

DHD412
HOB GEMINI 770 TC BV



Believe in better



Customer Care Line
(after sales service)

086 100 3339

Part number: 070396

Cooking
Instruction manual

Dear Customer,

Your new Defy hob was manufactured in a state of the art facility and has passed strict quality control procedures. Please read this manual carefully before using your hob for the first time and then store it within easy reach for future reference.

This manual will provide you with information on how to operate and care for your hob to gain the maximum benefit from it.

We trust you will enjoy years of trouble free use.

EXPLANATION OF SYMBOLS



Important information



Warning—Hazardous situations



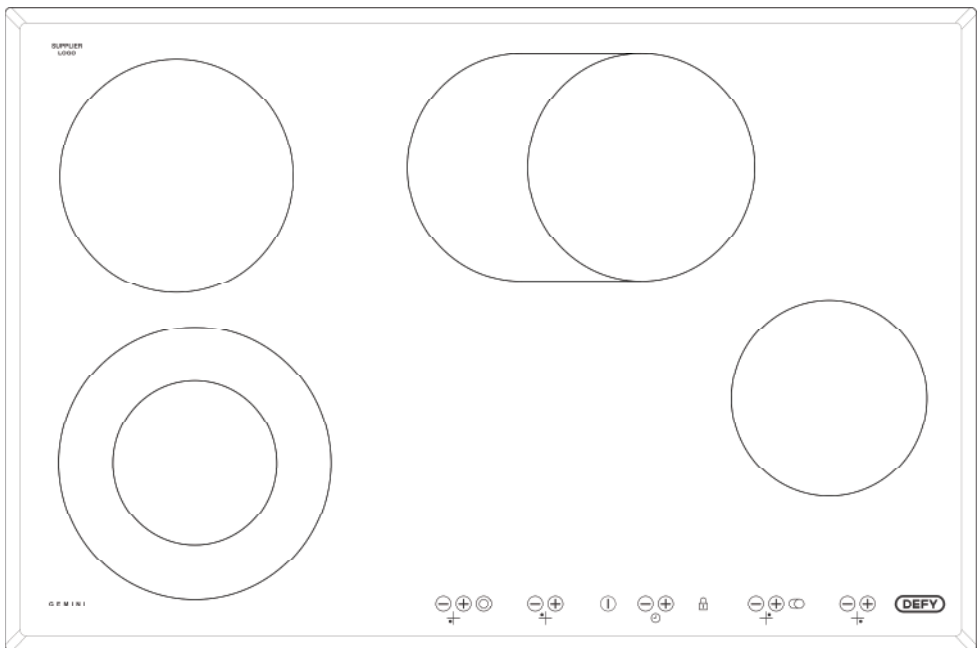
Warning—Electric shock



Caution; Warning for fire hazard



Caution; Warning for hot surfaces



Contents

1. Technical specifications	3	4. Preparation	10
2. Important Safety Instructions	4	Tips for energy saving	10
General safety	4	Initial use	10
Electrical safety	4	First cleaning of the appliance	10
Product safety	5	5. Controls	11
Intended use	6	Ceramic glass cooktop	11
Safety for children	6	Hob controls	11
Package information	7	Activating the child lock	12
Future Transportation	7	Safety cut out	12
3. Installation	8	Remaining heat indicator	12
Before installation	8	Automatic fast heating	12
Installation and connection	8	Timer operation	13
Electrical connection	9	Error codes	13
		6. Maintenance and care	14
		Caring for the hob	14
		Recommendations	14
		7. Branches	15
		8. Warranty	16

1 Technical Specifications

Model	DHD 412 “770 TC”
Volts	220V –240V 50/60Hz~
Amperes	33
Plate power rating (ø, mm/ W)	
Front cooking zone left	210/120, 2200/750
Front cooking zone right	180, 1800
Rear cooking zone right	170 x265, 2400/1500
Rear cooking zone left	140, 1200
Total power (W)	7600
Type of switch	Electronic sensors
Width	770 mm
Depth	510 mm



The manufacturer strives for continuous improvement. For this reason, the text and illustrations in this manual are subject to change without notice.

Figures in this manual are schematic and may not exactly match your product.

Values stated on the product labels or in the documentation accompanying it are obtained in laboratory conditions in accordance with relevant standards. Depending on operational and environmental conditions of the product, these values may vary.

2 Important safety instructions

This section contains safety instructions that will help you avoid risk of injury and damage. All warranties will become void if you do not follow these instructions.

