



**omega**

Instruction Manual

90cm Ceramic Cooktop

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OCC90TZ

# Thank you for purchasing an Omega appliance

Tailored for the modern aesthetic and lifestyle of busy people, your new Omega Appliance will make a welcome addition to the family.

Omega caters to style-savvy customers who look for balance between stunning form and clever function. This means a combination of sleek, chic, sophisticated design yet effortless functionality. And we source from the best. The best craftsmanship. The best innovation. From the best international design-houses.

All brought together under an appliance that stands for design-led balance.

Please take the time to read through the following instruction manual to familiarise yourself with the installation, operation requirements and maintenance to ensure optimum performance.

## Further Information

For important information about your Omega Appliance such as warranty registration, manuals, features, and specifications please visit [omegaappliances.com.au](http://omegaappliances.com.au) (if you are in Australia) and [omegaappliances.co.nz](http://omegaappliances.co.nz) (if you are in New Zealand) or contact our Customer Care team on the below email or phone numbers.

## Registering Your Warranty

For peace of mind you can register your warranty at [omegaappliances.com.au](http://omegaappliances.com.au). Further information on the Warranty can be found at the end of this manual.

## Contact Us

Our customer service team is here to help you with any question or concern. Both teams are on call Monday to Friday 9.00am to 5.00pm and of course you can always send an email at your convenience.

### Australia Contact Details

Monday to Friday 9.00am – 5.00pm  
Email: [support@residentiagroup.com.au](mailto:support@residentiagroup.com.au)  
Phone: 1300 11 4357

### New Zealand Contact Details

Monday to Friday 9.00am – 5.00pm  
Email: [customercare@monacocorp.co.nz](mailto:customercare@monacocorp.co.nz)  
Phone: 09 415 6000

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[facebook.com/omegaappliances](https://facebook.com/omegaappliances)  
[instagram.com/omegaappliances\\_au](https://instagram.com/omegaappliances_au)

## READ THE INSTRUCTION BOOKLET BEFORE INSTALLING AND USING THE APPLIANCE.

It is important that you retain these instructions, proof of purchase as well as other important documents about this product for future reference.

The manufacturer will not be responsible for any damage to property or to persons caused by incorrect installation or improper use of the appliance.

*Due to continual product development, Omega reserves the right to alter specifications and appearances without notice.*

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## Disposal Information

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- Most of the packaging materials are recyclable. Please dispose of these materials through your local recycling depot or by placing them into appropriate collection containers.
- If you wish to discard this product, please contact your local authorities and ask for the correct method of disposal.

## Foreword

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### Safety Warnings

Your safety is important to us. Please read this information before using your cooktop.

### Installation

#### Electrical Shock Hazard

- Disconnect the appliance from the mains electricity supply before carrying out any cleaning or maintenance on it.
- Connection to a good earth wiring system is essential and mandatory.
- Alterations to the domestic wiring system must only be made by a qualified electrician.
- Failure to follow this advice may result in electrical shock or death.

#### Cut Hazard

- Take care - panel edges are sharp.
- Failure to use caution could result in injury or cuts.

#### Important safety instructions

- Read these instructions carefully before installing or using this appliance.
- No combustible material or products should be placed on this appliance at any time.
- Please make this information available to the person responsible for installing the appliance as it could reduce your installation costs.
- In order to avoid a hazard, this appliance must be installed according to these instructions for installation.
- This appliance is to be properly installed and earthed only by a suitably qualified person.
- CAUTION-The cooking process has to be supervised. A short term cooking process has to be supervised continuously.

## Foreword

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- This appliance should be connected to a circuit which incorporates an isolating switch providing full disconnection from the power supply.
- Failure to install the appliance correctly could invalidate any warranty or liability claims.

## Operation and maintenance

### Electrical Shock Hazard

- Do not cook on a broken or cracked cooktop. If the cooktop surface should break or crack, switch the appliance off immediately at the mains power supply (wall switch) and contact a qualified technician.
- Failure to follow this advice may result in electrical shock or death.

### Health Hazard

- This appliance complies with electromagnetic safety standards.
- However, persons with cardiac pacemakers or other electrical implants (such as insulin pumps) must consult with their doctor or implant manufacturer before using this appliance to make sure that their implants will not be affected by the electromagnetic field.
- Failure to follow this advice may result in death.

