

**KITCHENAIRE  
SOLID PLATES STOVE  
DSS693 & DSS694**



**Believe in better**



**Customer Care Line**  
(after sales service)

**086 100 3339**

**Part number: 073234D**



**Cooking**  
Instruction manual

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Dear Customer,

Your new Defy oven was manufactured in a state of the art facility and has passed the strictest quality control procedures.

Please read this manual carefully before using your oven 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 oven 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

**PLEASE REGISTER YOUR PRODUCT AT**

**[www.defy.co.za](http://www.defy.co.za)**

DEFY APPLIANCES (PTY) LTD

P.O.BOX 12004

JACOBS

DURBAN

4026

SOUTH AFRICA

# 1. General information

## Introduction

Congratulations on the purchase of this quality product.

We trust that you will enjoy many years of trouble free use. Please read these instructions carefully before using the stove. This manual will provide you with information on how to operate and care for your product in order that you gain the maximum benefit from it.

## Unpacking

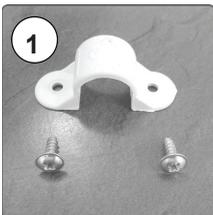
- Please ensure that packaging material is disposed of in a responsible manner.
- Plastic bags should be cut up to prevent children playing with them and accidentally suffocating.
- Remove all packing from the oven cavity and position the accessories.
- If the appliance is damaged in any way, do not use it. Report the damage to your dealer, who will take the necessary corrective action.

## Installation

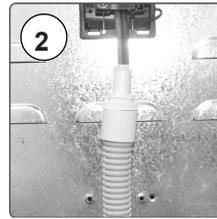
- Levelling feet are provided to assist you in positioning your stove, so that it will stand firm and level. To adjust the level, turn the relevant foot to either raise or lower the stove.

## Connecting the sprague to the oven

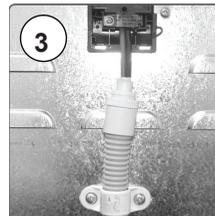
- 1.) Purchase a standard plastic/metal saddle type bracket, capable of going around the 20 mm diameter sprague and with a hole pitch of 38 mm (Plastic) 45 mm (Metal), from your local hardware and 2 off 4.2 mm x 12 mm self tapping screws.



- 2.) Feed the cables through the Sprague and connect to the mains terminal block of the appliance.



- 3.) Place the plastic/metal saddle around the sprague and fasten via the 2 self tapping screws onto the factory pre punched holes adjacent to the mains terminal block of the appliance.



- Surfaces immediately adjacent to the oven should be able to withstand temperatures of up to 100°C without delaminating or discolouring.

## Electrical installation

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. This appliance should not be connected through an earth leakage system. Refer to S.A.N.S. 10142

Connection to the power supply

This appliance has a 'Y' type supply cord connection and must be installed by a licensed electrician, who will ensure that the stove is correctly connected and safely earthed. The rated current is printed on the serial number label attached to the stove upper back panel. The appliance must be connected to the mains through an All pole isolating switch which has a minimum clearance between the contacts of 3 mm in All poles. A means for disconnection must be provided in the fixed wiring.



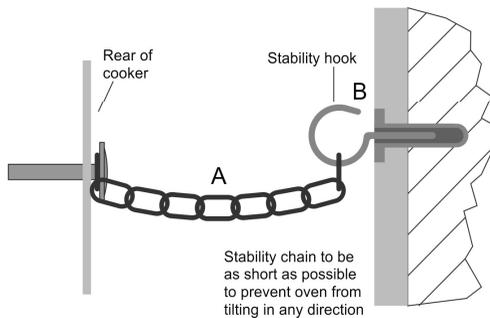
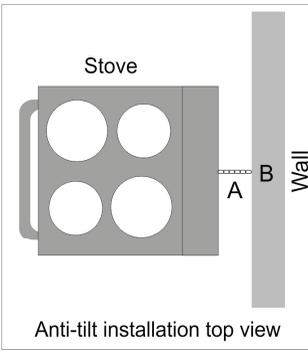
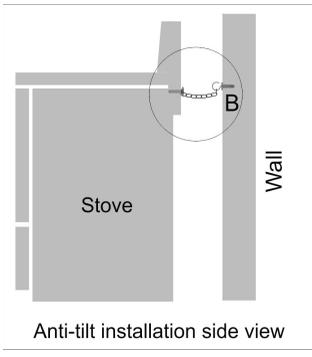
**WARNING! ELECTRICAL CONNECTION MUST ONLY BE DONE BY A QUALIFIED ELECTRICIAN!**

