



omega

Instruction Manual

Microwave Oven

OM30X

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 (if you are in Australia) and 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. 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
Phone: 1300 11 4357

New Zealand Contact Details

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

To stay up to date and find simple and easy recipes, follow us on our socials:

facebook.com/omegaappliances
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

- 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.

PRECAUTIONS TO AVOID POSSIBLE EXPOSURE TO EXCESSIVE MICROWAVE ENERGY

- (a) Do not attempt to operate this oven with the door open since this can result in harmful exposure to microwave energy. It is important not to break or tamper with the safety interlocks.
- (b) Do not place any object between the oven front face and the door or allow soil or cleaner residue to accumulate on sealing surfaces.
- (c) **WARNING:** If the door or door seals are damaged, the oven must not be operated until it has been repaired by a competent person.

ADDENDUM

If the apparatus is not maintained in a good state of cleanliness, its surface could be degraded and affect the lifespan of the apparatus and lead to a dangerous situation.

Specifications

Model:	OM30X
Rated Voltage:	240V~50Hz
Rated Input Power(Microwave):	1450W
Rated Output Power(Microwave):	900W
Oven Capacity:	30L
Turntable Diameter:	Ø315 mm
External Dimensions:	520x435x325mm
Net Weight:	Approx. 14.56kg

IMPORTANT SAFETY INSTRUCTIONS

WARNING

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:

1. **Warning:** Liquids and other foods must not be heated in sealed containers since they are liable to explode.
2. **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.
3. The appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervised or instruction concerning use of the appliance by a responsible person for their safety.
4. Keep the appliance and its cord out of reach of children.
5. Only use utensils suitable for use in microwave ovens.
6. The oven should be cleaned regularly and any food deposits should be removed.
7. Read and follow the specific: "PRECAUTIONS TO AVOID POSSIBLE EXPOSURE TO EXCESSIVE MICROWAVE ENERGY".
8. When heating food in plastic or paper containers, keep an eye on the oven due to the possibility of ignition.
9. If smoke is emitted, switch off or unplug the appliance and keep the door closed in order to stifle any flames.
10. Do not overcook food.
11. Do not use the oven cavity for storage purposes. Do not store items, such as bread, cookies, etc. inside the oven.
12. Remove wire twist-ties and metal handles from paper or plastic containers/bags before placing them in the oven.
13. Install or locate this oven only in accordance with the installation instructions provided.
14. Eggs in the shell and whole hard-boiled eggs should not be heated in microwave ovens since they may explode, even after microwave heating has ended.
15. This appliance is intended to be used in household and similar applications such as:
 - staff kitchen areas in shops, offices and other working environments;
 - by clients in hotels, motels and other residential type environments;
 - farm houses;
 - bed and breakfast type environments.
16. 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.
17. Do not store or use this appliance outdoors.
18. Do not use this oven near water, in a wet basement or near a swimming pool.
19. The temperature of accessible surfaces may be high when the appliance is operating. The surfaces are liable to get hot during use. Keep cord away from heated surface, and do not cover any vents on the oven.
20. Do not let cord hang over edge of table or counter.
21. 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.
22. 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.

23. Microwave heating of beverages can result in delayed eruptive boiling, therefore care must be taken when handling the container.
unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
24. Young children should be supervised to ensure that they do not play with the appliance.
25. The appliances are not intended to be operated by means of an external timer or separate remote-control system.
26. Accessible parts may become hot during use. Young children should be kept away.
27. Steam cleaner is not to be used.
28. During use the appliance becomes hot. Care should be taken to avoid touching heating elements inside the oven.
29. Only use the temperature probe recommended for this oven.(for ovens provided with a facility to use a temperature-sensing probe.)
30. **WARNING:** The appliance and its accessible parts become hot during use.Care should be taken to avoid touching heating elements. Children shall be kept away unless continuously supervised.
31. The microwave oven must be operated with the decorative door open.(for ovens with a decorative door.)
32. The rear surface of appliance shall be placed against a wall.
33. The microwave oven shall not be placed in a cabinet unless it has been tested in a cabinet.
34. **WARNING:** Only allow children to use the oven without supervision when adequate instructions have been given so that the child is able to use the oven in a safe way and understands the hazards of improper use.

READ CAREFULLY AND KEEP FOR FUTURE REFERENCE

To Reduce the Risk of Injury to Persons

DANGER

Electric Shock Hazard

Touching some of the internal components can cause serious personal injury or death. Do not disassemble this appliance.

WARNING

1. A short power-supply cord is provided to reduce the risks resulting from becoming entangled in or tripping over a longer cord.
2. If a long cord set or extension cord is used:
 - 1) The marked electrical rating of the cord set or extension cord should be at least as great as the electrical rating of the appliance.
 - 3) 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.