### Hot Surface Hazard

- During use, accessible parts of this appliance will become hot enough to cause burns.
- Do not let your body, clothing or any item other than suitable cookware contact the Ceramic glass until the surface is cool.
- Metallic objects such as knives, forks, spoons and lids should not be placed on the hob surface since they can get hot
- Keep children away.
- Handles of saucepans may be hot to touch. Check saucepan handles do not overhang other cooking zones that are on. Keep handles out of reach of children.
- Failure to follow this advice could result in burns and scalds.
- Magnetisable metal objects worn on the body can become hot in the vicinity of the appliance (materials like gold are not affected).

## Foreword

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### Cut Hazard

- The razor-sharp blade of a cooktop scraper is exposed when the safety cover is retracted. Use with extreme care and always store safely and out of reach of children.
- Failure to use caution could result in injury or cuts.

### Important safety instructions

- Never leave the appliance unattended when in use. Boilover causes smoking and greasy spillovers that may ignite.
- Never use your appliance as a work or storage surface.
- Never use your appliance for warming or heating the room.
- After use, always turn off the cooking zones and the cooktop as described in this manual (i.e. by using the touch controls). Do not allow children to play with the appliance or sit, stand, or climb on it.
- Handles of cooking utensils may be hot to touch. Check that handles do not hang over other cooking zones that are active. Keep handles out of reach of children. Failure to follow this advice can result in scalding.
- Do not store items of interest to children in cabinets above the appliance. Children climbing on the cooktop could be seriously injured.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience or knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

## Foreword

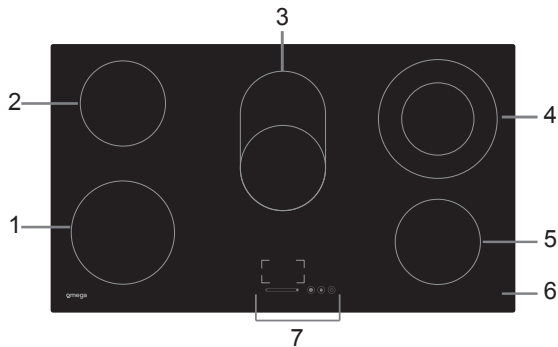
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- Do not repair or replace any part of the appliance unless specifically recommended in the manual. All other servicing should be done by a qualified technician.
- Do not use a steam cleaner to clean your cooktop.
- Do not place or drop heavy objects on your cooktop.
- Do not stand on your cooktop.
- Do not use pans with jagged edges or drag pans across the Ceramic glass surface as this can scratch the glass.
- Do not use scourers or any other harsh abrasive cleaning agents to clean your cooktop, as these can scratch the Ceramic glass.
- 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.
- 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.
- **WARNING:** The appliance and its accessible parts become hot during use.
- Care should be taken to avoid touching heating elements.
- Cleaning and user maintenance shall not be made by children without supervision.
- **WARNING:** Unattended cooking on a hob with fat or oil can be dangerous and may result in fire. NEVER try to extinguish a fire with water, but switch off the appliance and then cover flame e.g. with a lid or a fire blanket.
- **WARNING:** Danger of fire: Do not store items on the cooking surfaces.
- **Warning:** If the surface is cracked, switch off the appliance to avoid the possibility of electric shock.
- The appliance is not intended to be operated by means of an external timer or separate remote-control system.

## Product Information

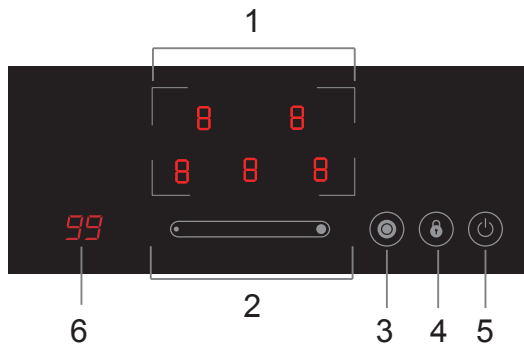
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### Top View



1. Max. 1800 W zone
2. Max. 1200 W zone
3. Max. 1100/ 2000W dual zone
4. Max. 1000/ 2200W dual zone
5. Max. 1200 W zone
6. Glass plate
7. Control panel

### Control Panel



1. Heating zone selection controls
2. Power/Timer slider touch control
3. Dual zone control
4. Keylock control
5. ON/OFF control
6. Timer display

## Product Information

The ceramic cooktop can meet different kinds of cuisine demands because of resistance wire heating, micro-computerised controls and multi-power selection; really the optimal choice for modern families. The cooktop centres on customers and adopts a personalised design. The cooktop has safe and reliable performances, making your life comfortable and enabling to fully enjoy the pleasure from life.

