

DGS578

3B 1S ELECTRIC OVEN



Believe in better

Customer Care Line
(after sales service)

086 100 3339

Part number: 074890D

Cooking
Instruction manual

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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

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 connecting the gas bottle or 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

Throughout this User Manual the following symbols are used:

 Important information or useful hints about usage

 Warning for hazardous situations

 Warning for risk of fire

 Warning for hot surfaces

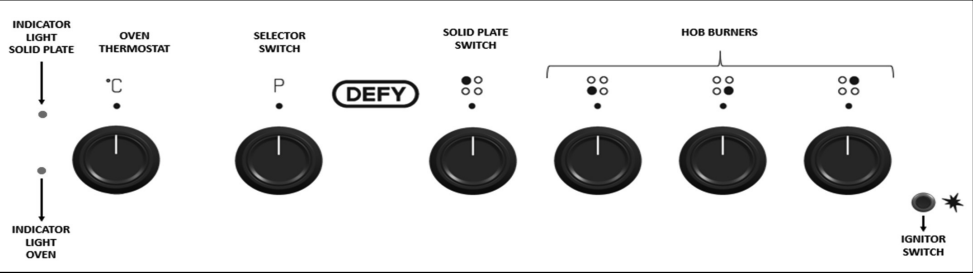


PERMIT NUMBER:
1037-89/1-RSA-17-A

1. General Information


Overview

Control panel




Technical specifications

GENERAL	
External dimensions (height / width / depth)	1005 mm / 512 mm / 655 mm
Gas type / pressure	LPG - 2.8-3.0 kPa 480 g/h
Total gas consumption	6.0 kW
Solid plate power consumption	1kW
Grill power consumption	800W



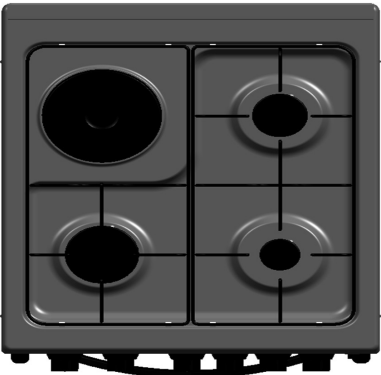
Figures in this manual are schematic and may not match your appliance exactly.



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.

Rear left (RL)
Solid plate
1000W

Front left (FL)
Rapid burner
3000W



Rear right (RR)
Normal burner
2000W

Front right (FR)
Auxiliary burner
1000W

Identification table

Position hob zone	1500 W Rear left (RL)	3000 W Front left (FL)	1000 W Front right (FR)	2000 W Rear right (RR)
Gas type / Gas pressure				
NG - G 20/2.0 kPa	-	R 115	72	103
LPG - G 30/2.8-3.0 kPa	-	87	50	72

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.
- 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.
- The earth installation should be completed 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 a risk of electric shock!
- Never use the appliance when your judgment or coordination is impaired by alcohol and/or drugs.
- The appliance must be disconnected from the mains during installation, maintenance, cleaning and repair procedures.
- The rear surface of the oven gets hot when it is in use. Make sure that the gas or mains connection does not come into contact with the rear surface as connections may get damaged.
- Use a deep pan, large enough to cover the appropriate hob or burner.
- Be careful when using alcoholic drinks in your dishes. Alcohol evaporates at high temperatures and may ignite and cause a fire.
- 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.
- 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.
- Always dry food thoroughly before placing it in hot oil or fat. Frozen food will splatter if added too quickly.
- Only use the appliance for preparing food.
- Never heat fat or fry with a lid on the pan.
- 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.

Safety when working with gas

- Any work carried out on gas equipment and systems may only be done by authorised qualified persons who are registered LPG Gas installers.
- Prior to installation, ensure that the local distribution conditions (nature of the gas and gas pressure) and the adjustment of the appliance are compatible.

