

DHD408
HOB 2 PLATE VITROCERAMIC



Believe in better



Customer Care Line
(after sales service)






086 100 3339

Part number: 070454

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

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1 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.

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.
- 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.

- 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.

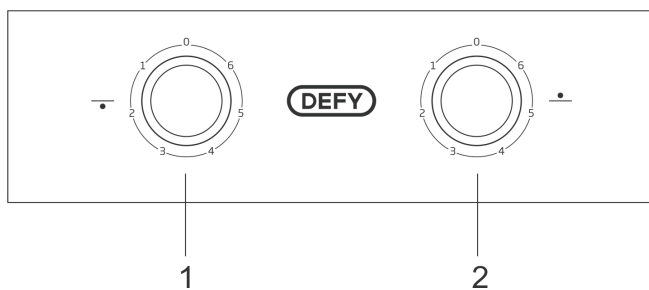
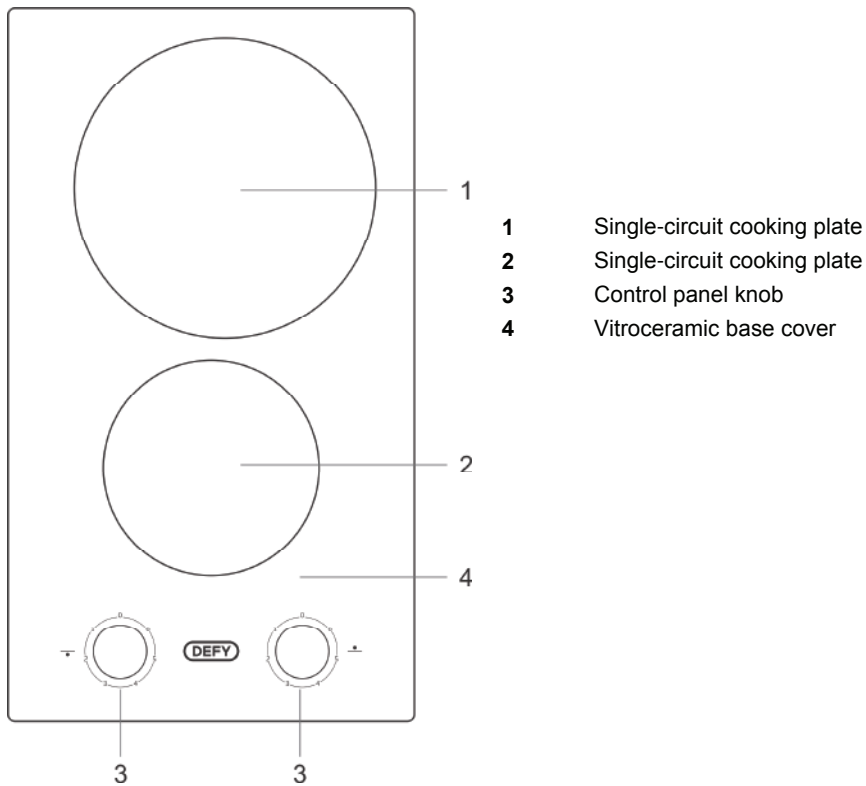
Disposing of an old hob

- Before disposing of the hob, cut off the power cable plug and make the door lock (if any) unusable to avoid dangerous conditions to children.
- Do not dispose of the hob with normal domestic waste at the end of its service life. Please consult your local authorities.

	<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>
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2 General information



- 1 Single-circuit cooking plate Front
- 3 Single-circuit cooking plate Rear




Technical specifications

Technical Specifications	
Voltage / frequency	220-240 V ~ 50 Hz
Total power consumption	2.9 kW
Amps	13
Cable type / section	H05RR-FG 3 x 1,5 mm ²
Cable length	max. 2 m
External dimensions (height / width / depth)	75 mm/288 mm/510 mm
Installation dimensions (width / depth)	268 mm/490 mm
Burners	
Front	Single-circuit cooking plate
Dimension	140 mm
Power	1200 W
Rear	Single-circuit cooking plate
Dimension	180 mm
Power	1700 W

	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.

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.

Cupboard design


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

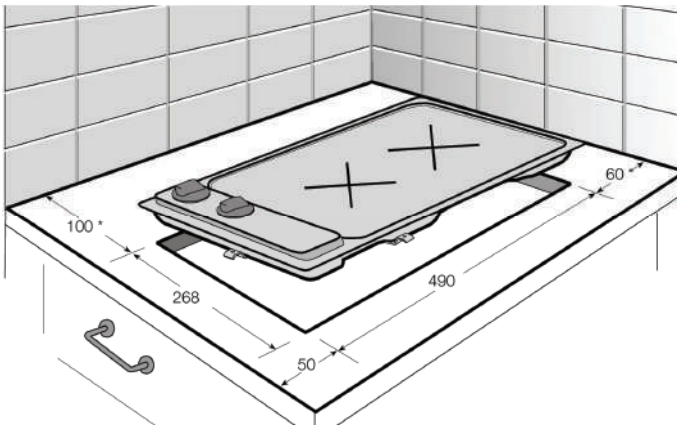
Surfaces and surrounding edges immediately adjacent to the hob should be able to withstand temperatures of up to 100° C without delaminating or discolouring.

