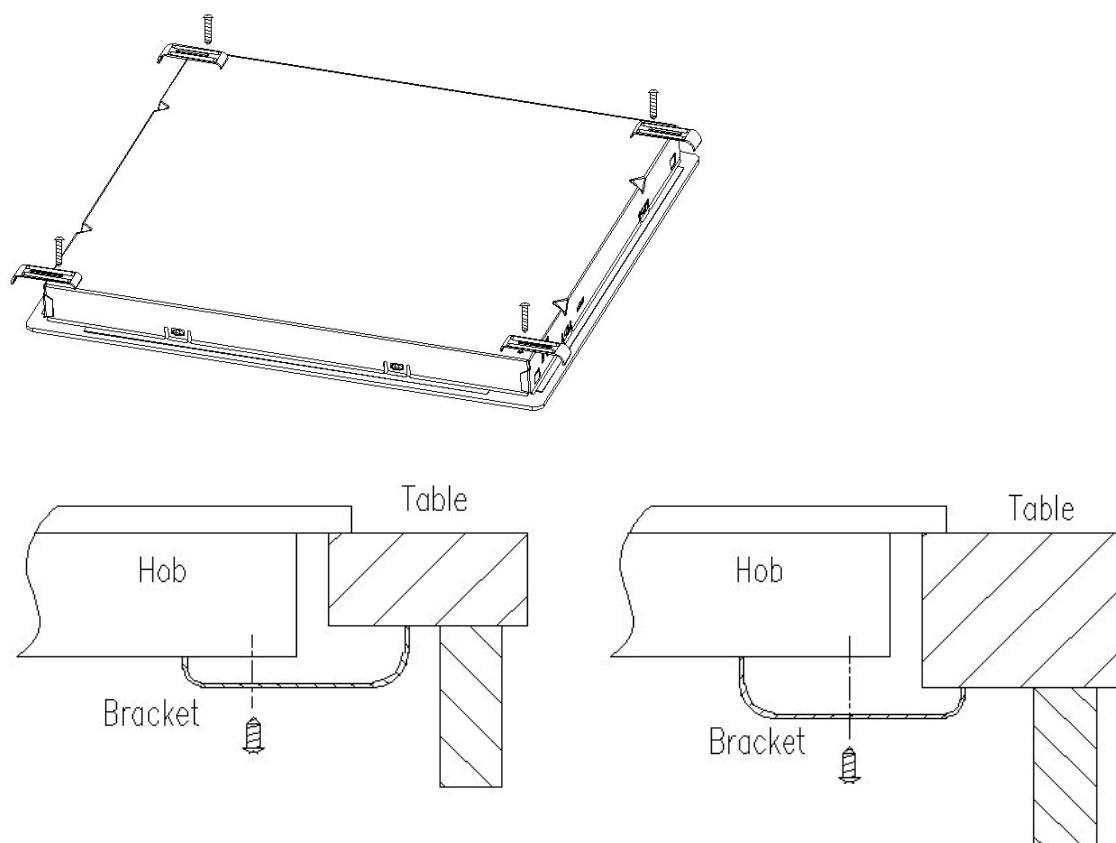


LOCATING THE FIXING BRACKETS

The unit should be placed on a stable, smooth surface (use the packaging). Do not apply force onto the controls protruding from the hob.

Fix the hob on the work surface by screw four brackets on the bottom of hob (see picture) after installation.

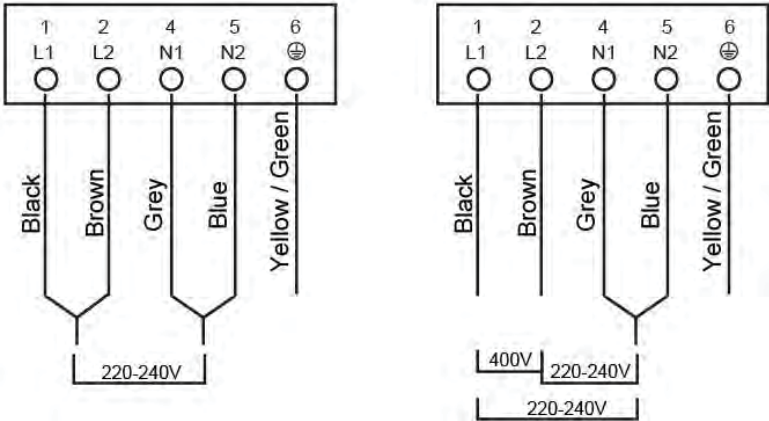
Adjust the bracket position to suit for different work surface's thickness.