	<p>Gas and electrical connections must be carried out by qualified personnel in accordance with current and local regulations. Installations carried out by unauthorized persons will void the warranty.</p>
	<p>IMPORTANT: If the gas type of the appliance is changed, then the sticker that is currently on the underside of the appliance that reads “LPG 2,8 kPa” must be covered by sticking the sticker “NG 2,0 kPa” over it. The new sticker can be purchased when buying natural gas injectors from your nearest Defy Service Center.</p>

- The use of gas cooking appliances results in the production of heat and moisture in the room in which it is installed. Ensure that the kitchen is well ventilated: keep natural ventilation holes open or install a mechanical ventilation device (mechanical extractor hood).
- Gas appliances and systems must be regularly checked for proper functioning. The regulator, hose and its clamp must be checked regularly and replaced within the periods recommended by its manufacturer or when necessary.
- Clean the gas burners regularly. The flames should be blue and burn evenly.
- Good combustion is required in gas appliances. In case of incomplete combustion, carbon monoxide (CO) might develop. Carbon monoxide is a colourless, odourless and very toxic gas, which has a lethal effect even in very small doses.

	<p>DANGER. Risk of explosion and poisoning! Put out all naked flames and do not smoke, strike matches or do anything that could cause ignition. Do not operate any electric switches (e.g. light switch, TV, computer, cooker or door bell). Do not use a telephone or mobile phone.</p>
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In the event of a pan fire

- Switch off the Gas supply.
- Smother the flames with a blanket or damp cloth.
- Burns and injuries are usually caused by picking up the burning pan and rushing outside with it.
- Do NOT use water to extinguish an oil or fat fire.

If you smell gas

- Turn off all valves on gas appliances and gas meter at the main control valve, unless it's in a confined space or cellar.
- Extinguish all naked flames.
- Do not operate any electrical appliances.
- Ventilate the area. Open doors and windows.
- Check for leaks. Check all tubes and connections for tightness.
- If odour persists contact your nearest Defy Service Centre for assistance.
- If you still smell gas leave the property.
- Warn the neighbors.
- Call the fire-brigade. Use a telephone outside the house.
- If you have door or gates that are secured by an electric lock, or entry phone, please open these manually.
- Do not re-enter the property until you are told it is safe to do so.

In the event of a burn back

- In the event of a burn back (where the flame burns back into the jet) immediately turn off the control to the affected burner.
- Wait a few minutes and relight the burner in the normal manner.
- If the burn back occurs again, turn off the control knob to the affected burner, and consult the nearest Defy service technician, who will advise you.

3. Setup


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.



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


Connection to the power supply

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


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.



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.

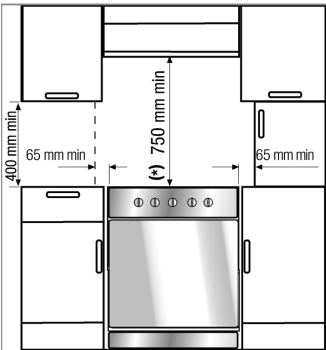


LPG Gas Only: Do not install this appliance in a room below ground level unless it is open to ground level on at least one side. Failure to install appliances correctly is dangerous and could lead to prosecution.

Ventilation

Air for combustion is drawn from the room and the exhaust gases are emitted directly into the room, therefore good room ventilation is essential for the safe operation of your appliance. If there is no window or door available for room ventilation, extra ventilation must be installed.

The appliance corresponds to device class 1. The following critical air gaps and ventilation openings must be maintained:




Room size	Ventilation opening
Smaller than 5 m ³	min. 100 cm ²
5 m ³ to 10 m ³	min. 50 cm ²
Greater than 10 m ³	not required
In the cellar or basement	min. 65 cm ²


Gas Installation

The manufacturer and the seller do not accept responsibility for any damage due to incorrect installation or gas connection.


Gas bottles should be located outdoors in a suitable ventilated lock-up. The connecting hose should not exceed 200 cm in length.



DANGER Risk of explosion!
Before starting any work on the gas installation, please shut off the gas supply.



This appliance is supplied ex-factory with jets and air settings for use with LPG gas only



A stove without a flame failure device may only be used with a free standing cylinder placed adjacent to but not closer than 300 mm to the

Important information

Upon completion of the installation ensure that you are familiar with the following:

- The position of the isolation or shut-off valve in the gas supply line to the appliance.
- The requirements for safe operation of the appliance

Ensure that pipe clamps are tightened correctly and are of a good quality.

- **Flexible hose**

Any hose that is used to connect the stove to the gas system shall comply with SANS 1156-2 or BS 3212.

- **Gas cylinder** - Not supplied.