	<p><b>Anti-tilt mechanism</b>  All stoves can tilt if you or a child sit or lean on an open oven door. Safety regulations stipulate that the ANTI-TILT mechanism supplied with the stove, must be fitted as shown below.</p>
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- “A” 1 x Stability chain
- “B” 1 x Stability hook with anchor sleeve
- “A” is factory fitted at the rear of the stove in the centre. (See overleaf for instructions if the removable splashback is to be fitted)
- Position the stove and move “A” to touch the wall behind the stove.
- Mark the hole where “A” touches the wall behind the stove.

- Move the stove away from the wall to allow for an area to work in.
- Using a 8.0 mm concrete bit, drill a hole at the marked position.
- Using the Stability hook and anchor sleeve “B”, firmly secure “B” to the wall.
- Slide the stove back in position and engage the stability chain “A” onto the Stability hook “B”.
- The stove is then secured and will not accidentally tilt if downward pressure is applied to the open oven door.

	<p>Safety regulations stipulate that the ANTI-TILT mechanism supplied with the stove, must be fitted as shown.</p>
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	<p>Accessories supplied may vary depending on the model. Not all accessories in the user manual may be included with your appliance. Accessories may be purchased from Defy spares.</p>
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## 2. Important safety instructions

### Safety advice

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.
- Children should be supervised to ensure that they do not play with the appliance.
- Connect the appliance to an earthed outlet/line protected by a fuse of suitable capacity. Have the earth installation made by a qualified electrician. Our company shall not be liable for any problems arising due to the appliance not being earthed in accordance with the local regulations.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similar qualified persons in order to avoid a hazard.
- Do not operate the appliance if it is defective or has any visible damage.
- Do not carry out any repairs or modifications on the appliance.
- Never wash down the appliance with water! There is the risk of electric shock!
- Never use the appliance when your judgment or coordination is impaired by the use of alcohol and/or drugs.
- The appliance must be disconnected from the mains during installation, maintenance, cleaning and repair procedures.
- Be careful when using alcoholic drinks in your dishes. Alcohol evaporates at high temperatures and may cause a fire since it can ignite when it comes into contact with hot surfaces.
- Do not heat closed tins and glass jars in the oven. The pressure that would build up in the tin/jar may cause it to burst.
- Do not place baking trays, dishes or aluminium foil directly onto the bottom of the oven. The heat accumulation might damage the bottom of the oven.
- Keep all ventilation slots clear of obstructions.
- The appliance may be hot when it is in use. Never touch the hot burners, inner sections of the oven, heaters etc.
- Never touch the metal surfaces of the hob and control panel during use.

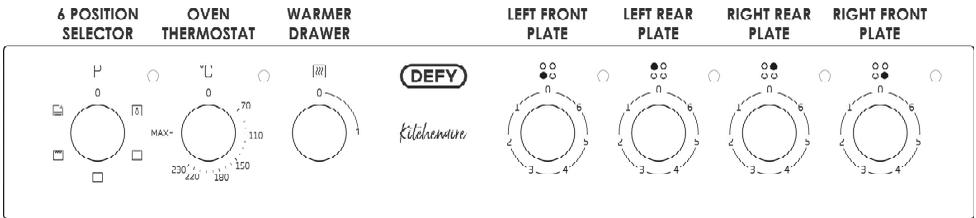
- Always use heat resistant oven gloves when putting in or removing dishes from the hot oven.
- Do not use the appliance with the front door glass removed or cracked.
- The rear surface of the oven gets hot when it is in use. Make sure that the gas/electrical connection does not come into contact with the rear surface as connections may get damaged.
- Do not trap the mains cable between the oven door and frame and do not route it over hot surfaces as the cable insulation may melt and cause a fire as a result of a short circuit.
- Make sure that the function knobs are switched off after every use.
- When using Gas, ensure that the room is well ventilated.
- Always keep children and infirm persons away from the appliance when it is in use.
- Only use the appliance for preparing food.
- Use a deep pan, large enough to cover the appropriate burner.
- 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 store flammable items in the oven.
- Always keep the oven door gasket clean.
- The lamp(s) used in this appliance is not suitable for household room illumination.