CAUTIONS!

- ▶ The ceramic cooker hob must be installed by qualified personnel or technicians. We have professionals at your service. Please never conduct the operation by yourself.
- ▶ The ceramic cooker hob shall not be mounted to cooling equipment, dishwashers and rotary dryers.
- ▶ The ceramic cooker hob shall be installed such that better heat radiation can be ensured to enhance its reliability.
- ▶ The wall and induced heating zone above the work surface shall withstand heat.
- ▶ To avoid any damage, the sandwich layer and adhesive must be resistant to heat.
- ▶ A steam cleaner is not to be used.
- ▶ This ceramic can be connected only to a supply with system impedance no more than 0.427 ohm. In case necessary, please consult your supply authority for system impedance information.

- The power supply should be connected in compliance with the relevant standard, or a single-pole circuit breaker. The method of connection is shown below.



- If the cable is damaged or needs replacing, this should be done by an after-sales technician using the proper tools, so as to avoid any accidents.
- If the appliance is being connected directly to the mains supply, an omnipolar circuit breaker must be installed with a minimum gap of 3mm between the contacts.
- The installer must ensure that the correct electrical connection has been made and that it complies with safety regulations.
- The cable must not be bent or compressed.
- The cable must be checked regularly and only replaced by a properly qualified person.



DISPOSAL: Do not dispose this product as unsorted municipal waste. Collection of such waste separately for special treatment is necessary.

This appliance is labeled in compliance with European directive 2002/96/EC for Waste Electrical and Electronic Equipment (WEEE). By ensuring that this appliance is disposed of correctly, you will help prevent any possible damage to the environment and to human health, which might otherwise be caused if it were disposed of in the wrong way.

The symbol on the product indicates that it may not be treated as normal household waste. It should be taken to a collection point for the recycling of electrical and electronic goods.

This appliance requires specialist waste disposal. For further information regarding the treatment, recover and recycling of this product please contact your local council, your household waste disposal service, or the shop where you purchased it.

For more detailed information about treatment, recovery and recycling of this product, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

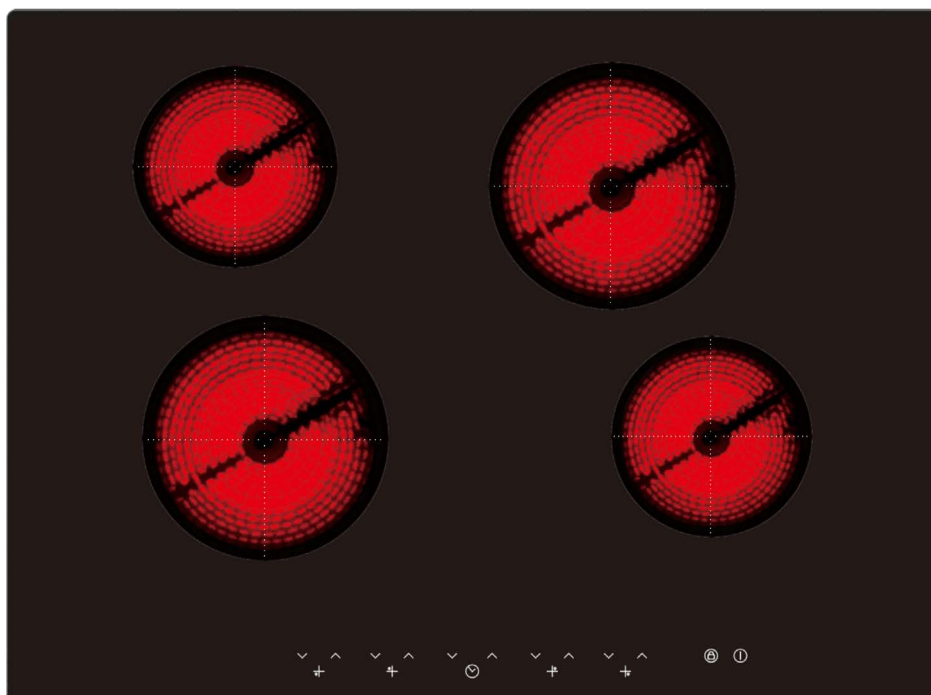
Operating Your Cooktop

BEFORE FIRST USE

IMPORTANT! You should clean the ceramic cooktop surface (refer to the “Cleaning and Maintenance” section).