For best results we recommend that gas cylinders with a minimum capacity of 9kg be used.

- **Regulator** - Not supplied.

A 2.8-3.0 kPa LPG gas regulator which complies with SANS 1237 must be used.

Failure to comply with the above will render the warranty invalid.

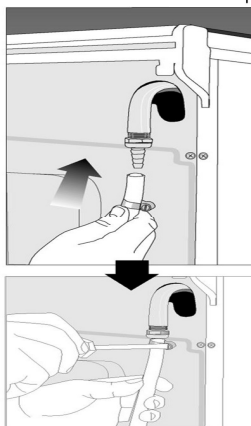
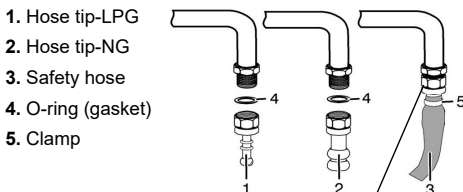
Note: Your invoice is required in the event of you wishing to make a warranty claim.

Connecting the gas hose

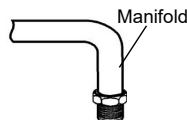


- Have your appliance connected so that it will be close to the gas connection. Ensure that there is no gas leakage.
- Gas bottles should be located outdoors in a suitable ventilated lock-up.
- The connecting hose to be used must not be longer than 200 cm in length.
- Fit the clamp to the hose. Soak one end of the hose (15 mm inner diameter) into hot water for 60 seconds to soften, then slip the softened end of the hose completely onto the sharp hose tip of the appliance.
- Secure the hose by tightening the hose clamp.
- Repeat the same procedure for the other end of the hose by securing it to the regulator on the gas bottle to complete the gas cylinder connection.

- Always check for gas leaks after installation and whenever a new or refilled gas bottle is used for the first time.



⚠ Nut to be tightened with Max 50 N.m Torque



Leakage control at the connection point

- Ensure that the control knobs on the control panel are in the OFF position.
- Open the valve on the Gas bottle.
- Using a small paint brush, apply some soapy water to all the connections.
- If there is a leak, bubbles will appear.
- If this occurs, close the gas bottle valve .
- Check and tighten the connections immediately.
- Repeat the procedure to ensure that there are no further leaks.

	DANGER Risk of explosion and suffocation! LPG bottles must not be stored in the house.
	Caution: Never use a naked flame to check for gas leaks.
	DANGER Risk of explosion by damage of the safety tube! The safety tube must not be clamped, bent or come into contact with hot parts of the appliance.



The flames should be blue and burn smoothly. If the flames appear yellowish, check that the burner cap is seated correctly or clean the burner. Switch off the gas and let burner cool before touching it.

Gas conversion



DANGER Risk of explosion or poisoning by unprofessional installation. Gas conversion must only be carried out by a registered installer.



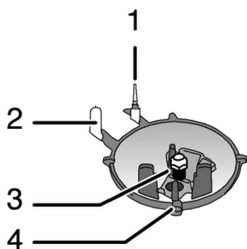
If the gas type of the appliance is changed, then the sticker that is currently on the underside of the appliance that reads “**LPG 2,8 kPa**” must be covered by sticking the sticker “**NG 2,0 kPa**” over it.

In order to have the appliance's gas type changed, all the injectors must be changed and the flame adjustment for all valves must be set at the reduced flow rate position.

Changing the injectors

1. Take off burner cap and burner body.
2. Unscrew injectors by turning them counterclockwise.
3. Fit new injectors.
4. Check all connections for secure fitting and tightness.

- 1 Flame failure device (model dependent)
- 2 Spark plug
- 3 Injector
- 4 Burner

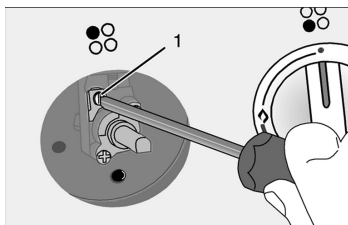


Unless there is an abnormal condition, do not attempt to remove the gas burner taps. You must call an authorised service agent if it is necessary to change the taps.

New injectors have their position marked on their packing or refer to the Injector table.