### Before using your New Ceramic Hob

- Read this guide, taking special note of the 'Safety Warnings' section.
- Remove any protective film that may still be on your ceramic hob.



## Product Information

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### Technical Specification

Cooking Hob	OCC90TZ
Cooking Zones	5 Zones
Supply Voltage	220-240V~ 50/60Hz
Installed Electric Power	7600-9200W
Product Size L×W×H(mm)	900x520x55
Building-in Dimensions A×B (mm)	875x495

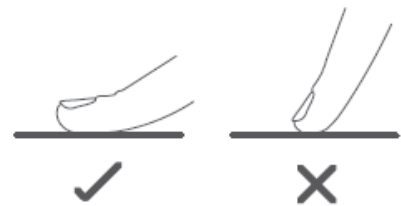
Weight and Dimensions are approximate. Because we continually strive to improve our products we may change specifications and designs without prior notice.

### Operation Instructions

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#### 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. a utensil or a cloth) covering them. Even a thin film of water may make the controls difficult to operate.

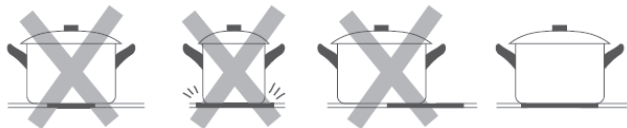


#### Choosing the right Cookware

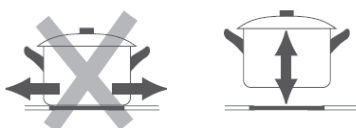
Do not use cookware with jagged edges or a curved base.



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.


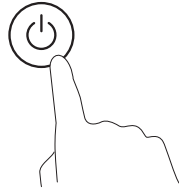
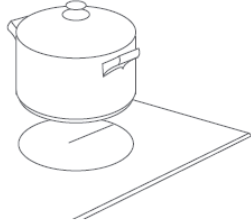
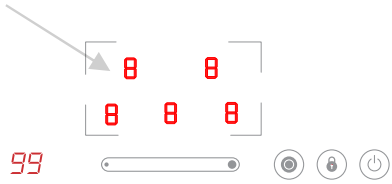
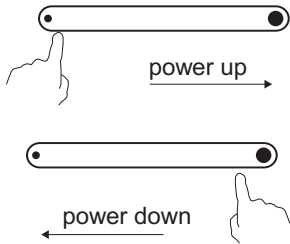


# Operation Instructions

## How to use

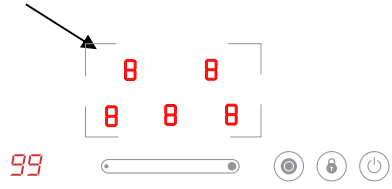



### Start cooking

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 standby mode.

<p>Touch the ON/OFF  control. All the indicators show "--"</p>	
<p>Place a suitable pan on the cooking zone that you wish to use.</p> <ul style="list-style-type: none"> <li>• Make sure the bottom of the pan and the surface of the cooking zones are clean and dry.</li> </ul>	
<p>Touching the heating zone selection control, and an indicator next to the key will flash</p>	
<p>Adjust heat setting by touching the slider control.</p> <ul style="list-style-type: none"> <li>• If you don't choose a heat setting within 1 minute, the ceramic hob will automatically switch off. You will need to start again at step 1.</li> <li>• You can modify the heat setting at any time during cooking.</li> <li>• You can modify the power level from 0 to 9 by the slide control.</li> </ul>	

# Operation Instructions

## Finish cooking

<p>Touching the heating zone selection control that you wish to switch off.</p>	
<p>Turn the cooking zone off by touching the slider to the lowest point. Make sure the display shows "0". After cooking an <b>H</b> symbol will appear to indicate the surface is still hot and will go out when the surface is cooler.</p>	
<p>Turn the whole cooktop off by touching the ON/OFF  control.</p>	



### Beware of hot surfaces




"H" will show which cooking zone is too hot to touch. It will disappear when the surface has cooled down to a safe temperature. It can also be used as an energy saving function if you want to heat further pans, use the hotplate that is still hot.