General safety

- This 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 supervision or instruction concerning the use of the appliance by a person responsible for their safety.
- Young children should be supervised to ensure that they do not play with the appliance.
- Installation and repair procedures must always be performed by Authorized Service Agents. The manufacturer shall not be held responsible for damages arising from procedures carried out by unauthorized persons which may also void the warranty. Before installation, read the instructions carefully.
- Do not operate the product if it is defective or has any visible damage.

- Ensure that the product function knobs are switched off after every use.

Electrical safety

- If the product has a failure, it should not be operated unless it is repaired by the Authorized Service Agent. There is the risk of electric shock!
- Only connect the product to a grounded outlet/line with the voltage and protection as specified in the “Technical specifications”. Have the grounding installation made by a qualified electrician while using the product with or without a transformer. Defy shall not be liable for any problems arising due to the product not being earthed in accordance with local regulations.
- Never wash the product by spreading or pouring water onto it! There is the risk of electric shock!
- The product must be disconnected from the mains supply during installation, maintenance, cleaning and repairing procedures.
- If the electrical supply is restricted, means of all-pole disconnection must be accessible and incorporated in the fixed wiring in accordance with the regulations.

- If the power connection cable for the product is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- The appliance must be installed so that it can be completely disconnected from the network. The separation must be provided either by a mains plug, or a switch built into the fixed electrical installation, according to construction regulations.
- Any work on electrical equipment and systems should only be carried out by authorized and qualified persons.
- In case of any damage, switch off the product and disconnect it from the mains. To do this, turn off the fuse at home.
- Make sure that fuse rating is compatible with the product.
- Never use the product when your judgment or coordination is impaired by the use of alcohol and/or drugs.
- Be careful when using alcoholic drinks in your dishes. Alcohol evaporates at high temperatures and may cause fire since it can ignite when it comes into contact with hot surfaces.
- Do not place any flammable materials close to the product as the sides may become hot during use.
- Keep all ventilation slots clear of obstructions.
- Do not use steam cleaners to clean the appliance as this may cause an electric shock.
- Do not use or store flammable products (alcohol, petrol, benzene etc.) near the appliance as these pose a fire risk.
- Danger of fire: Do not store items on the cooking surfaces.
- 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: If the surface is cracked, switch off the appliance to avoid the possibility of an electric shock.

Product safety

- The appliance and its accessible parts become hot during use. Care should be taken to avoid touching heating elements. Children less than 8 years of age shall be kept away unless continuously supervised.

- Do not spray aerosols in the vicinity of this appliance while it is in operation.
- Do not modify this appliance
- Where this appliance is installed in a marine craft or in caravans, it shall not be used as a space heater.
- Do not use the appliance for heating closed tins and glass jars. The pressure that would build up in the tin/jar may cause it to burst.
- Always keep children and infirm persons away from the appliance when it is in use.
- Use a deep pan, large enough to cover the appropriate cooking zones.
- Always dry food thoroughly before placing it in hot oil or fat. Frozen food in particular will spit and splatter if added too quickly.
- Never fill the pan more than one third full of fat or oil.
- Never heat fat or fry with a lid on the pan.
- Do not fry too much food at once. This lowers the temperature of the oil or fat and results in fatty foods.
- Do not leave hot fat or oil unattended. If overheating occurs, these could catch fire.
- Do not modify this appliance

- This appliance is not intended to be operated by means of external timer or separate remote control system

Intended use

- This product is designed for domestic use. Commercial use will void the guarantee.
- This appliance is for cooking purposes only. It must not be used for other purposes, for example room heating.
- The manufacturer shall not be liable for any damage caused by improper use or handling errors.

Safety for children



- Accessible parts may become hot during use. Young children should be kept away.
- The packaging materials will be dangerous for children. Keep the packaging materials away from children. Please dispose of all parts of the packaging according to environmental standards.
- Electrical and/or gas products are dangerous to children. Keep children away from the product when it is operating and do not allow them to play with the product.
- Do not place any items above the appliance that children may reach for.



Package information

- Packaging materials of the hob are manufactured from recyclable materials in accordance with Environmental Regulations.
- Do not dispose of the packaging materials together with domestic or other wastes. Take them to collection points designated by the local authorities.

Future Transportation

- Keep the product's original carton and transport the product in it. Follow the instructions on the carton. If you do not have the original carton, pack the product in bubble wrap or thick cardboard and tape it securely.