Technical Specifications	
Voltage / frequency	220-240V~ 50 Hz
Max power consumption	8075W
Amperage	35A
External dimensions (height / width / depth)	1210 mm x 600 mm x 655 mm
Main oven	Static oven
Energy efficiency class*	A
Inner lamp	25 W
Total power consumption	8075W
Total grill power consumption	1200W

\* Basics: Information on the energy label of electrical ovens is given in accordance with the EN 50304 standard. Those values are determined under standard load with bottom-top heater or fan assisted heating (if any) functions.  
The energy efficiency class is determined according to function: Conventional bake mode.

### 3. How to use the oven

#### The control panel



#### Selector switch

	Off	Switches the Oven off
	Lamp	Switches the Oven lamp on
	Conventional Bake Heat is evenly distributed from the top and bottom element.	Baking is recommended on one level only. This mode is recommended for cakes, pastries and casseroles.
	Static Bake Heat is given off from the bottom element.	This mode is recommended for dishes that are cooked and require further cooking at the center or the base.
	Grill Heat is given off from the top element.	The thermostat must be on the maximum position. The oven door must be closed
	Steam Assisted Clean	Refer to Maintenance & Care section

#### General information on baking, roasting and grilling

	<b>ANGER:</b> Be careful when opening the oven door as steam may escape. Exiting steam can scald your hands, face and/or eyes
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#### Tips for baking

Use non-sticky coated appropriate metal plates or aluminum vessels or heat-resistant silicone molds. Make best use of the embossed shelf runners. Place the baking mold in the middle of the shelf.

Select the correct embossed shelf runner position before turning the oven or grill on. Do not change the shelf position when the oven is hot. Keep the oven door closed.

#### Tips for roasting

Treating whole chicken, turkey and large pieces of meat with dressings such as lemon juice and black pepper before cooking will increase the cooking performance.

It takes about 15 to 30 minutes longer to roast meat with bones when compared to roasting the same size of meat without bones.

Each centimeter of meat thickness requires approximately 4 to 5 minutes of cooking time. Leave meat in the oven for about 10 minutes after the cooking time is over. The juice is better distributed all over the roast and does not run out when the meat is cut. Fish should be placed on the middle or lower shelf in a heat-resistant plate.

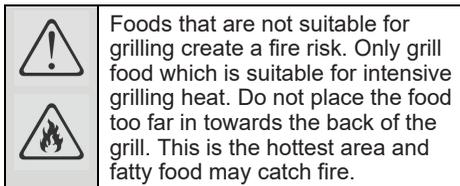
#### Tips for grilling

When meat, fish and poultry are grilled, they quickly brown, develop a crust and do not dry out quickly.

Flat pieces, meat skewers and sausages are particularly suited for grilling as are vegetables with high water content such as tomatoes and onions.

Distribute the pieces to be grilled on the wire shelf or in the baking tray on the wire shelf so that the space covered does not exceed the size of the grill element.

Slide the wire shelf or baking tray into the desired level of the oven. If you are grilling on the wire shelf, slide the baking tray to the lower rack to collect any fats. Add some water in the tray for easy cleaning.



### How to operate the electric oven

1. Set the Temperature knob to the desired temperature.
2. Set the Function knob to the desired operating mode.
  - » Oven heats up to the adjusted temperature and maintains it. During heating, temperature lamp stays on.

### Switching off the electric oven

Turn the function knob and temperature knob to the off position.

### Using the oven

#### Baking

This product is supplied with a chromed oven shelf and a roast pan. If required, additional shelves, roast pans and broiler may be purchased from Defy spares. Set the selector knob to the desired baking mode. See descriptions on page 14. Top and Bottom elements or Bottom element only. Set the oven thermostat to the required temperature.

The thermostat indicator light will glow and remain on until the oven has reached the selected temperature. The light will then switch off.

Thereafter place the food in the oven. During the baking cycle, the indicator light will switch on and off as the thermostat maintains the selected temperature.

After baking is completed, the thermostat and the selector knob must be turned to the "0" position in an anti clockwise direction.

### Note:

The oven thermostat is marked to 70°C. When set to this position, the oven may be used as a warmer. All ovens extract moisture from the food being cooked, especially so during the winter months. This is normal and not detrimental to the food or the oven.