## 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.

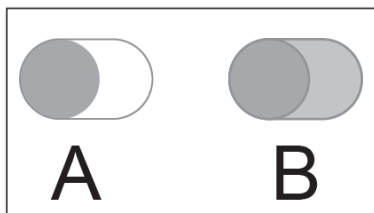
<b>To lock the controls</b>	
Touch the lock  control	The timer indicator will show "Lo"
<b>To unlock the controls</b>	
Make sure the ceramic hob is turned on Touch and hold the lock control  for a while.	

 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 must unlock the hob first in the next operation.

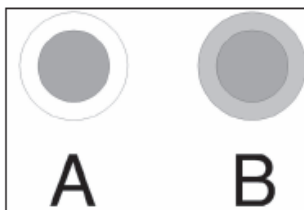
## Operation Instructions

### Using the dual zone function

- This function only works on zones 3# and 4#.
- The dual cooking zone has two cooking areas that you can use a central section and an outer section. You can use the central section **(A)** independently or both sections **(B)** at once.



Zone 3#



Zone 4#

Activate the Dual zone	
Press the heating zone selection and then the dual zone control to activate the dual area (e.g. 6,)	
The power level indicator will flash, then press "⊙", after 5 seconds, the indicator stop flash, the dual zone function is activated, and power level shows "6" and "=" alternately.	
Deactivate the Dual zone	
Press the heating zone selection control of the dual zone, the power level indicator will flash.	
Press "⊙", and the dual heat zone will be cancelled and power level returned to "6".	

Note:

1. The dual zone function is available only in 3# and 4# cooking zones
2. You can select the function from level 1 to level 9.

### Timer control


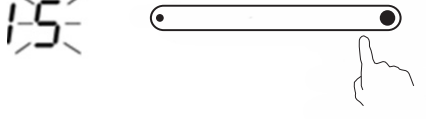

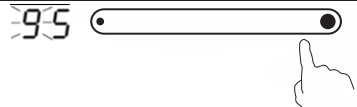

You can use the timer in two different ways:

- a) 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.**
- b) You can set it to turn a cooking zone off after the set time is up.  
The timer is a maximum of 99 minutes.

## Operation Instructions

### Using the Timer as a Minute Minder

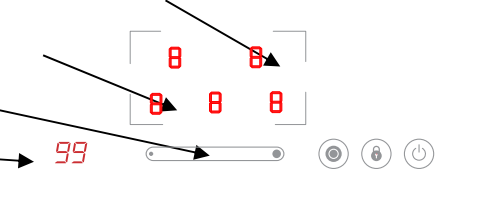

#### If you are not selecting any cooking zone

<p>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 timer control, the "10" will show in the timer display and the "0" flashes</p>	
<p>Set the time by touching the slider control. (e.g. 5)</p>	
<p><b>Touch timer control again, the "1" will flash. To set a time less than 10 minutes you will need to set the right number first and then the left number to "0"</b></p>	
<p>Set the time by touching the slider control (e.g.9), now the timer you set is 95 minutes.          When the time is set, it will begin to count down immediately.          The display will show the remaining time</p>	
<p>Buzzer will beep for 30 seconds and the timer indicator shows "- -" when the setting time finished.</p>	

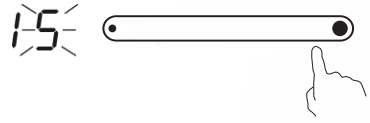

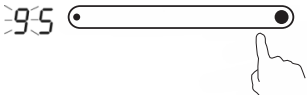

Hint:

- 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.
- If the setting time exceeds 99 minutes, the timer will automatically return to 0 minute.

### Setting the timer to turn one cooking zone off

Set one zone	
<p>*Touching the heating zone selection control that you want to set the timer for.            INCREASE OR DECREASE TEMPERATURE OR TIME            TIMER CONTROL/DISPLAY</p>	
<p>Touch timer control , the "10" will show in the timer display and the "0" flashes.</p>	

## Operation Instructions

Set the time by touching the slider control. (e.g. 5)	
<b>Touch timer control again, the "1" will flash. To set a time less than 10 minutes you will need to set the right number first and then the left number to "0"</b>	
Set the time by touching the slider control (e.g.9), now the timer you set is 95 minutes.	
When the time is set, it will begin to count down immediately. The display will show the remaining time. When cooking timer expires, the corresponding cooking zone will be switched off automatically.	