1. Clean the cavity of the oven after using with a slightly damp cloth.
2. Clean the accessories in the usual way in soapy water.
3. The door frame and seal and neighbouring parts must be cleaned carefully with a damp cloth when they are dirty.
4. Do not use harsh abrasive cleaners or sharp metal scrapers to clean the oven door glass since they can scratch the surface, which may result in shattering of the glass.
5. 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 the 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:

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

Materials you can use in microwave oven

Utensils	Remarks
Aluminum foil	Shielding only. Small smooth pieces can be used to cover thin parts of meat or poultry to prevent overcooking. Arcing can occur if foil is too close to oven walls. The foil should be at least 1 inch (2.5cm) away from oven walls.
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.
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.

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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 trim may 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.

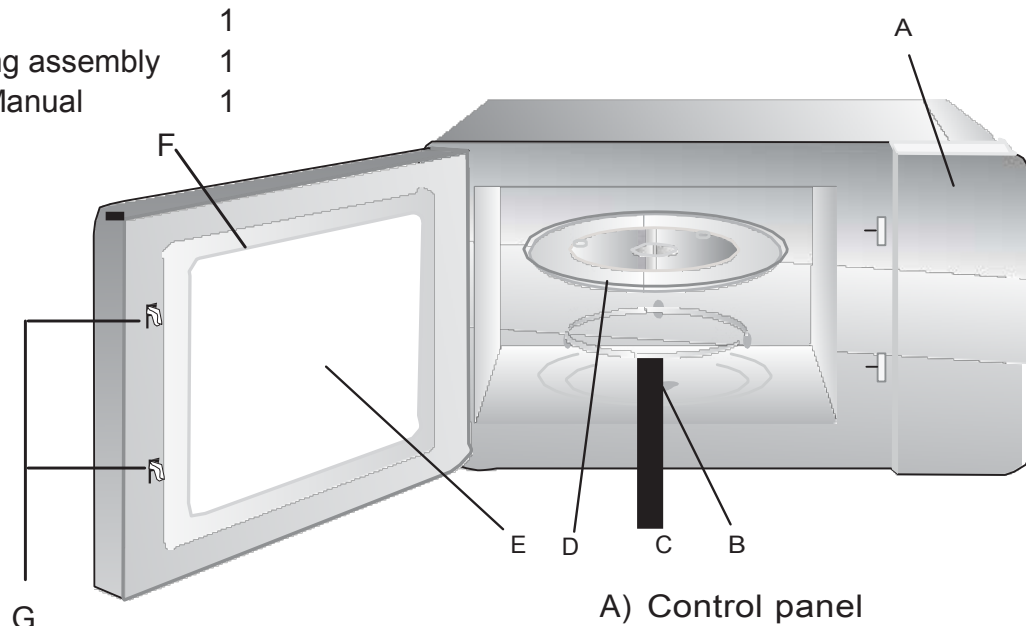
SETTING UP YOUR OVEN

Names of Oven Parts and Accessories

Remove the oven and all materials from the carton and oven cavity.

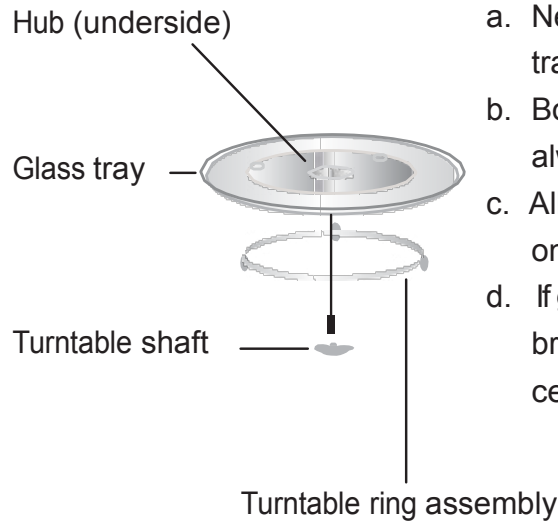
Your oven comes with the following accessories:

Glass tray	1
Turntable ring assembly	1
Instruction Manual	1



- A) Control panel
- B) Turntable shaft
- C) Turntable ring assembly
- D) Glass tray
- E) Observation window
- F) Door assembly
- G) Safety interlock system

Turntable Installation



- Never place the glass tray upside down. The glass tray should never be restricted.
- Both glass tray and turntable ring assembly must always be used during cooking.
- All food and containers of food are always placed on the glass tray for cooking.
- If glass tray or turntable ring assembly cracks or breaks, contact your nearest authorized service center.