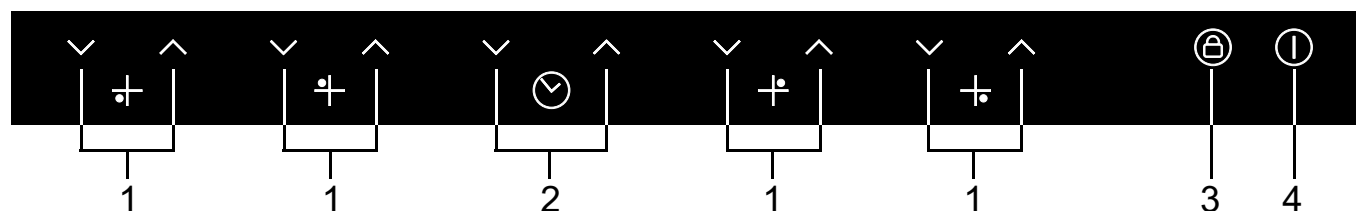
- ▶ You should switch on one cooking zone at a time, for 5 minutes at the maximum setting. This will help to eliminate any new smell that exists and evaporate any humidity that has formed on the heating elements during transit.
- ▶ Do not burn off more than one zone at once.
- ▶ You must place a saucepan filled half full with cold water on each cooking zone as you burn it off.

TOP VIEW



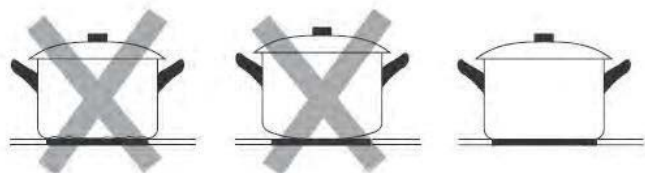
TOUCH CONTROLS

- ▶ All operations are performed by means of the touch controls that can be found on the control panel at the front .

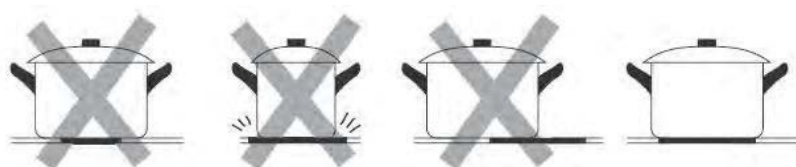


1. Power regulating key
2. Timer regulating key
3. keylock control
4. ON/OFF control

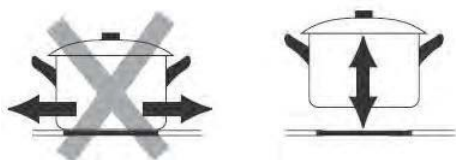
Do not use cookware with jagged edges or a curved base.



Make sure that the base of your pan is smooth, sits flat against the glass, and is the same size as the cooking zone. Always centre your pan on the cooking zone.

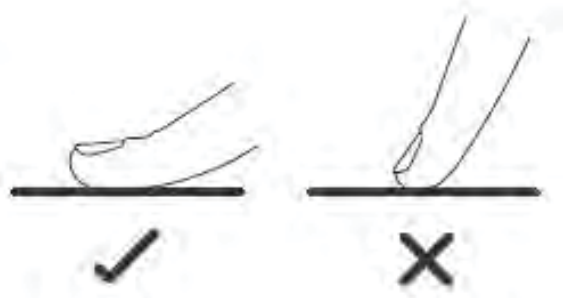


Always lift pans off the ceramic hob – do not slide, or they may scratch the glass.