	<p>DANGER Broken glass!</p> <p>Do not let any objects fall onto the hob. Even small objects may damage the hob. Do not use glass ceramic hobs with cracks. Water may enter into the cracks and cause a short circuit. If the surface is damaged in any way (e. g. visible cracks), switch off the device immediately to reduce the risk of an electric shock.</p>
	<p>Only use clean pots with an even flat base to prevent cracking on glass due to hot spots.</p>

 	<p>Danger of fire: Do not store items on the cooking surface.</p> <p>CAUTION: The cooking process has to be supervised. A short term cooking process has to be supervised continuously.</p> <p>WARNING: Unattended cooking on a hob with fat or oil can be dangerous and may result in a fire.</p>
---	--

3 Installation

The hob must be installed by a qualified electrician in accordance with national regulations. Installation is the buyer's responsibility. The manufacturer accepts no liability for this service. Any action that the manufacturer has to take as a result of an erroneous installation will not be covered by the warranty.

	Preparation of location and electrical and gas installation for the appliance is the customer's responsibility.
	DANGER The product must be installed in accordance with all local electrical regulations.
	DANGER Prior to installation, visually check if the product has any defects on it. If so, do not have it installed. Damaged products cause risks for your safety.

Before installation

The hob is designed for installation in a commercial worktop. A safety distance must be left between the appliance and the kitchen walls and furniture. See figure overleaf (values in mm).

- It can also be used in a free standing position. Allow a minimum distance of 750 mm above the hob surface.
- (*) If a cooker hood is to be installed above the cooker, refer to cooker hood manufacturer' instructions regarding installation height (min 650 mm)
- Remove packaging materials and transport locks.
- Surfaces, synthetic laminates and adhesives used must be heat resistant (100 °C minimum).
- The worktop must be aligned and fixed horizontally.
- Cut aperture for the hob in worktop as per installation dimensions.

Cupboard design

Cooking appliances generate considerable heat. The layout and materials of the mounting cabinet should take account of these characteristics.

Surfaces and surrounding edges immediately adjacent to the hob should be able to withstand temperatures of up to 100° C without delaminating or discolouring.

	Risk of broken glass! Do not put the ceramic hob down on a corner or edge.
--	--

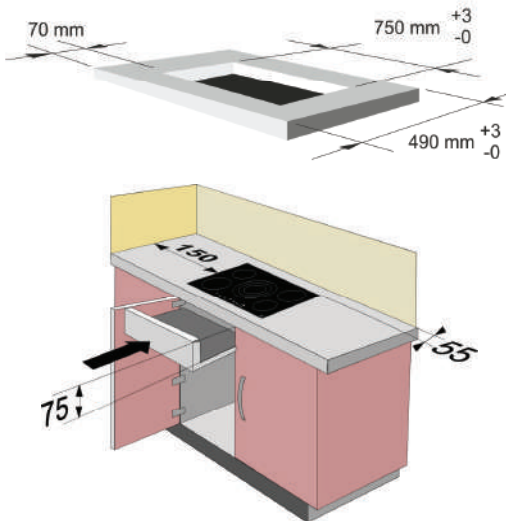
Installation and connection

The appliance must be installed in accordance with local electrical regulations.

Connection to the power supply must be carried out by a qualified electrician, who will ensure that the hob is correctly connected and safely earthed. The rated current is printed on the serial number label attached to the base cover.

The hob must be connected to the mains through a double pole isolating switch which has a minimum clearance between the contacts of 3 mm. in both poles. A means for disconnection must be provided in the fixed wiring.

	This appliance must be earthed and the manufacturer and the seller do not accept responsibility for any damage due to incorrect installation or electrical connection.
	DANGER Risk of electric shock, short circuit or fire by damage of the mains lead! The mains lead must not be clamped, bent or trapped or come into contact with hot parts of the hob. If the mains lead is damaged, it must be replaced by a qualified electrician.



Risk of broken glass!

Do not put the ceramic hob down on a corner or edge.

Electrical connection

Connect the appliance to a grounded outlet/line protected by a fuse of suitable capacity as stated in the "Technical specifications" table. Have the grounding installation made by a qualified electrician. The manufacturer and the seller do not accept responsibility for any damage due to incorrect installation or electrical connection.



DANGER Risk of electric shock!

Before working on the electrical installation, disconnect the appliance from the mains supply.



DANGER Risk of electric shock, short circuit or fire by unprofessional installation!