### Baking Guide:

Where possible, bake on the middle shelf position of the oven. The food must be placed in the center of the wire shelf towards the oven door. Do not open the oven door until at least two thirds of the baking time has lapsed. The roast pan must not be used for baking purposes.

### Grilling

Both the wire shelf and roast pan may be used for grilling. The roast pan may also be used as a drip tray under the wire shelf. Position the shelf in the desired position below the grill element.

Set the selector switch and oven thermostat to their respective Grill positions.

The thermostat indicator light will glow. Preheat the grill element for about 5 minutes. Partially withdraw the shelf and place the food in the centre of the shelf.

Slide the shelf back into position.

Monitor the grilling to avoid burning the food. After grilling is completed, the oven thermostat and the selector switch must be returned to the "0" position in an anti-clockwise direction.

### Tips for cooking vegetables

- If the vegetable dish runs out of juice and gets too dry, cook it in a pan with a lid instead of a tray. Closed vessels will preserve the juice of the dish.
- If the vegetables in a vegetable dish do not cook properly, boil the vegetables beforehand or prepare them like canned food and put in the oven.

For cooking that requires preheating, preheat at the beginning of cooking process until the thermostat lamp switches off.

### Tips for baking cake

- If the cake is too dry, increase the temperature by 10°C and decrease the cooking time.
- If the cake is wet, use less liquid or lower the temperature by 10°C.
- If the cake is too dark on top, place it on a lower rack, lower the temperature and increase the cooking time.
- If cooked well on the inside but sticky on the outside use less liquid, lower the temperature and increase cooking time.

### Tips for baking pastry

- If pastry is too dry, increase the temperature by 10°C and decrease the cooking time. Dampen the layers of dough with a sauce composed of milk, oil, egg and yoghurt.
- If pastry takes too long to bake, ensure that the thickness of the pastry prepared does not exceed the depth of the tray.
- If the upper side of the pastry gets browned, but the lower part is not cooked, make sure that the amount of sauce used for the pastry is not too much at the bottom of the pastry. Try to distribute the sauce equally between dough layers and top of the pastry for an even browning.

	<b>DANGER</b> Risk of scalding by hot steam! Take care when opening the oven door as steam may escape.
	<b>IMPORTANT:</b> Grilling must be done with the oven door closed!

### How to operate the grill

#### Switching on the grill

1. Turn the Function knob to the desired grill symbol.
  2. Select the desired grilling temperature.
  3. If required, perform a preheating of about 5 minutes.
- » Temperature light turns on.

#### Switching off the grill

1. Turn the Function knob to the Off position.
- Grill performance will decrease if the wire grill rests against rear part of the oven. Slide the wire shelf to the front section of the rack and position it with the help of the door in order to obtain the best grill performance.

	Foods that are not suitable for grilling create a fire risk. Only grill food which is suitable for intensive grilling heat. Do not place the food too far in the back of the grill. This is the hottest area and fatty food may catch fire.
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- Note: First rack of the oven is at the bottom of the oven.

	Cook pastry in accordance with the mode and temperature given in the cooking table. If the bottom part is still not browned enough, place it on one lower rack the following time.
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## Solid plates

### Caring for Solid Plates

- Before using the plates for the first time, switch them on for about 4 minutes at the highest setting. This allows the factory applied protective coating to burn in.
- To prevent blotchy discolouration and corrosion, moisture from splatters and spills should be cleaned off immediately.
- To clean the plates, wipe them with a damp cloth or nylon pad. A little liquid detergent may be used. Do not use metal scourers or sharp metal objects to clean the plates.
- After cleaning, dry the plates by switching them on for a short while.
- To prevent rust, periodically apply some, sewing machine oil or electrical hotplate polish - available from Defy Service Centres. Extra attention is required in areas of high humidity or in close proximity to the sea.

### Recommendations

- Use only pots with a solid level base. An uneven base can prolong cooking times and waste energy.
- Use pots with a base diameter slightly larger than the plate. This will ensure even heat distribution and prevent spillage from dripping onto and staining the hot plate.
- Always cover the pot with a lid. This will conserve energy and minimise spillage.
- Thermal shock could damage the plates. Do not put cold pots on very hot plates.

### Plate controls—variable

- Select the heat level by turning the knob to the required setting.
- You may select any setting.
- 1= low , 3 = medium and 6 = high.
- The relevant plate indicator light will glow, when the plate is switched on. (model 621 only).