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.

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



The product must be installed in accordance with all local electrical regulations.

Electrical connection

Connect the product 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 while using the product with or without a transformer. Our company shall not be liable for any damages that will arise due to using the product without a grounding installation in accordance with the local regulations.



	<p>DANGER The product must be connected to the mains supply only by a qualified electrician. The product's warranty period starts only after correct installation. The manufacturer shall not be held responsible for damages arising from procedures carried out by unauthorised persons.</p>
	<p>DANGER The power cable must not be clamped, bent or trapped or come into contact with hot parts of the product. A damaged power cable must be replaced by a qualified electrician. Otherwise, there is risk of electric shock, short circuit or fire .</p>

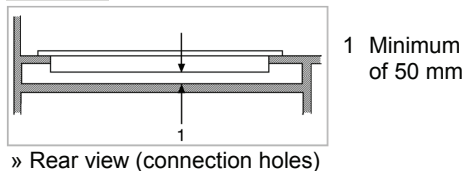
Connection must comply with national regulations. The mains supply data must correspond to the data specified on the type label of the product. Type label is at the rear housing of the product. The power cable of your product must comply with the values in "Technical specifications" table.


	<p>DANGER Before starting any work on the electrical installation, disconnect the product from the mains supply. There is the risk of electric shock!</p>
	<p>Power cable plug must be within easy reach after installation (do not route it above the hob).</p>

Installing the product

1. Prepare the counter according to the installation dimensions in the user manual.
2. In order to avoid foreign substances and liquids penetrating between the hob and the counter, please apply the putty supplied in the package to the contour of the housing in the counter before installation, make sure that the putty does not overlap.
3. Place the hob onto the counter so that the control buttons face forwards you.

	<p>When installing the hob onto a cabinet, a shelf must be installed in order to separate the cabinet from the hob as illustrated in the figure. This is not required when installing onto a built-in oven.</p>
	<p>If it is possible to touch the bottom of the hob once it has been installed, then this exposed area must be covered with a wooden board.</p>



	<p>Connection clamps are supplied for hob installation. Do not make connections to different holes, it is unsafe and can damage the electrical system.</p>
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Final check

1. Connect the power cable and switch on the hobs fuse.
2. Check the functions.

4 Preparation

Tips for energy saving

The following information will help you to use your hob in an ecological way, and to save energy:

- Defrost frozen dishes before cooking them.
- Use pots/pans with cover for cooking. If there is no cover, energy consumption may increase 4 times.
- 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.
- Pay attention to use flat bottom pots when cooking with electric hobs.
- Pots with a thicker base will provide a better heat conduction. You can obtain energy savings up to 1/3.
- Vessels and pots must be compatible with the cooking zones. Bottom of the vessels or pots must not be smaller than the hotplate.
- 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.
- For longer cooking time periods, turn off the cooking zone 5 or 10 minutes before the end of cooking time. You can obtain energy savings up to 20% by using the residual heat.
- Only use clean pots with an even flat base to prevent cracking on glass due to hot spots.



The surface might get damaged by some detergents or cleaning materials.

Do not use aggressive detergents, cleaning powders/creams or any sharp objects during cleaning.

Do not use harsh abrasive cleaners or sharp metal scrapers to clean the glass since they can scratch the surface, which may result in shattering of the glass.

Initial use

First cleaning of the appliance



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

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 How to use the hob

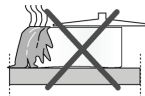
General information about cooking

	DANGER Risk of fire by overheated oil! When you heat oil, do not leave it unattended. Never try to extinguish the fire with water! When oil has caught fire, immediately cover the pot or pan with a lid. Switch off the hob if safe to do so and phone the fire service.
	

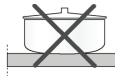
- Before frying foods, always dry them well and gently place into the hot oil. Ensure complete thawing of frozen foods before frying.
- Do not cover the vessel you use when heating oil.
- Place the pans and saucepans in a manner so that their handles are not over the hob to prevent heating of the handles. Do not place unbalanced and easily tilting vessels on the hob.
- Do not place empty vessels and saucepans on cooking zones that are switched on. They might get damaged.
- Operating a cooking zone without a vessel or saucepan on it will cause damage to the product. Turn off the cooking zones after the cooking is complete.
- As the surface of the product can be hot, do not put plastic and aluminum vessels on it. Clean any such melted materials off the surface immediately.
- Such vessels should not be used to keep foods either.
- Use flat bottomed saucepans or vessels only.
- Put appropriate amount of food in saucepans and pans. Thus, you will not have to make any unnecessary cleaning by preventing the dishes from overflowing.
- Do not put covers of saucepans or pans on cooking zones.
- Place the saucepans in a manner so that they are centered on the cooking zone. When you want to move the saucepan onto another cooking zone, lift and place it onto the cooking zone you want instead of sliding it.