USING THE TOUCH CONTROLS

- ▶ The controls respond to touch, so you don't need to apply any pressure.
- ▶ Use the ball of your finger, not its tip.
- ▶ You will hear a beep each time a touch is registered.
- ▶ Make sure the controls are always clean, dry, and that there is no object (e.g. utensil or a cloth) covering them. Even a thin film of water may make the controls difficult to operate.

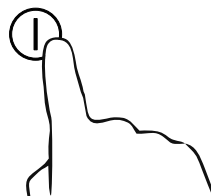


TO START COOKING

Do not use cookware with jagged edges or a curved base.

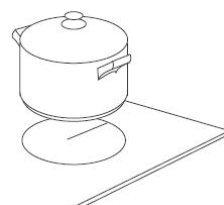
- After power on, the buzzer beeps once, all the indicators light up for 1 second then go out, indicating that the ceramic hob has entered the state of standby mode.

1. Touch the ON/OFF ① control. all the indicators show "-".



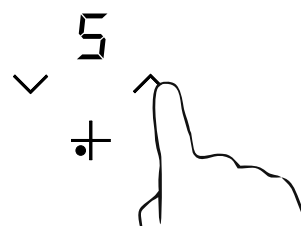
2. Place a suitable pan on the cooking zone that you wish to use.

- Make sure the bottom of the pan and the surface of the cooking zone are clean and dry.



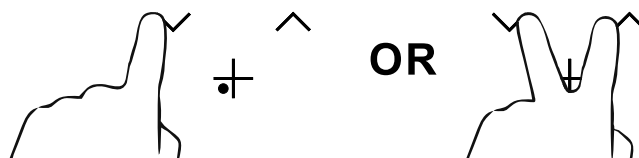
3. Select a heat setting by touching the "-" or "+" control.

- If you don't choose a heat setting within 1 minute, the Induction hob will automatically switch off.
 - You will need to start again at step 1.
- You can modify the heat setting at any time during cooking.

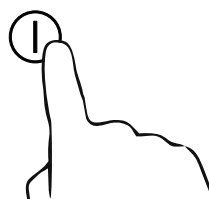


WHEN YOU HAVE FINISHED COOKING

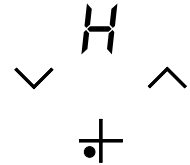
- Turn the cooking zone off by scrolling down to "0" or touching "-" and "+" control together. Make sure the display shows "0"



- Turn the whole cooktop off by touching the ON/OFF control.



- ▶ After a zone is switched off, the corresponding cooking zone will show an “H” in the control panel. This means that the temperature of the zone is still high enough to cause injury.
- ▶ The residual heat indicator will go out when the surface has cooled down to a safe temperature.
- ▶ The residual heat also can be used as an energy saving function if you want to heat further pans, use the hotplate that is still hot.
- ▶ When the hob has been operating for some time, there will be some residual heat. The “H” appears to warn you to keep away from it.



IMPORTANT! The residual heat indicator will disappear if the mains supply to the product is cut.

Warning! It is still possible to burn yourself on a cooktop zone, even when the residual heat indicator has gone off. Always use caution when using the cooktop.

LOCKING THE CONTROLS

- ▶ You can lock the controls to prevent unintended use (for example children accidentally turning the cooking zones on).
- ▶ When the controls are locked, all the controls except the ON/OFF control are disabled.

TO LOCK THE CONTROLS

Touch the keylock  control. The timer indicator will show “Lo”.

TO UNLOCK THE CONTROLS

- ▶ Make sure the ceramic hob is turned on.
- ▶ Touch and hold the keylock control  for a while.
- ▶ You can now start using your ceramic hob.



When the hob is in the lock mode, all the controls are disabled except the ON/OFF, you can always turn the ceramic hob off with the ON/OFF control in an emergency, but you shall unlock the hob first in the next operation.

AUTO SHUTDOWN

safety feature of the hob is auto shut down. This occurs whenever you forget to switch off a cooking zone. The default shutdown times are shown in the table below:

Power level	1	2	3	4	5	6	7	8	9
Default working timer (hour)	8	8	8	4	4	4	2	2	2

USING THE TIMER

You can use the timer in two different ways:

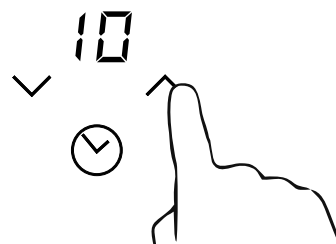
- ▶ You can use it as a minute minder. In this case, the timer will not turn any cooking zone off when the set time is up.
- ▶ You can set it to turn one or more cooking zones off after the set time is up.
- ▶ You can set the timer up to 99 minutes.