### Note:

- The red dot next to power level indicator will illuminate indicating that zone is selected.
- You want to change the time after the timer is set, you have to start from step 1.



## Over-Temperature Protection

A temperature sensor equipped can monitor the temperature inside the ceramic hob. When an excessive temperature is monitored, the ceramic hob will stop operation automatically.

## Residual Heat Warning

When the hob has been operating for some time, there will be some residual heat. The letter " H "appears to warn you to keep away from it.

## Default working times

Another safety feature of the hob is automatic shutdown. 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

## Cooking Guidelines



Take care when frying as the oil and fat heat up very quickly. At extremely high temperatures oil and fat will ignite spontaneously and this presents a serious fire risk.

## Cooking Guidelines

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### Cooking Tips

- When food comes to the boil, reduce the power setting as needed to maintain a steady boil.
- Using a lid will reduce cooking times on some dishes and save energy by retaining the heat.

### Simmering, cooking rice

- Simmering occurs below boiling point, at around 85°C, when bubbles are just rising occasionally to the surface of the cooking liquid. It is the key to delicious soups and tender stews because the flavours develop without overcooking the food.

### Searing steak

To cook juicy flavoursome steaks:

1. Stand the meat at room temperature for about 20 minutes before cooking.
2. Heat up a heavy-based frying pan.
3. Brush both sides of the steak with oil.
4. Turn the steak as required during cooking. The exact cooking time will depend on the thickness of the steak and how cooked you want it. Times may vary from about 2 – 8 minutes per side. Press the steak to gauge how cooked it is – the firmer it feels the more 'well done' it will be.
5. Leave the steak to rest on a warm plate for a few minutes to allow it to relax and become tender before serving.

### For stir-frying

1. Choose a ceramic compatible flat-based wok or a large frying pan.
2. Have all the ingredients and equipment ready. Stir-frying should be quick. If cooking large quantities, cook the food in several smaller batches.
3. Preheat the pan and add oil.
4. Cook any meat first, put it aside and keep warm.
5. Stir-fry the vegetables. When they are hot but still crisp return the meat to the pan and add your sauce.
6. Stir the ingredients gently to make sure they are heated through.
7. Serve immediately.

### Heat Settings

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The settings below are guidelines only. The exact setting will depend on several factors, including your cookware and the amount you are cooking. Experiment with the Ceramic hob to find the settings that best suit you.

Heat setting	Suitability
1 - 2	<ul style="list-style-type: none"><li>• delicate warming for small amounts of food</li><li>• melting butter, and foods that burn quickly</li><li>• gentle simmering</li><li>• slow warming</li></ul>
3 - 4	<ul style="list-style-type: none"><li>• reheating</li><li>• rapid simmering</li><li>• cooking rice</li></ul>
5 - 6	<ul style="list-style-type: none"><li>• pancakes</li></ul>
7 - 8	<ul style="list-style-type: none"><li>• sautéing</li><li>• cooking pasta</li></ul>
9	<ul style="list-style-type: none"><li>• stir-frying</li><li>• searing</li><li>• bringing soup to the boil</li><li>• boiling water</li></ul>