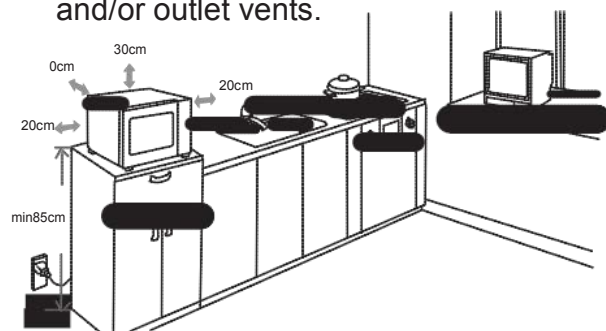
Countertop Installation

Remove all packing material and accessories. Examine the oven for any damage such as dents or broken door. Do not install if oven is damaged.

Cabinet: Remove any protective film found on the microwave oven cabinet surface. **Do not remove the light brown Mica cover that is attached to the oven cavity to protect the magnetron.**

Installation

- Select a level surface that provide enough open space for the intake and/or outlet vents.



- (1) The minimum installation height is 85cm.**
- (2) The rear surface of appliance shall be placed against a wall. Leave a minimum clearance of 30cm above the oven, a minimum clearance of 20cm is required between the oven and any adjacent walls.**
- (3) Do not remove the legs from the bottom of the oven.**

- Blocking the intake and/or outlet openings can damage the oven.
- Place the oven as far away from radios and TV as possible. Operation of microwave oven may cause interference to your radio or TV reception.
- 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, the oven could be damaged and the warranty would be void.


OPERATION INSTRUCTION

This microwave oven uses modern electronic controls to meet your cooking needs.

1. Clock Setting

When the microwave oven is Powered On, the oven will display "0:00", buzzer will ring once.

1) Press "**CLOCK**" once. "00:00" displays.

2) Turn " " to adjust the hour figures, the input time should be within 0--23(24-hour).

3) Press "**CLOCK**", the minute figures will flash.

4) Turn " " to adjust the minute figures, the input time should be within 0--59.


5) Press "**CLOCK**" to finish clock setting. ":" will flash.

Note: 1) If the clock is not set, it would not function when powered.

2) During the process of clock setting, if you press "**STOP/CLEAR**", the oven will go back to the previous status automatically.

2. Kitchen Timer

(1) Press "**KITCHEN TIMER**" once, LED will display 00:00.

(2) Turn " " to enter the correct timer.(The maximum cooking time is 95 minutes.)

(3) Press "**START/+30SEC./CONFIRM**" to confirm setting.


(4) When the kitchen time is reached, the buzzer will ring 5 times.

If the clock be set(24-hour system), LED will display the current time.


Note: The kitchen Time is differ from 24-hour system,Kitchen Timer is a timer.

3. Microwave Cooking

Press "**Microwave**" the LED will display "P100".Press "**Microwave**" for times

or turn " "to choose the power you want, and "P100", "P80" "P50", "P30" or


"P10" will display for each added press. Then press "**START/+30SEC./CONFIRM**" to

confirm, and turn " " to set cooking time from 0:05 to 95:00. Press


" **START/+30SEC./CONFIRM** " again to start cooking.

Example: If you want to use 80% microwave power to cook for 20 minutes, you can operate the oven as the following steps.

- 1) Press "**Microwave**" once, the screen display "P100".

- 2) Press "**Microwave**" once again or turn " " to choose 80% microwave power.

- 3) Press "**Start/+30Sec./Confirm**" to confirm, and the screen displays "P 80".

- 4) Turn " " to adjust the cooking time until the oven displays "20:00".

- 5) Press "**Start/+30Sec./Confirm**" to start cooking .

NOTE: the step quantities for the adjustment time of the coding switch are as follow:

0---1 min	:	5 seconds
1---5 min	:	10 seconds
5---10 min	:	30 seconds
10---30 min	:	1 minute
30---95 min	:	5 minutes

Microwave Power Chart




Press	Once	Twice	Thrice	4 times	5 times
Microwave Power	100%	80%	50%	30%	10%

4.Multi-Stage Cooking

Two stages can be maximally set. If one stage is defrosting, it should be put in the first stage. The buzzer will ring once after each stage and the next stage will begin.

Note: Auto menu and preheating cannot be set as one of the multi-stage.

Example: if you want to defrost the food for 5 minutes, then to cook with 80% microwave power for 7 minutes. The steps are as following:

- 1) Press "**Time Defrost**", the screen will display "dEF2";
- 2) Turn " " to adjust the defrost time of 5 minutes;
- 3) Press "**MICROWAVE**" once;
- 4) Turn " " to choose 80% microwave power till "P80" display;
- 5) Press "**START/+30SEC./CONFIRM**" to confirm;
- 6) Turn " " to adjust the cooking time of 7 minutes;
- 7) Press "**START/+30SEC./CONFIRM**" to start cooking.