USING THE TIMER AS A MINUTE MINDER

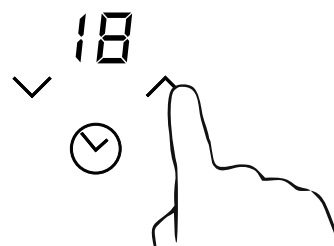
If you are not selecting any cooking zone

- ▶ Make sure the cooktop is turned on.
Note: you can use the minute minder even if you're not selecting any cooking zone.

- ▶ Touch "+" the controls of the timer. The minder indicator will start flashing and "10" will show in the timer display.



- ▶ Set the time by touching the "-" or "+" control of the timer.

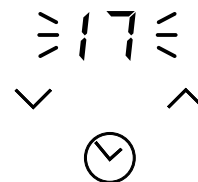


- ▶ Touch the "-" or "+" control of the timer once to decrease or increase by 1 minute.
- ▶ Touch and hold the "-" or "+" control of the timer to decrease or increase by 10 minutes.

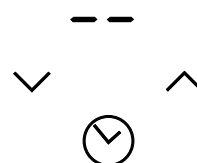
- ▶ Touching the "-" and "+" together, the timer is cancelled, and the "00" will show in the minute display.



- ▶ When the time is set, it will begin to count down immediately. The display will show the remaining time and the timer indicator will flash for 5 seconds.

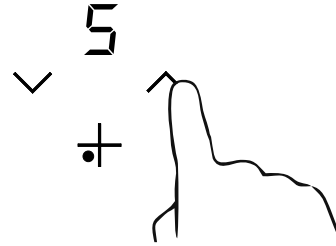


- ▶ Buzzer will beep for 30 seconds and the timer indicator shows "--" when the setting time finished.



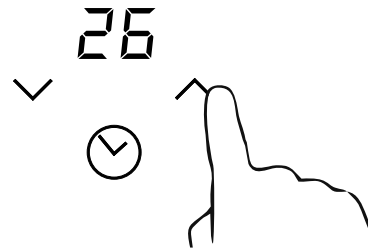
If the timer is set on one zone:

- Touch the "-" or "+" of the corresponding cooking zone that you want to set the timer for.



- Set the time by touching the "-" or "+" control of the timer.

- Touch the "-" or "+" control of the timer once will decrease or increase by 1 minute.
- Touch and hold the "-" or "+" control of the timer will decrease or increase by 10 minutes.



- Touching the "-" and "+" together, the timer is cancelled, and the "00" will show in the minute display.

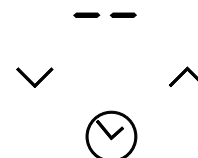


- When the time is set, it will begin to count down immediately. The display will show the remaining time and the timer indicator flash for 5 seconds.



NOTE: The red dot next to power level indicator will illuminate indicating that zone is selected.

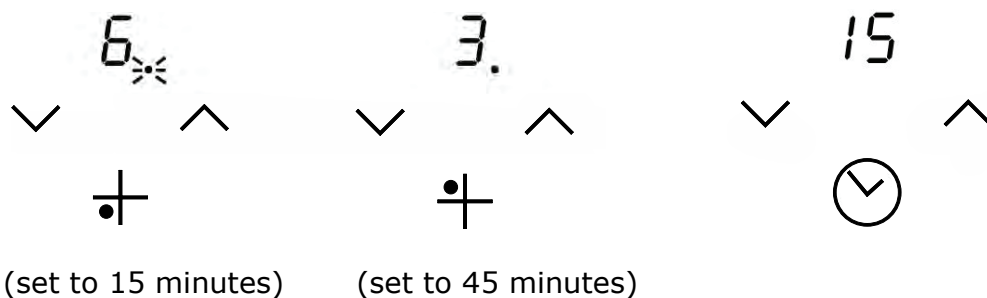
- When cooking timer expires, the corresponding cooking zone will be switch off automatically.