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

Dish	Acc.	pos.	P	°C	Time
Cup-cakes	Muffin/cupcake Tin**	2		180°C	20 Min
Biscuits	Bake Tray*	2		180°C	22 Min
Scones	Bake Tray*	2		210°C	11 Min
Roast chicken (1.3 kg)	Roast Pan*	1		180°C	65 Min
Chicken breasts (150 g)	Roast Pan*	4		Max	20 Min
Pizza	Wire Shelf*	2		190°C	9-10 Min
Sponge cake	Cake Tin**	2		180°C	19 Min
Cheese puff	Bake Tray*	3		200°C	20 Min

Timings in this table are meant as a guide. Timings may vary due to temperature.

\*These accessories may not be included with your product

\*\*These accessories are not included with your product. They are commercially available accessories.

	<p>The warranty does not cover the replacement or repair of rusted or corroded plates.</p>
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## Warming drawer

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- The warming drawer has a rotary on off switch control.
- Indicator light will glow when the drawer has been switched on.
- Food left for too long in the warmer drawer could dry out and spoil. As a precaution food should always be covered, to minimise the drying effect.
- The drawer can be removed for cleaning purposes.
- Pull the drawer out to the bump- stop, then lift the front slightly and continue pulling till the drawer slides free.
- Refit by lifting the rear of the drawer over the bump-stop and then sliding it back.

## 4. Maintenance and care

### General cleaning

- Switch off the electrical power supply before cleaning any part of the appliance.
- Wipe down glass panels, cabinet, door, control knobs, trims and handles with a hot soapy cloth. Do not use a steam cleaner.
- Use only liquid household cleaners and avoid abrasive powders, scouring pads and caustic cleaners.
- Rinse and wipe down with a clean cloth.

### Cleaning the oven

- Switch off the electrical power supply before cleaning any part of the appliance.
- Open the oven door and allow the oven to cool down.
- For improved access, the shelf, roast pan and oven door may be removed.
- Clean the oven with a damp, hot soapy cloth. Do not use a steam cleaner.
- It may be necessary to soak burnt soils with a liquid cleaner to soften them before scrubbing them with a nylon brush or scouring sponge.
- Heavy soils on the bottom of the oven may require overnight soaking under a sponge liberally sprinkled with household ammonia. The soil can then be removed the following morning by washing normally.
- Do not use metal objects or steel wool to clean the oven.

### Steam assisted cleaning

#### Important!

Any food residue must be removed from the bottom of the cavity before you start steam assisted cleaning. Remove all oven accessories.

1. Pour 100 ml of water into the emboss on the oven floor.
2. Select the steam assisted cleaning function.
3. Turn the oven on to Run this cycle for 5 minutes.
4. At the end of the cycle, wait 5 minutes before opening the door.
5. Open the door and wipe the inner surfaces of the oven with a damp sponge or cloth.
6. Use warm water with washing liquid, a soft cloth or sponge to clean persistent dirt and wipe it with a dry cloth.

#### Important!

- Ensure that all water has been wiped away after steam assisted cleaning as this may damage your oven. Steam assisted cleaning must be performed in a cold oven.
- If you have grease or any other difficult to remove substance you may need to traditionally clean your oven (as per instructions in general information) after completing the steam assisted cleaning cycle.
- Use the steam assisted cleaning feature as soon as possible after spills occur. The longer a spill sits and dries in the oven, the more difficult it may be to remove.

### Removing the oven light

The oven light is switched on by the oven thermostat and switches off when the thermostat knob is returned to 0.

To replace a faulty light bulb, proceed as follows.

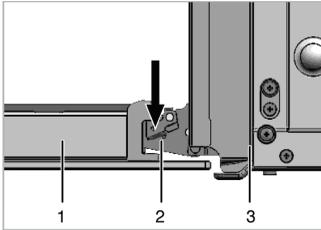
- Switch off the power at the wall isolator to avoid the possibility of electric shock.
- Remove the light cover by unscrewing it in an anti-clockwise direction
- Unscrew the faulty bulb and fit a new 25 watt bulb rated for 300°C
- Refit the light cover.