The appliance may be connected to the mains supply only by a qualified electrician and the hob is only guaranteed after correct installation.

The connection must comply with national regulations. The mains supply data must correspond to the data specified on the type label of the appliance.

Earth leakage

This hob should not be connected through an earth leakage system.

Refer to S.A.N.S. 10142

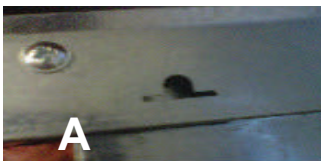
Connection to the power supply must be carried out by a qualified electrician, who will ensure that the hob is correctly connected and safely earthed. The rated current is printed on the serial number label attached to the base cover.

The hob must be connected to the mains through a double pole isolating switch which has a minimum clearance between the contacts of 3 mm in both poles.

A means for disconnection must be provided in the fixed wiring.

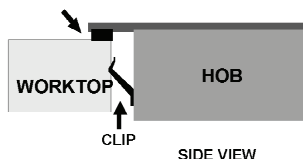
Safety installation

- A removable horizontal board must be fitted below the hob and 75mm away from the worktop bottom face.
- Space between this board and the appliance must be empty and no objects may be stored or kept there.
- This board will effectively shield the user from the base of the hob which gets hot during use. The board needs to be removable for service purposes as the hob, once installed, can only be loosened from below.
- If the appliance is installed with a side adjacent to a vertical kitchen cabinet, the distance between the edge of the appliance and that of the cabinet side must be at least 150mm. The distance between the back wall and the rear edge of the hob must be at least 55mm.
- The hob is supplied with securing clips.
- These fit into dedicated slots around the hob base . (see picture A)
- Insert the clips (as shown in picture B)
- Lift the clips up until they click into place. (as shown in picture C)
- To avoid liquid spills penetrating between the hob and the worktop, apply the supplied self- adhesive seal to the perimeter of the aperture. Do not use a silicone sealer.
- Invert the hob on the worktop adjacent to the aperture before making the electrical connection. This will ensure sufficient cable length for subsequent servicing.



- Position the hob into the aperture so that the securing clips are compressed between the hob base and the worktop. (see Sketch below).

SELF ADHESIVE SEAL



4 Preparation

Tips for energy saving

The following information will help you to save energy:

- Defrost frozen dishes before cooking.
- Select the burner which is suitable for the bottom size of the pot to be used. Always select the correct pot size for your dishes. Larger pots require more energy.
- Pots with a thick base will provide a better heat conduction. You can obtain energy savings up to 1/3.
- Pots must be compatible with the cooking zones. Bottom of the pots must not be smaller than the hotplate.
- Always cover the pot with a lid. This will conserve energy and minimize spillage.

- Use pots with a base diameter slightly larger than that of the thermal area. This will ensure even heat distribution and prevent spillage from dripping onto and staining the hot zone.
- Keep the cooking zones and bottom of the pots clean. Dirt will decrease the heat conduction between the cooking zone and bottom of the pot.
- Use only pots with a solid level base. An uneven base will prolong cooking time and waste energy.
- Save energy by switching the plate off 5 to 10 minutes before the end of a lengthy cooking period. The hob will retain sufficient residual heat to complete the cooking process.
- A pot with rough edges could scratch the appliance surface if it were dragged across the surface of the appliance.
- Any spillage of sugar solution such as jam, must be removed immediately. If allowed to cool on the surface it could pit and damage the surface.
- Do not cover the appliance surface with aluminium foil and do not use poor quality aluminium pots. These will leave unsightly deposits which in time, could adhere to the surface of the hob.
- Only use clean pots with an even flat base to prevent cracking on glass due to hot spots.

Initial use

First cleaning of the appliance

1. Remove all packaging materials.
2. Wipe the surfaces of the appliance with a damp cloth or sponge and dry with a cloth.

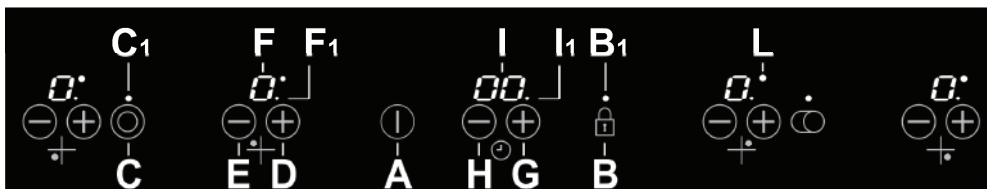


The surface may get damaged by some detergents or cleaning materials. Do not use aggressive detergents, cleaning powder/cream or any sharp objects.