## Care and Cleaning

What?	How?	Important!
Everyday soiling on glass (fingerprints, marks, stains left by food or non-sugary spillovers on the glass)	<ol style="list-style-type: none"> <li>1. Make sure the cooktop is off.</li> <li>2. Apply a cooktop cleaner while the glass is cool.</li> <li>3. Rinse and wipe dry with a clean cloth or paper towel.</li> <li>4. Switch the power to the cooktop back on.</li> </ol>	<ul style="list-style-type: none"> <li>• When the power to the cooktop is switched off, there will be no 'hot surface' indication but the cooking zone may still be hot! Take extreme care.</li> <li>• Heavy-duty scourers, some nylon scourers and harsh/abrasive cleaning agents may scratch the glass. Always read the label to check if your cleaner or scourer is suitable.</li> <li>• Never leave cleaning residue on the cooktop: the glass may become stained.</li> </ul>
Boilovers, melts, and hot sugary spills on the glass	<p>Remove these immediately with a fish slice, palette knife or razor blade scraper suitable for Ceramic glass cooktops, but beware of hot cooking zone surfaces:</p> <ol style="list-style-type: none"> <li>1. Switch the power to the cooktop off at the wall.</li> <li>2. Hold the blade or utensil at a 30° angle and scrape the soiling or spill to a cool area of the cooktop.</li> <li>3. Clean the soiling or spill up with a dish cloth or paper towel.</li> <li>4. Follow steps 2 to 4 for 'Everyday soiling on glass' above.</li> </ol>	<ul style="list-style-type: none"> <li>• Remove stains left by melts and sugary food or spillovers as soon as possible. If left to cool on the glass, they may be difficult to remove or even permanently damage the glass surface.</li> <li>• Cut hazard: when the safety cover is retracted, the blade in a scraper is razor-sharp. Use with extreme care and always store safely and out of reach of children.</li> </ul>
Spillovers on the touch controls	<ol style="list-style-type: none"> <li>1. Switch the power to the cooktop off.</li> <li>2. Soak up the spill</li> <li>3. Wipe the touch control area with a clean damp sponge or cloth.</li> <li>4. Wipe the area completely dry with a paper towel.</li> <li>5. Switch the power to the cooktop back on.</li> </ol>	<ul style="list-style-type: none"> <li>• The cooktop may beep and turn itself off, and the touch controls may not function while there is liquid on them. Make sure you wipe the touch control area dry before turning the cooktop back on.</li> </ul>
The cooktop cannot be turned on.	No power.	<p>Make sure the ceramic hob is connected to the power supply and that it is switched on. Check whether there is a power outage in your home or area. If you've checked everything and the problem persists, call a qualified technician.</p>
The touch controls are unresponsive.	The controls are locked.	Unlock the controls. See section 'Using your ceramic cooktop' for instructions.
The touch controls are difficult to operate.	There may be a slight film of water over the controls or you may be using the tip of your finger when touching the controls.	Make sure the touch control area is dry and use the ball of your finger when touching the controls.
The glass is being scratched.	<p>Rough-edged cookware.</p> <p>Unsuitable, abrasive scourer or cleaning products being used.</p>	<p>Use cookware with flat and smooth bases. See 'Choosing the right cookware'.</p> <p>See 'Care and cleaning'.</p>
Some pans make crackling or clicking noises.	This may be caused by the construction of your cookware (layers of different metals vibrating differently).	This is normal for cookware and does not indicate a fault.

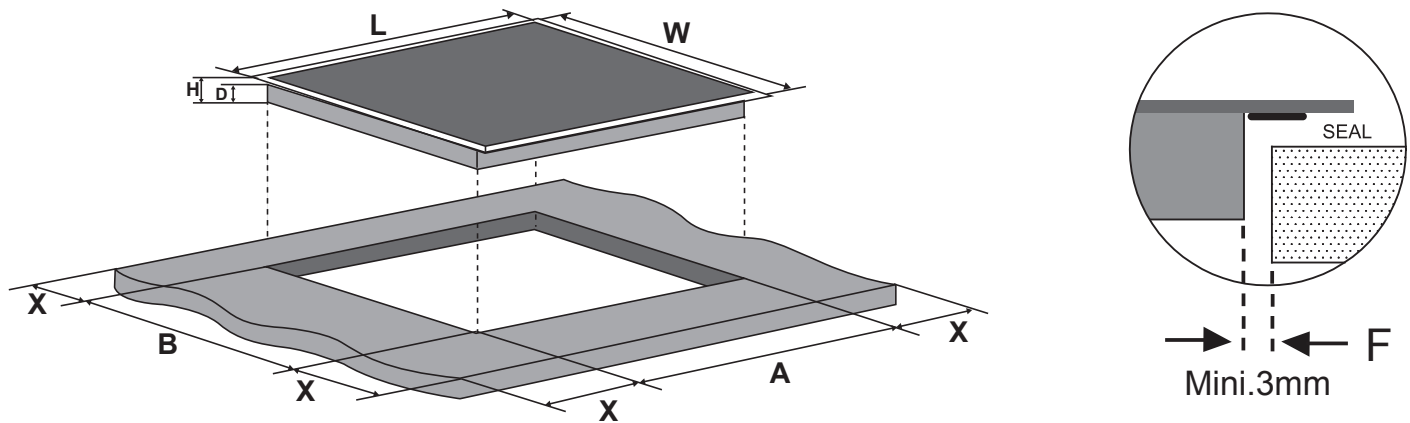


# Installation

## Selection of installation equipment

Cut out the work surface according to the sizes shown in the drawing. A 3mm minimum gap should be left between the side of the appliance and the cupboard edges.