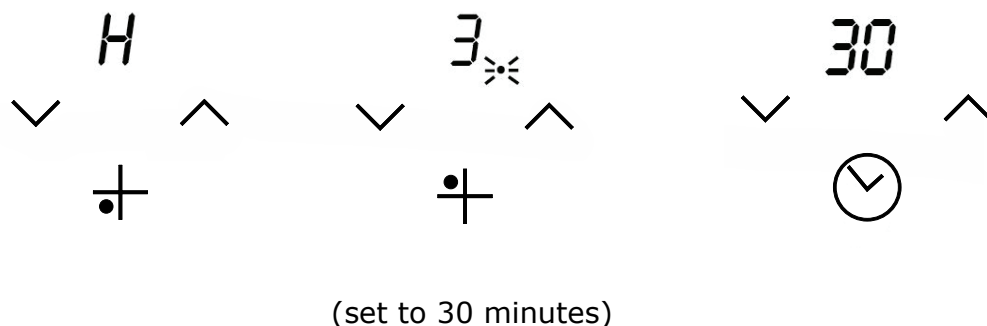
Other cooking zone will keep operating if they are turned on previously.

If the timer is set on more than one zone:

- ▶ When you set the time for several cooking zones simultaneously, decimal dots of the relevant cooking zones are on. The minute display shows the min. timer. The dot of the corresponding zone flashes.



- ▶ Once the countdown timer expires, the corresponding zone will switch off. Then it will show the new min. timer and the dot of corresponding zone will flash.



COOKTOP GUIDELINES

- ▶ The first few times the cooktop is used, it may give off a burning smell. This smell will disappear completely with repeated use.
- ▶ The cooktop surface is fitted with cooking areas of different diameter and power.
- ▶ The positions where the heat will radiate from are clearly marked on the cooktop. The saucepans must be positioned exactly on these zones for efficient heating to occur. Pans should have the same diameter as the cooking zone that they are being used on.
- ▶ You should not use saucepans with rough bottoms, as this can scratch the ceramic surface.
- ▶ Before use, make sure that the bottoms of the saucepans are clean and dry.
- ▶ When cold, the bottom of the pans should be slightly concave, as they expand when hot and lie flat on the surface of the cooktop.
- ▶ This will allow the heat to transfer more easily.
- ▶ The best thickness for the bottom of the pans is 2-3 mm of enameled steel and 4-6 mm for stainless steel with sandwich type bottoms.
- ▶ If these rules are not followed, then there will be a great loss of heat and energy. Heat not absorbed by the saucepan, will spread to the cooktop, frame and surrounding cabinets.
- ▶ Preferably cover pans with a lid to permit cooking at a lower heat.
- ▶ Always cook vegetables and potatoes, etc. in as little water to reduce cooking times.
- ▶ Food or liquid that has high sugar content may damage the cooktop if it comes into contact with the ceramic cooktop surface. Any spillages should be wiped up immediately, however this may not prevent the cooktop surface from becoming damaged.

Cleaning & Maintenance

By ensuring proper cleaning and maintenance of your Esatto cooktop, you can ensure that it will have a long and fault free operation.

WARNING! Do not start cleaning the cooktop until it has completely cooled.

CLEANING YOUR CERAMIC COOKTOP

- ▶ Any residues that are left on the cooktop surface from cleaning agents will damage it. You should remove any residues with warm water mixed with a little washing up liquid.
- ▶ Abrasive cleaners or sharp objects will damage the cooktop surface; you should clean it using warm water mixed with a little washing up liquid.
- ▶ Although it is easier to clean some deposits whilst the cooktop surface is still warm, you should take care not to burn yourself if cleaning the cooktop surface when it is still warm.

After each use:

- ▶ Wipe the cooktop over with a damp cloth.
- ▶ Dry the cooktop by rubbing the surface with a clean cloth.