Tips about glass ceramic hobs

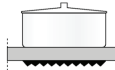
- Glass ceramic surface is heatproof and is not affected by big temperature differences.
- Do not use the glass ceramic surface as a place of storage or as a cutting board.
- Use only the saucepans and pans with machined bottoms. Sharp edges create scratches on the surface.
- Do not use aluminum vessels and saucepans. Aluminum damages the glass ceramic surface.



Spills may damage the glass ceramic surface and cause fire.

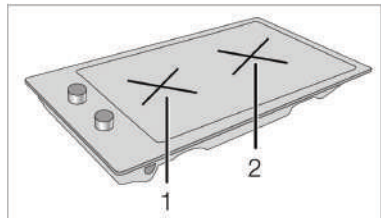


Do not use vessels with concave or convex bottoms.



Use only the saucepans and pans with flat bottoms. They ensure easier heat transfer.

Using the hobs



- 1 Single-circuit cooking plate
- 2 Single-circuit cooking plate

The glass ceramic hob is equipped with an operation light and a hot zone warning indicator.

Hot zone warning indicator indicates the status of the active zone and it remains lit after the plate is turned off. When the temperature of the plate cools down to a level that it can be touched by hand, warning indicator turns off. Flickering of the hot zone warning indicator is not a failure .

Turning on the ceramic plates

The hob control knobs are used for operating the plates. To obtain the desired cooking power, turn the hob control knobs to the corresponding level.

Cooking level	1	2 — 3	4 — 6
	warming	stewing, simmering	cooking, roasting, boiling


Turning off the ceramic plates


Turn the plate knob to OFF (upper) position.

6 Maintenance and care


General information


Service life of the product will extend and the possibility of problems will decrease if the product is cleaned at regular intervals

	DANGER: Disconnect the product from the mains supply before starting maintenance and cleaning works. There is a risk of an electric shock!
	DANGER: Allow the product to cool down before you clean it. Hot surfaces may cause burns!

	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.
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Slight color fading may occur on coatings or other surfaces in time. This will not affect operation of the product. Color fading and stains on the glass ceramic surface is a normal condition, and not a defect.

	Sugar-based foods such as thick cream and syrup must be cleaned promptly without waiting for the surface to cool down. Otherwise, the glass ceramic surface may be damaged permanently.
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	The surface might get damaged by some detergents or cleaning materials. Do not use aggressive detergents, cleaning powders/creams or any sharp objects during cleaning. Do not use harsh abrasive cleaners or sharp metal scrapers to clean the vitroc ceramic surface as they can scratch the surface, which may result in shattering of the glass.
	Do not use steam cleaners to clean the appliance as this may cause an electric shock.

Cleaning the control panel

Clean the control panel and knobs with a damp cloth and wipe them dry

	Do not remove the control buttons/knobs to clean the control panel. The control panel may get damaged!
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Caring for the hob

- Vitroceramic is a tough, durable material, which provides a beautiful, functional and long lasting cooking surface. To keep it looking good, it needs to be treated with care and 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.
- Only use clean pots with an even flat base to prevent cracking on glass due to hot spots.

- 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.


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.

7 Troubleshooting

Product emits metal noises while heating and cooling.
When the metal parts are heated, they may expand and cause noise. >>> <i>This is not a fault.</i>
Product does not operate.
The mains fuse is defective or has tripped. >>> <i>Check fuses in the fuse box. If necessary, replace or reset them.</i> Product is not plugged into the (grounded) socket. >>> <i>Check the plug connection.</i>

	Contact the customer care line on 086 100 3339 if you can not remedy the trouble although you have implemented the instructions in this section. Never attempt to repair a defective product yourself.
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PLEASE REGISTER YOUR PRODUCT AT www.defy.co.za

DEFY APPLIANCES (PTY) LTD
 P.O.BOX 12004
 JACOBS
 DURBAN
 4026
 SOUTH AFRICA

	Customer Care Line (after sales service)	
086 100 3339		<small>Believe in better</small>

8 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

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Durban, 4052
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EAST LONDON

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East London, 5201
EastLondon.Service@defy.co.za

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Johannesburg, 2094
Gauteng.Service@defy.co.za

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Pretoria.Service@defy.co.za

Sub-Saharan Africa Branches:

ZAMBIA: SOUTHGATE INVESTMENTS LTD

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P.O. Box 33681
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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

9 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.**