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



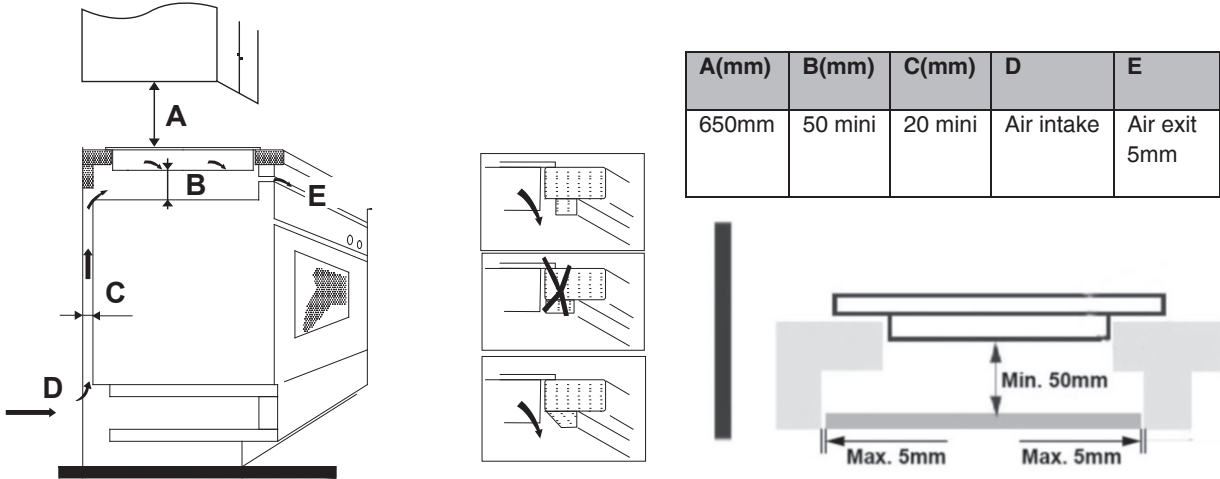
L(mm)	W(mm)	H(mm)	D(mm)	A(mm)	B(mm)	X(mm)	F(mm)
900	520	55	51	875+4 +1	495+4 +1	50 mini	3 mini

# Installation

Under any circumstances, make sure the ceramic cooker hob is well ventilated and the air inlet and outlet are not blocked. Follow the following dimensions:



Note: The safety distance between the cooktop and the cupboard above the cooktop should be at least 700mm, and between the cooktop and rangehood must be a minimum of 650mm.



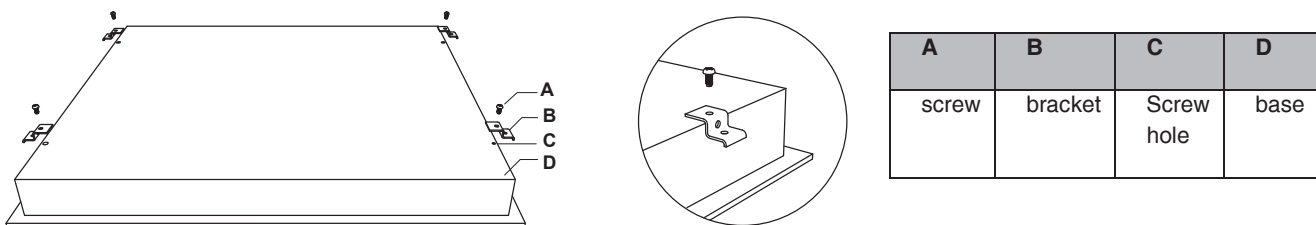
## WARNING: Ensuring Adequate Ventilation

Make sure the cooktop is well ventilated and that the air inlet & outlet are not blocked. To avoid accidentally touching the hot lower panel, it is necessary to install a wooden panel (fixed with screws) below the appliance at a minimum distance of 50mm. Cabinets surrounding the appliance must be able to withstand temperatures up to 150°C.