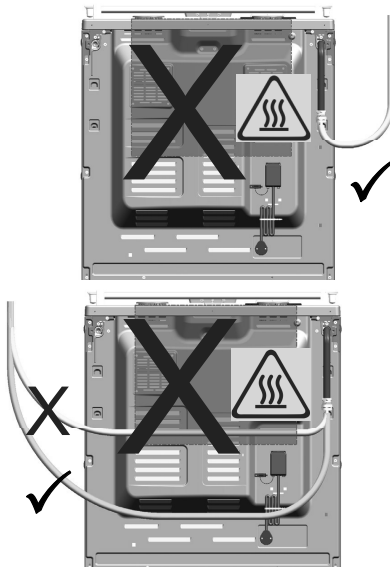
Reduced gas flow rate setting for taps

1. Ignite the burner that is to be adjusted and turn the knob to the reduced position.
2. Remove the knob from the gas tap.
3. Use an appropriately sized screwdriver to adjust the flow rate adjustment screw. For LPG (Butane - Propane) turn the screw clockwise. For natural gas, you should turn the screw **counter-clockwise** once. The normal length of a straight flame in the reduced position should be 6-7 mm.
4. If the flame is higher than the desired position, turn the screw clockwise. If it is smaller turn anticlockwise.
5. For the last control, bring the burner to both the high-flame and reduced positions and check whether the flame is on or off. Depending on the type of gas tap used in your appliance the adjustment screw position may vary.



Routing of the gas hose

Before connecting the gas hose, make sure that the gas hose outlet behind the product is in the same direction as the hose outlet

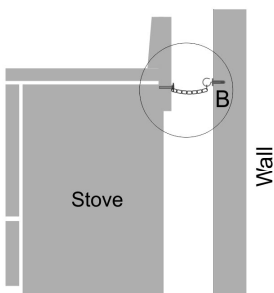


Anti-tilt mechanism

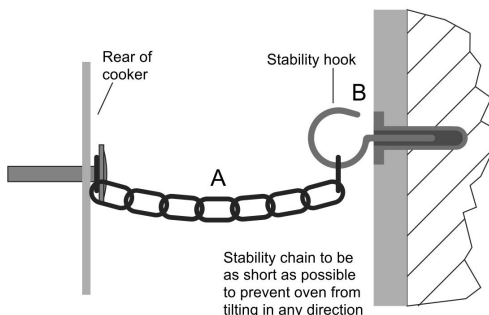


All stoves can tilt if you or a child sit or lean on an open oven door. Safety regulations stipulate that the ANTI-TILT mechanism supplied with the stove, must be fitted as shown.

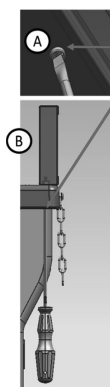
- “A” 1 x Stability chain
- “B” 1 x Stability hook with anchor sleeve
- “A” is factory fitted at the rear of the stove in the centre. (See overleaf for instructions if the removable splashback is to be fitted)
- Position the stove and move “A” to touch the wall behind the stove.
- Mark the hole where “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”. It is recommended to secure the chain on the third link from the rear of the cooker.
- The stove is then secured and will not accidentally tilt if downward pressure is applied to the open oven door.



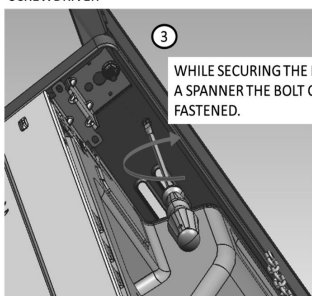
Anti-tilt installation side view



Fitting the removable splash panel



①
INSERT BOLT FROM UNDER SIDE OF HOB AND SUPPORT IT WITH A SCREWDRIVER



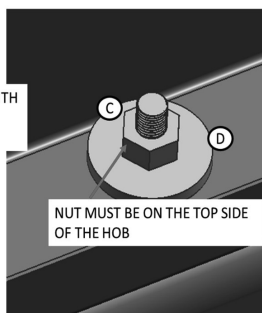
③
WHILE SECURING THE NUT WITH A SPANNER THE BOLT CAN BE FASTENED.

②

INSERT WASHER & NUT ON THE TOP SIDE OF SPLASH PANEL & HOLD NUT WITH A SPANNER.