Type of deposit	Remove immediately?	Remove when the cooktop has cooled down?	What should I use to remove the deposit?
Sugar or food/liquid containing sugar	Yes	No	Ceramic cooktop scraper
Tin foil or plastic	Yes	No	Ceramic cooktop scraper
Fat splashes	No	Yes	Ceramic cooktop cleaner
Metallic discolouration	No	Yes	Ceramic cooktop cleaner
Water splashes or water rings	No	Yes	Ceramic cooktop cleaner

USING A SPECIALIST CERAMIC COOKTOP CLEANER

It is possible to purchase a specialist ceramic cooktop cleaner/conditioner.

You should follow the instructions given by the manufacturer of the cleaner and ensure that it is suitable for use on your appliance.

Technical Data

ELECTRICAL DETAILS

Rated Voltage:	220 - 240 Volts, 50/60 Hz
Supply Connection:	30A (double pole switch fuse outlet with 3mm contact gap)
Max Rated Inputs:	6.0kW
Mains Supply Lead:	5 core x 1.5mm ² (not supplied)

Troubleshooting

Please read the issues below carefully and try all relevant steps.
If none of this helps, please contact us on 1300 11 4357 for further advice or to schedule a technician to inspect your cooktop.

Tips & Hints

THE COOKING ZONES ARE NOT FUNCTIONING

Please check...

That your cooktop is plugged in and there is power to the wall socket.

Hint: Check the mains power or the isolation switch.

If your cooktop has a Control Lock or Child Lock function, check that it is switched off.

THE RESIDUAL HEAT INDICATOR DOES NOT APPEAR

Please note...

If the cooking zone has only been turned on for less than 30 seconds, the residual heat indicator will not appear.

If the cooking zone does appear to be hotter than 50° C or has been activated for longer than 30 seconds, and the residual heat indicator has not come on, please contact our Support Team on 1300 11 4357 for advice.

THE COOKTOP IS HUMMING WHEN A ZONE IS SELECTED

Please note...

This is normal—the sound will disappear when the zone heats up.

If the humming sound continues once the zone is fully at heat, please contact our Support Team on 1300 11 4357 for advice.

THE ELEMENTS STAY ON HIGH

Please...

Contact our Support Team on 1300 11 4357 to arrange for a technician to visit.

THE GLASS IS SCRATCHED

Please note...

Scratches are often caused by using cookware with rough-edges. Please ensure pots and pans have smooth bases.

THE COOKTOP IS NOT TURNING OFF

Please...

Ensure the child lock is disabled.

Hint: On some models you may have to touch the zone control twice to disable.

THE COOKING ZONES HAVE BECOME DISCOLOURED

Please note...

This may be caused by burnt on remnants of food. This will not affect the working of the appliance however you should make sure that the cleaning instructions are being followed regularly.

THE COOKTOP IS DIRTY AFTER COOKING

Please note...

Once it has cooled down, your cooktop should be cleaned after every use. Any residues that are left on the cooktop surface from cleaning agents will damage it. You should remove any residues with warm water mixed with a little washing up liquid.

Hint: For physical deposits on the surface, a specialist ceramic cooktop cleaner/conditioner should be purchased. Please follow the instructions with this product.

THERE IS A METALLIC SHEEN ON THE GLASS

Please note...

This is often caused by pots with aluminium or copper bases.

Hint: Specialist ceramic cleaner should remove the marks. Your cooktop should be cleaned regularly, as spills that are allowed to burn into the surface may react with the ceramic glass and become much harder to remove.

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.

The rating plate of your cooktop is located on the underneath of the appliance. Therefore please fit the duplicate data plates or label on the outside of the cupboard to sure that the label can be easily seen during operation.

STORE DETAILS

STORE NAME

ADDRESS

TELEPHONE

PURCHASE DATE

PRODUCT DETAILS

MODEL NO.

SERIAL NO.*

Warranty Information

WARRANTY TERMS & CONDITIONS COOKING APPLIANCES (BUILT-IN OVENS, COOKTOPS)

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 118 Campbell St, Collingwood VIC, ACN 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, 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.
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. 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.
13. You accept that if you make a warranty claim, Residentia Group and its ASR may exchange information in relation to you to enable Residentia Group to meet its obligations under this warranty.

IMPORTANT

Before calling for service, please ensure that the steps in point 12 have been followed.

Telephone contacts

- Service: Please call 1300 11 HELP (4357)
- Spare Parts: Please call 1300 11 SPARE (7727)

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