Since the following are not factory faults, they are the owner's responsibility.

- Damage to exterior finish.
- Breakage of glass and other components.
- Damage through improper use or installation of the appliance.
- Damage caused by moving the appliance.

5 Controls



Ceramic glass cooktop

F1. Decimal dot on the power displays:

On: cooking zone power control active.

Off: cooking power control not active.

G. "More" key timer programming.

H. "Less" key timer programming.

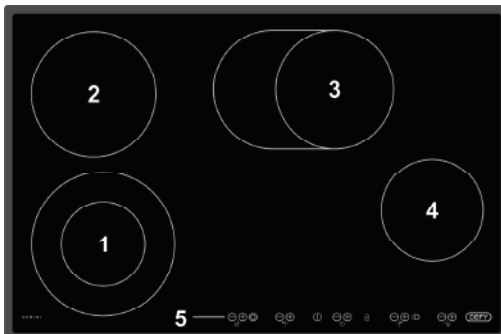
I. Timer Display.

I1. Decimal dot on clock display:

On: time setting is active.

Off: time setting not active.

L. Timer controller cooking zone signal lamp.



Hob controls

- The hob is fitted with electronic sensors which are activated when the relevant circular touch pad is pressed for at least one second.
- Each sensor activation is followed by an audible tone.
- To avoid false touch pad activations do not place objects on the touch pad.
- Always keep the touch pad surface area clean.

Switching a cooking zone on

- Press the **on/off** sensor (**A**) for at least one second to switch the hob on, all hotplate power indicators (**F**) indicate '0'. The next setting must be selected within 20 seconds to prevent the hob from switching off.
- Activate the required cooking zone by pressing the relevant **(+)** sensor (**D**)
- Set the desired cooking power from 1- 9, using the **(+)** or **(-)** sensors (**D** and **E**)
- Continuous pressing of **+** (**D**) or **-** (**E**) increases or reduces the power level.
- Alternatively, power levels may be sequentially adjusted by pressing (**D** or **E**) for at least 1 second.
- Note that settings are only possible for one hotplate at a time.

1. Cooking zone Hi Light front left.
2. Cooking zone Hi Light rear left.
3. Cooking zone Hi Light rear right.
4. Cooking zone Hi Light front right.
5. Hob controls.

Hob control elements

- A. On/Off sensor.
- B. Child lock On/Off sensor.
- B1. Child lock signal light .
- C. Cooking zone expansion On/Off sensor.
- C1. Cooking zone Expansion indicator light.
- D. Cooking zone selection and On/Off sensor **(+)**.
- E. Sensor **(-)**.
- F. Cooking zone power or remain heat displays.

Switching a cooking zone off

- Press the **(-)** sensor (**E**) and set the power level to '0', the hotplate will switch off after 3 seconds. Shortly thereafter the **hot surface indicator light** on the hob will switch on, display (**H**) and remain on for 20 to 30 minutes after the plate is switched off. This is a reminder that the hob surface is still too hot to touch.
- **Fast deactivation.** Press both **+** and **-** (**D** and **E**) touchpad sensors simultaneously to switch the hotplate off

Switching the hob off

- Switch the hob off by pressing the **On / Off sensor (A)**.

Safety functions and error display

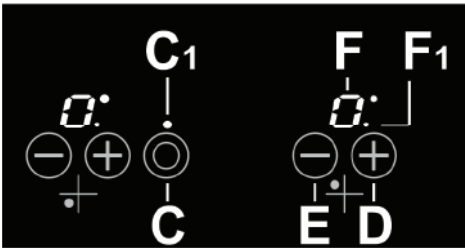
The hob is equipped with overheat safety sensors. When they are activated they turn off the hotplates nearest to the control board.

Turning on the extended cooking zone

- Select the required power setting (from 1-9) by pressing “+” or “-” (**D** or **E**).
- Turn on the second zone by pressing sensor (**C**). The pilot light (**C1**) relating to the zone concerned comes on; the second zone comes on together with the first.

Turning off the extended cooking zone

- The dual zone burner must be be on
- Touch the dual zone sensor (**C**)
- The pilot light (**C1**) goes off and the second zone goes off.



Child lock



Activating the child lock

- Switch all cooking zones off by pressing (**A**)
- The displays indicate ‘0’
- Press sensor (**B**). (Key lock symbol) The LED above the Key lock symbol will switch on. The child lock is now activated.