Items Supplied:

- A – M4 Bolts x2
- B – Splash Panel x1
- C – Nut x2
- D – Washer x2



4. Operation Instructions




Oven operation

- Set the selector switch to the desired operating mode. See table on the right for functions.
- Set the temperature knob to the desired temperature. The thermostat oven indicator light will glow and remain on until the oven has reached the selected temperature.
- The indicator light will then cycle between off and on as the thermostat maintains the selected temperature.

Note: The oven may be used as a warmer at 70°C

Baking / Roasting

- Set the selector knob to the desired mode. Set the oven thermostat to the desired temperature.
- Once the thermostat indicator light turns off, preheating is complete.
- Thereafter place the food in the oven on the respective shelf (refer to baking guide below).

Selector switch DGS578		
0	Off	Switches the Oven off
	Bottom Bake / Bread Bake Mode & Steam Assisted Clean	Refer to baking guide below & Maintenance & Care section on page 11 for Steam Assisted Clean
	Conventional Bake: Heat is evenly distributed from the top and bottom element Top Crust: For browning various foods	This mode is recommended for cakes, pastries and casseroles. Refer to baking guide below options
	Grill: Heat is given off from the top element	The thermostat must be on the maximum position. The oven door must be closed


Grilling




- Both the wire shelf and roast pan may be used for grilling. If you are grilling on the wire shelf, use a baking tray** on the lower rack as a drip tray.

****baking tray not included with your product**

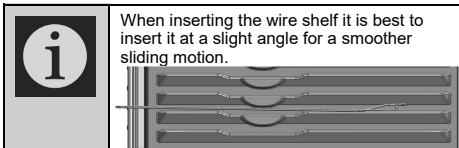
- Position the wire shelf in the desired position below the grill element (refer to guide below for recommendations). Set the selector switch and oven thermostat to their respective grill

- Preheat the grill element for about 5 minutes. Place the food in the center of the shelf and monitor the grilling to avoid burning the food.

	Foods that are not suitable for grilling create a fire risk. Only grill food which is suitable for intensive grilling heat.
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Oven mode	Icon	Food item	Shelf position	Temp setting (°C)	Duration (min)
Conventional bake		Sponge cake	2 bake/3 top crust	180	20
		Vanilla cup cake	2 bake/3 top crust	180	20
		Scones	2 bake/3 top crust	200	15
		Roast chicken	2 bake/3 top crust	180	65
		Puff pastry pies	2 bake/3 top crust	200	12-15
		Pizza	3	220	12-15
		Frozen oven potato chips	3	200	12-15
Grill		Chicken fillets	4	MAX	15
		Sausages	4	MAX	20
		Lamb/mutton chops	4	MAX	20
		Frozen fish fillets	4	MAX	15
Bottom bake + steam (75 ml water in cavity base emboss)		Bread bake mode	2	200	30-45

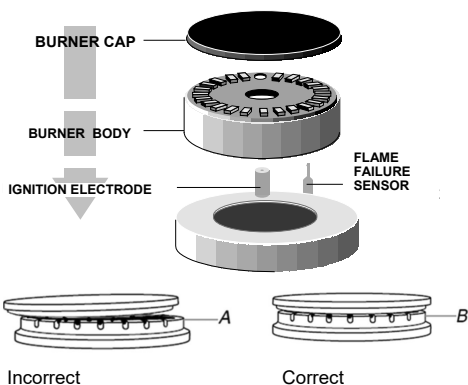
*****Timings in this table are meant as a guide and may vary due to temperature.**



Gas hobs

Fitting the burner caps

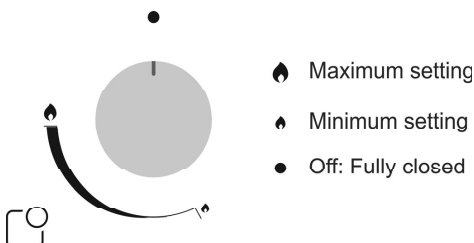
- Carefully align the hole in the burner body with the flame failure sensor.
- Gently lower the burner body into position.
- Centralise and level the burner cap onto the burner body. (The burner cap must be positioned so that it rests centrally on the burner body). Ensure that it is correctly seated. Refit the pot stands.



Igniting the gas burners

Burner is equipped with automatic ignition.