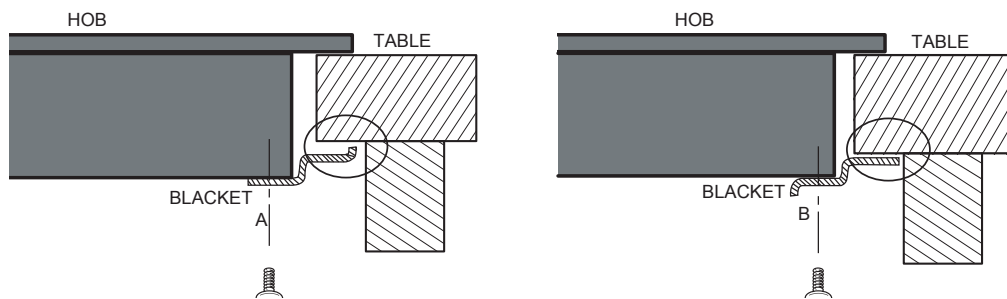
## 8.2 Before locating the fixing brackets

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.



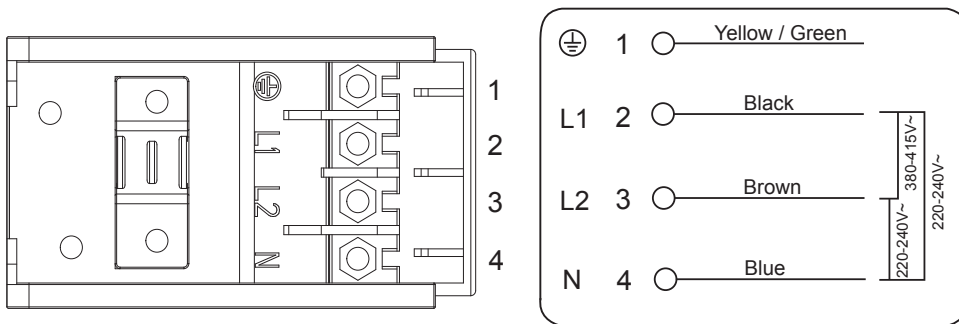
# Installation

## Cautions

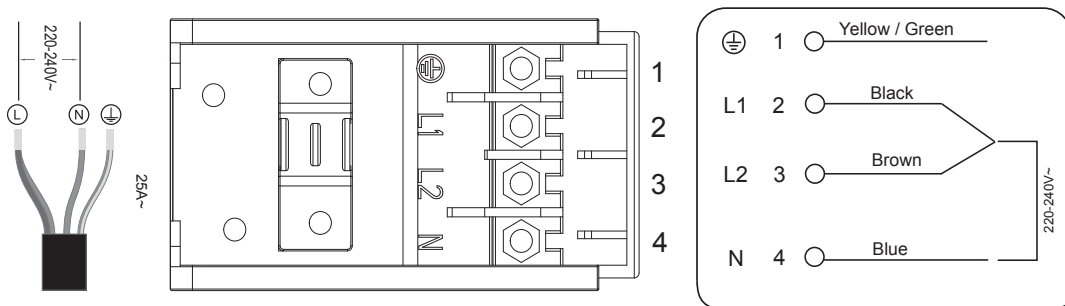
1. The ceramic cooker hob must be installed by qualified personnel or technicians. We have professionals at your service. Please never conduct the operation by yourself.
2. The ceramic cooker hob shall not be mounted to cooling equipment, dishwashers and rotary dryers.
3. The ceramic cooker hob shall be installed such that better heat radiation can be ensured to enhance its reliability.
4. The wall and induced heating zone above the work surface shall withstand heat.
5. To avoid any damage, the sandwich layer and adhesive must be resistant to heat.
6. A steam cleaner is not to be used.

## Connecting the hob to the mains power supply

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 total number of heating unit of the appliance you choose is not less than 4, the appliance can be connected directly to the mains by single-phase electric connection, as shown below.



1. 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.
2. If the appliance is being connected directly to the mains supply, an all-pole circuit breaker must be installed with a minimum gap of 3mm between the contacts.
3. The installer must ensure that the correct electrical connection has been made and that it complies with safety regulations.
4. The cable must not be bent or compressed.
5. The cable must be checked regularly and only replaced by a properly qualified person.
6. The installer must to use the H05GG-F power cord.

## Warranty

### WARRANTY TERMS AND CONDITIONS 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 165 Barkly Ave, Burnley VIC 3121, 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, seals 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;

— THIS WARRANTY IS VALID IN AUSTRALIA ONLY —

## Warranty

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- (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 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

→ Service: 1300 11 HELP (4357)

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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.

— THIS WARRANTY IS VALID IN AUSTRALIA ONLY —