Switching child lock off

- Press touch pad sensor (**A**).
- Press touch pad sensor (**B**) The LED above the Key lock symbol will switch off. Child lock is now off.

Safety cut out

Your hob is fitted with a temperature limiter preventing the hotplate from overheating should a pot boil dry. If one or more hotplates is accidentally left on, a safety cut out turns them off after a certain amount of time has elapsed. (See table below) The symbol ‘H’ will display if the safety cut out has tripped. To prevent the automatic cut out from tripping simply press the “+” or “-” sensor (**D** or **E**) before the limit time expires.

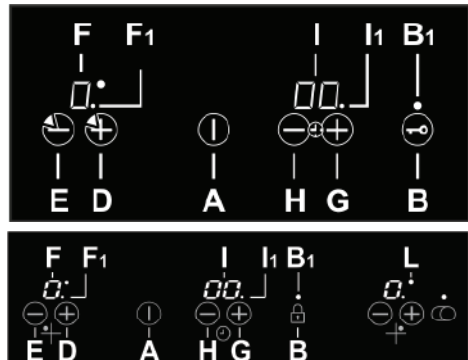
Level	1	2	3	4	5	6	7	8	9
Limit time (h)	10	5	5	4	3	2	2	2	1

Remaining heat indicator

The remaining heat may be used for warming food as long as the symbol ‘H’ remains on after the cooking zone has been switched off.

Caution! Even when the symbol ‘H’ disappears the hotplate may still be hot. Do not touch hotplates.

Automatic fast heating



The hob is fitted with a special mechanism which makes the hotplates operate at full power at the start of cooking regardless of the selected setting. After a certain amount of time the hotplate returns to the originally set value.

Activation of automatic fast heating

- Selected hotplate must be set to level “0”
- Touch the sensor “E” and the display switches to the power setting 9.
- Press the sensor “+” (**D**) of the relevant hotplate and the display indicates the letter “A”
- Select the desired power level.

The power indicator intermittently displays the “**A**” symbol and the selected power setting. When the fast heating period expires, the hotplate switches to the pre selected power setting. See *table A*:

Table A:

Level	1	2	3	4	5	6	7	8	9
Limit time (S)	1'11"	2'44"	4'47"	5'28"	6'29"	1'11"	2'44"	2'44"	...

If the power level is changed during the automatic fast heating on a particular cooking zone, the power boost function is immediately deactivated.

Timer operation

The control device has an incorporated timer, which when activated may be assigned to one of four areas.

- Press the “**+**” (**G**) or “**-**” (**H**) sensors of the timer. The timer display (**I**) will show “**00**”, the other (**F**) displays “**t**”
- After setting the timer, a hotplate must be selected within 10 seconds. Selecting a cooking zone with the “**+**” key (**D**). The pilot light (**L**) relating to the hotplate comes on
- Select the required time from between 1-99 minutes with the keys “**+**” e “**-**” (**G/H**).
- If the timer is selected by pressing the “**+**” key (**H**), the starting time would be “99” (Maximum value)
- Select the required power setting (1-9) with the keys “**+**” e “**-**” (**G/H**).

The timer is assigned to the selected hotplate. Once the countdown is complete, the hotplate will switch off automatically accompanied by an acoustic signal. Pressing the “**+**” and “**-**” keys (**G/H**) of the timer simultaneously turns off the timer immediately.

Error codes

ERROR CODE	ERROR DESCRIPTION	WHAT TO DO
FA	ON/OFF button: emitter's anomaly. All cooking zones are disabled.	Contact the customer care line on 086 100 3339
FC	ON/OFF button: receiver's anomaly. All cooking zones are disabled.	Contact the customer care line on 086 100 3339
FE	Touch control's temperature sensor: sensor NTC's short circuit. All cooking zones are disabled.	Contact the customer care line on 086 100 3339
Ft	Touch control's temperature sensor: sensor NTC's opening. All cooking zones are disabled.	Contact the customer care line on 086 100 3339
Fc	Touch controls temperature sensor: sensor NTC's overheating. All cooking zones are disabled.	Contact the customer care line on 086 100 3339
Fr	Relay: relay's anomaly. All cooking zones are disabled.	Contact the customer care line on 086 100 3339
FH	Touch control's EEPROM (memory): Eeprom's anomaly. All cooking zones are disabled.	Contact the customer care line on 086 100 3339
FJ	Touch control's ADC: Anomaly of touch control's ADC. All cooking zones are disabled.	Contact the customer care line on 086 100 3339
FO	Touch control's software: Software anomaly. All cooking zones are disabled	Contact the customer care line on 086 100 3339
FL	Touch control's brightness: Excessive external brightness that prevents calibration of touch sensors. All cooking zones are disabled	Contact the customer care line on 086 100 3339
FU	Touch control's divider: Divider anomaly. All cooking zones are disabled.	Contact the customer care line on 086 100 3339