5. Speedy Cooking

1) In waiting state, press "**START/+30SEC./CONFIRM**" key to cook with 100% power level for 30 seconds. Each press on the same key can increase 30 seconds. The maximum cooking time is 95 minutes.

2) During microwave, grill and combination states, press "**START/+30SEC./CONFIRM**" key to cook with 100% power level for 30 seconds. Each press on the same key can increase 30 seconds.

Note: this function cannot work under defrost and auto menu cooking.


6. Speedy Microwave Cooking

In waiting state, turn "  " left to choose cooking time directly then press "**START/+30SEC./CONFIRM**" key to cook with 100% microwave power.

This program can be set as one of multi-stage.

7. Weight Defrost


1) Press "**Weight Defrost**" ,the oven will display "dEF1",.

2) Turn "  " to select the weight of food. At the same time, "g" will light, The weight should be 100-2000g.

3) Press "**START/+30SEC./CONFIRM**" key to start defrosting.


8. Time Defrost

1) Press " **Time Defrost** ", the oven will display "dEF2"


2) Turn "  " to select the cooking time. The maximum setting time is 95 minutes.

3) Press " **START/+30SEC./CONFIRM**" key to start defrosting.

9. Auto Menu

1) In waiting state, turn "  " right to choose the function wanted, and "A-1", "A-2", "A-3" "A-8" will be displayed.

2) Press "**START/ +30 SEC./CONFIRM**" to confirm the menu you need.

3) Turn "  " to choose the weight of menu, and "g" indicator will light.

4) Press "**START/ +30 SEC./CONFIRM**" to start cooking.

Auto menu Chart

Menu	Weight(g)	Display	Power
A-1 PIZZA	200	200	100%
	400	400	
A-2 Meat	250	250	100%
	350	350	
	450	450	
A-3 Vegetable	200	200	100%
	300	300	
	400	400	
A-4 Pasta	50g(with 450g cold water)	50	80%
	100g(with 800g cold water)	100	
A-5 Potato	200	200	100%
	400	400	
	600	600	
A-6 Fish	250	250	80%
	350	350	
	450	450	
A-7 Beverage	1 cup about(120ml)	1	100%
	2 cup about(240ml)	2	
	3 cup about(240ml)	3	
A-8 Popcorn	50	50	100%
	85	85	
	100	100	

10. Inquiring Function

- (1) During cooking state, press "**CLOCK/KITCHEN TIMER**" to check the current time. It will be displayed for 2-3 seconds.
- (2) In cooking state, press "**MICROWAVE**" , the current power will be displayed for 2-3 seconds.

11. Lock-out Function for Children

Lock: In waiting state, press "**STOP/CLEAR**" for 3 seconds, there will be a long beep denoting entering the children-lock state and the locked indicator will display if the time has been set, otherwise, the LED will display " **⏸** ".

Lock quitting: In locked state, press "**STOP/CLEAR** " for 3 seconds, there will be a long "beep" denoting that the lock is released.

12. Specification

- (1) The buzzer will sound once when turning the knob at the beginning;
- (2) "**START/+30 SEC./CONFIRM**" must be pressed to continue cooking if the door is opened during cooking;
- (3) Once the cooking programmer has been set , "**START/+30 SEC./CONFIRM**" is not pressed in 1minute. The current time will be displayed. The setting will be cancelled.
- (4) The buzzer sounds once by efficient press, inefficient press will be no response.
- (5) The buzzer will sound five times to remind you when cooking is finished.

Trouble shooting

Normal	
Microwave oven interfering TV reception	Radio and TV reception may be interfered when microwave oven operating. It is similar to the interference of small electrical appliances, like mixer, vacuum cleaner, and electric fan. It is normal.
Dim oven light	In low power microwave cooking, oven light may become dim. It is normal.
Steam accumulating on door, hot air out of vents	In cooking, steam may come out of food. Most will get out from vents. But some may accumulate on cool place like oven door. It is normal.
Oven started accidentally with no food in.	It is forbidden to run the unit without any food inside. It is very dangerous.

Trouble	Possible Cause	Remedy
Oven can not be started.	(1) Power cord not plugged in tightly.	Unplug. Then plug again after 10 seconds.
	(2) Fuse blowing or circuit breaker works.	Replace fuse or reset circuit breaker (repaired by professional personnel of our company)
	(3) Trouble with outlet.	Test outlet with other electrical appliances.
Oven does not heat.	(4) Door not closed well.	Close door well.
Glass turntable makes noise when microwave oven operates	(5) Dirty roller rest and oven bottom.	Refer to "Maintenance of Microwave" to clean dirty parts.



The Oven should be separately collected and treated. If at any time in future you need to dispose of this product please do NOT dispose of this product with household waste.



Warranty

WARRANTY TERMS AND CONDITIONS MICROWAVES

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

- (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)

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 —