## Removing the oven door

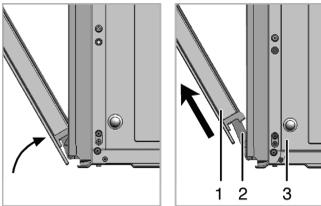
### Lift-off oven door

The oven door may be removed to improve oven access during cleaning.

1. Open the front door (1).
2. Push down the clips at the hinge housing (2) on the right and left hand sides of the front door by pressing them down as illustrated in the figure.



- 1 Front door
- 2 Hinge
- 3 Oven



3. Move the front door to half way.
4. Remove the front door by pulling it upwards to release it from the left and right hinges.



Steps carried out during the removal process should be carried out in reverse order to install the door. Do not forget to close the clips at the hinge housing when reinstalling the door.

### Cleaning the oven door

To clean the oven door, use warm water with washing liquid, a soft cloth or sponge to clean the product and then wipe it with a dry cloth.



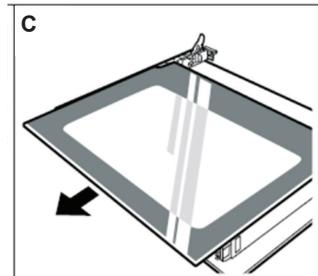
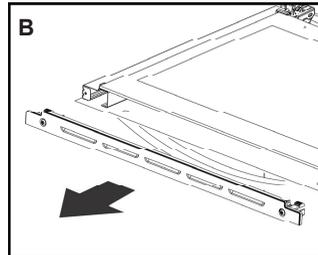
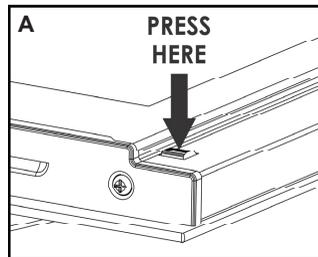
Do not use any harsh abrasive cleaners or sharp metal scrapers for cleaning the oven door. They may scratch the surface and destroy the glass.

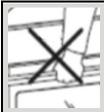
The front door inner glass is coated with an easy clean material. Do not use any harsh abrasive cleaners, hard metal scrapers, scouring pads or bleach to clean the front door inner glass as they may scratch the surface and destroy the coating material.

### Removing the Oven Door Glass

Inner glass can be removed for cleaning.

- A. Press clips on both ends of the top décor.
- B. Lift the top décor & remove from door.
- C. Lift the glass to a 45 degree position and pull towards yourself. Clean the glass as per the instructions.





Do not carry the product using the oven door handle, this may damage your oven door hinges!



You may lift the product with the door open by holding the inside of the oven and the back of the hob.

## 5. Troubleshooting

<b><i>Oven emits steam when it is in use.</i></b>	
It is normal that steam escapes during operation	>>> This is not a fault.
<b><i>The appliance emits metal noises while heating and cooling.</i></b>	
When the metal parts are heated, they may expand and cause noise.	>>> This is not a fault.
<b><i>The appliance does not operate.</i></b>	
The mains fuse is defective or has tripped.	Check fuses in the fuse box. If necessary, replace or reset them.
The appliance is not plugged into the wall socket.	>>> Check the plug connection.
<b><i>Oven light does not work.</i></b>	
Oven lamp is defective.	>>> Replace oven lamp.
Power is cut.	>>> Check if there is power. Check the fuses in the fuse box. If necessary, replace or reset the fuses.
<b><i>Oven does not heat.</i></b>	
Function and/or Temperature are not set.	>>> Set the function and the temperature with the Function and/or Temperature knob/ key.

**OVER THE YEARS, DEFY'S SERVICE CENTRES HAVE IDENTIFIED THIS LIST OF DO'S AND DON'TS AS BEING IMPORTANT FOR CUSTOMER SATISFACTION AND SAFETY. PLEASE READ IT AND FAMILIARISE YOURSELF WITH ITS CONTENTS.**

**Do**

- Clean your appliance regularly. This will prolong it's good looks and enhance hygiene levels.
- Use flat bottomed pots and pans when cooking on the hotplates. This will maximize efficiency and reduce electricity costs.
- Keep children well away from the cooking appliance. Explain the dangers to them. Being safety conscious is being safe, not sorry.
- Supervise the cooking process. Overcooked or spoiled food is wasteful.
- Leave about a 40 mm. air gap between baking tins and the oven walls. Adequate air circulation is important for good baking results.
- Get into the habit of wearing oven gloves when handling utensils in a hot oven. This will help to avoid accidental burns.
- Partly slide out the oven shelf before removing hot dishes from the oven. This will prevent accidental contact with the hot oven sides.