6 Maintenance and care

Caring for the hob

- Vitroceramic is a tough, durable material, which provides a beautiful and long lasting cooking surface. To keep it looking good, it needs to be cleaned regularly.
- Clean the product thoroughly after each use. In this way it will be possible to remove cooking residues more easily, thus avoiding these from burning the next time the appliance is used.
- Wipe the glass ceramic surface using a piece of cloth dampened with cold water in a manner as not to leave any cleaning agent on it. Dry with a soft and dry cloth. Remaining residues may cause damage on the glass ceramic surface when using the hob for the next time.
- If the surface is heavily soiled, apply a suitable smooth top cleaning solution (available from Defy Service Centres) on a sponge and wait until it is absorbed well. Then, clean the surface of the hob with a damp cloth.
- Wipe the hob surround with a damp hot soapy cloth and dry.
- Remove calcium stains (yellow stains) by applying a small amount of lime remover such as vinegar or lemon juice. Other suitable commercially available products can also be used.
- Dried residues on the glass ceramic surface should under no circumstances be scraped with hook blades, steel wool or similar tools.
- If necessary stubborn spills may be removed using an approved blade scraper.
- Always ensure any excess liquid is thoroughly wiped off after cleaning and any spillage is immediately wiped dry.
- Do not use cleaning agents that contain acid or chloride to clean stainless or inox surfaces. Use a soft cloth with a liquid detergent (not abrasive) to wipe those parts clean, paying attention to sweep in one direction.
- Only use clean pots with an even flat base to prevent cracking on glass due to hot spots.



WARNING: In the unlikely event of the Vitroceramic sustaining accidental damage or cracks, switch off the appliance at the mains to avoid an electric shock and have the panel replaced before further use.

Recommendations

- Use only pots with a solid level base. An uneven base will prolong cooking time and waste energy.
- Use pots with a base diameter slightly larger than that of the thermal area. This will ensure even heat distribution and prevent spillage from dripping onto and staining the hot zone.
- Always cover the pot with a lid. This will conserve energy and minimize spillage.
- Save energy by switching the plate off 5 to 10 minutes before the end of a lengthy cooking period. The Vitroceramic hob will retain sufficient residual heat to complete the cooking process.
- A pot with rough edges could scratch the Vitroceramic surface if it were dragged across the surface of the hob.
- Any spillage of sugar solution such as jam, must be removed immediately. If allowed to cool on the Vitroceramic surface it could pit and damage the surface.
- Do not cover the Vitroceramic surface with aluminium foil and do not use poor quality aluminium pots. These will leave unsightly deposits which in time, could adhere to the Vitroceramic surface.

Problem check

Before calling a service technician to assist with a problem

PROBLEM

The plates do not work / *Check there is power to the wall switch.*

The timer on Gemini hobs make a clicking noise / *This is normal. Timers do make a clicking noise.*

Remember that you may be charged for a service call even during the warranty period if the fault is due to or caused by any of the above.

7 Branches

If you have followed the instructions and still have a problem, contact the customer care line on 086 100 3339. They will be able to advise you on any aspect of the appliance.

South African Branches:

BLOEMFONTEIN

Unit Number 5
Monument Business Park
50 Monument Road
Oranjesig
Bloemfontein
Bloemfontein.Service@defy.co.za

CAPE TOWN

5A Marconi Rd. Montague Gardens, 7441
CapeTown.Service@defy.co.za

DURBAN

135 Teakwood Road, Jacobs,
Durban, 4052
Durban.Service@defy.co.za

EAST LONDON

Robbie de Lange Road, Wilsonia,
East London, 5201
EastLondon.Service@defy.co.za

JOHANNESBURG

Cnr. Mimetes & Kruger Sts. Denver ext.12
Johannesburg, 2094
Gauteng.Service@defy.co.za

POLOKWANE

87 Nelson Mandela Drive, Superbia 0699
Polokwane.Service@defy.co.za

PORT ELIZABETH

112 Patterson Road, North End, Port Elizabeth
6001
PortElizabeth.Service@defy.co.za

PRETORIA

Block A1 Old Mutual Industrial Park,
Cnr. D.F.Malan Drive & Moot Str. Hermanstad,
0082
Pretoria.Service@defy.co.za

Sub-Saharan Africa Branches:

ZAMBIA: SOUTHGATE INVESTMENTS LTD

Plot 1606, Sheki Sheki Road
P.O. Box 33681
Lusaka, 10101, Zambia
Tel: +260 0211 242332/3
Fax: +260 0211 242933
sgiservicecentre@microlink.zm

NAMIBIA: ATLANTIC DISTRIBUTORS (PTY) LTD

10 Tienie Louw Street, Northern Industrial Area
P.O. Box 21158, Windhoek, Namibia
Tel: (061) 216162
Fax: (061) 216134
atlantic@mweb.com.na

ZIMBABWE: TRADECOMAFRICA

Trade Com Africa, 183 Loreley Crescent
Msasa, Harare, Zimbabwe
Tel: +263 4 486165/6
Cell: +263 772 469010
Cell: +263 772 469011

BOTSWANA: RAY MORGAN AGENCIES

RMA Service Centre, Plot 48, East Gate
Gaborone International Commerce Park
Kgale View, Gaborone
Botswana
Tel: +267 390 3996 / 390 3912
Fax: +267 318 7376
Cell: +267 7134 6539
service@rma.co.bw; raja@rma.co.bw

SWAZILAND: LYNDS DISTRIBUTORS

P.O Box 716, Mbabane, Swaziland, H100
Tel: (00268) 2515 4310/8
Fax: (00268) 2518 4318

MOZAMBIQUE: COOL WORLD. LDA

Rua da Resistencia No. 97B R/C
Cell: +258 84 44 61 234
coolworldlda@hotmail.com
Nosso Show Room
Av: da Industrias, Parcela No.735 * 735A
Machava, Maputo

8 Warranty

This certificate is issued by DEFY APPLIANCES (PTY) LIMITED manufacturers of Defy and Ocean products, hereinafter the Company, to the original purchaser only, of the appliance described on the certificate and shall constitute the only warranty given in respect of this appliance.

The Company warrants to the original purchaser that for a period of THREE YEARS from date of purchase the appliance is free from defect under normal domestic use, both in workmanship and material, subject to the following conditions.

1. Repair or replacement of any part of this appliance, found by the Company to be defective, shall be at the election of the Company. The Company reserves the right to effect such service through any of its Service Divisions or Authorised Service Dealers. The cost of such service shall be borne by the Company in full, provided that the appliance is located no further than 50km from a Company Service Centre or an Authorised Service Dealer. Where the appliance is located beyond the 50km radius, the purchaser shall be liable for the standard travelling charges, as determined by the Company.
2. Vitreous enamelware, fuses and lamps are specifically excluded from these warranties. It is an express condition of these warranties that the purchaser takes due care and attention in the use and maintenance of the appliance. Abuse, misuse in conflict with operating instructions, connection to incorrect voltages and subjection to commercial use shall release the Company from its obligations.
3. This warranty shall become void and cease to operate if the appliance is dismantled by, or any repairs to the appliance are effected by any persons not duly authorised by the Company, or if substitute parts not approved by the Company are used in the appliance, or if the serial number of the appliance is removed.
4. The Company shall not be responsible for damages resulting from fire, flood, civil disturbances or any Act of God. The Company shall not, in terms of these warranties be responsible nor held liable for any consequential loss or damage of any kind caused by or due to the failure or malfunction of the appliance.
5. The Company shall not be responsible for transportation or other costs other than those incurred within the provisions of Point 1 of this Certificate.
6. **For warranties in the Republic of South Africa and Sub-Saharan Africa, please contact the customer care line. Please refer to the previous page for respective South African branches and Sub-Saharan Africa branches.**
7. Where service is requested under warranty and no fault or defect can be found by the Company, all costs incurred will be for the purchaser's account.
8. This Certificate as well as your invoice will serve as proof of purchase. For the purpose of warranty, it will be essential to produce this Certificate and invoice. Failure to do so, will render the purchaser liable for service costs.

**KEEP THIS CERTIFICATE AND SALES INVOICE AS PROOF OF
PURCHASE FOR WARRANTY PURPOSES.**