**Don't**

- Use pots which are smaller than the hotplate diameter. This wastes electricity and allows the pot handles to overheat.
- Leave the appliance unattended especially when grilling. This is good practice and avoids accidents.
- Place anything on the open oven door. The glass is not a work surface and could get scratched.
- Use abrasive cleaning materials. They will scratch surfaces and fascia graphics.
- Allow fat splashes to dry and bake onto the stove/oven surface before cleaning them. It is easier to clean spills while they are still slightly warm and soft.
- Put baking tins on the floor of the oven. This will prevent heat circulation and spoil baking results.
- Use the appliance to heat the home. Neither the hotplates nor the oven were designed for this purpose and damage could occur.
- Allow pot handles to overhang the front of the appliance. Children might be tempted to grab them with harmful consequences.

	Figures in this manual are schematic and may not match your appliance exactly.
	<b>DANGER</b> Risk of scalding by hot steam! Take care when opening the oven door as steam may escape.

	<b>WARNING:</b> Under no circumstances should the bake element be covered with aluminium foil. Nor should a pan or tray be positioned directly above the bake element. Doing so would reflect the heat from the bake element downwards. Heat to the oven would be restricted and overheating of the space below the element would result in damage to the oven enamel.

	<b>WARNING</b> Hot surfaces may cause burns! Do not touch the hot surfaces of the appliance. Use oven gloves. Keep children away from the appliance.
	<b>DANGER</b> Risk of fire by overheated oil! When heating oil, do not leave it unattended. Never try to extinguish a 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.

## Problem check

Do not attempt any repairs yourself.

Before calling a service technician to assist with a problem, please check:

- The mains distribution board for tripped circuit breakers.
- The wall switch is on.

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.

## 6. 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](mailto:Bloemfontein.Service@defy.co.za)

#### **CAPE TOWN**

5A Marconi Rd. Montague Gardens, 7441  
[CapeTown.Service@defy.co.za](mailto:CapeTown.Service@defy.co.za)

#### **DURBAN**

135 Teakwood Road, Jacobs,  
Durban, 4052  
[Durban.Service@defy.co.za](mailto:Durban.Service@defy.co.za)

#### **EAST LONDON**

Robbie de Lange Road, Wilsonia,  
East London, 5201  
[EastLondon.Service@defy.co.za](mailto:EastLondon.Service@defy.co.za)

#### **GAUTENG, MIDRAND**

127 15th Road, Cnr Pharmaceutical & 15th Rd,  
Midrand, Gauteng  
[Gauteng.Service@defy.co.za](mailto:Gauteng.Service@defy.co.za)

#### **POLOKWANE**

87 Nelson Mandela Drive, Superbia 0699  
[Polokwane.Service@defy.co.za](mailto:Polokwane.Service@defy.co.za)

#### **PORT ELIZABETH**

112 Patterson Road, North End, Port Elizabeth 6001  
[PortElizabeth.Service@defy.co.za](mailto:PortElizabeth.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  
[sqiservicecentre@microlink.zm](mailto:sqiservicecentre@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](mailto: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](mailto:service@rma.co.bw); [raja@rma.co.bw](mailto: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](mailto:coolworldlda@hotmail.com)  
Nosso Show Room  
Av: da Industrias, Parcela No.735 \* 735A  
Machava, Maputo

## 7. Warranty

This certificate is issued by DEFY APPLIANCES 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 50 km from a Company Service Centre or an Authorised Service Dealer. Where the appliance is located beyond the 50 km radius, the purchaser shall be liable for the standard travelling charges, as determined by the Company.  
CARRY IN SERVICE Microwave ovens, Compact cookers and small appliances are repaired in our service centres and are not collected from the customers home. Faulty units should be delivered to the purchasing dealer or to the nearest Company Service Centre for warranty repairs.
2. Rusted or corroded solid plates, 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. The Company shall not be responsible for damages caused by insect and/or animal infestation.
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.**

For future reference, record the listed information in the space below. The Serial number may be found on the label located at the upper back panel.

SERIAL No.....

DATE OF PURCHASE.....

PURCHASED FROM.....