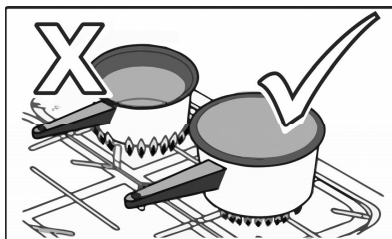
- Keep the burner knob pressed in.
- Turn it counter clockwise to the large flame symbol.
- Ignite the hob by pressing the automatic ignition.
- Adjust it to the desired cooking power.



Turning off the gas burners

Turn the knob to off (upper) position.

The size of the cooking vessel and the flame must be suited to each other. Adjust the gas flames so that they do not extend past the bottom of the cooking vessel and ensure that the cooking vessel is centered on the saucepan carrier.



Solid plates

- You may select any setting between 1=low, 3=medium and 6=high.
- It is recommended that you start by selecting the 6=high position until the content comes to a boil/reaches desired temperature, and thereafter reduce to the ± 3 position to a gentle boil.
- Experience will then determine the optimal setting between 1-6 for the respective cooking purpose.
- The relevant plate indicator light will glow when the plate is switched on.
- Remember to turn off hot plates after every use.

	Use only pots with a solid level base. An uneven base can prolong cooking times and waste energy. Minimum pot size base should be 100mm in diameter!
	Danger of fire: Do not store items on the cooking surface. CAUTION: The cooking process has to be supervised. A short term cooking process has to be supervised continuously.
	WARNING: Unattended cooking on a hob with fat or oil can be dangerous and may result in a fire.
	Wrong centralizing of the burner caps may result in a flash back and cause burners to melt and deform.
	Wrong control of the gas valves: Gas valves must be controlled from 90° to 210° (or 160° according to the gas valve model) If flame is set from 0° to 90° the burner will be below the minimum output and may result in a flash back and cause burners to melt and deform.
	The above user faults are not covered by the warranty.

5. Maintenance and Care

General cleaning

- 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 or scouring pads.



The surface of the appliance may be damaged by some detergents or cleaning materials. Do not use aggressive detergents, cleaning powder, cream or any sharp objects.



DANGER Risk of electric shock!
Switch off the electricity before cleaning the appliance.

Service intervals

- Every twelve months the appliance should be serviced by a Defy Service agent to ensure continued efficient and safe operation.
- If required, the cleaning of the valves should only be carried out by a qualified Defy technician. i.e. Burner not functioning correctly.
- Wash removable burner parts weekly with hot water and detergent.
- Remove any encrustations and ensure that the burner holes are clear.
- The condition of the gas hose and valve must be inspected for leaks when the gas bottle is re-filled.

Steam assisted cleaning

- Pour 75 ml of water into the emboss on the oven floor.
- Select the steam assisted cleaning function.
- Turn the oven on to run this cycle for 5 minutes.
- At the end of the cycle, wait 5 minutes before opening the door.
- Open the door and wipe the inner surfaces of the oven with a damp sponge or cloth.
- Use warm water with washing liquid, a soft cloth or sponge to clean persistent dirt and wipe it with a dry cloth.



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

Caring for gas hobs

- Remove the burner caps and wipe them with a thin damp cloth or non-abrasive sponge.
- Remove and clean the saucepan carriers and the hob.
- Dry burners afterward and blow away any residual water in the gas outlet holes.
- Install the burner caps and make sure that they are seated correctly.

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 clean the plates, wipe them with a damp cloth or nylon pad with a little liquid detergent. 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 Centers.
- Thermal shock could damage the plates. Do not put cold pots on very hot plates.

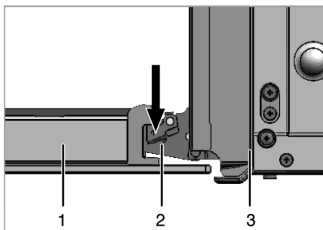


The warranty does not cover the replacement or repair of rusted or corroded plates.

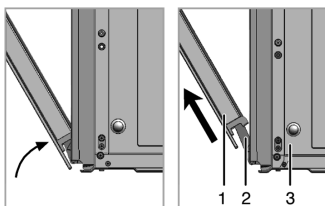
Removing the oven door

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 left and right hand sides of the front door by pressing them down as illustrated in the figure.



3. Open the door to halfway.
4. Remove the door by pulling it upwards to release it from the hinges.



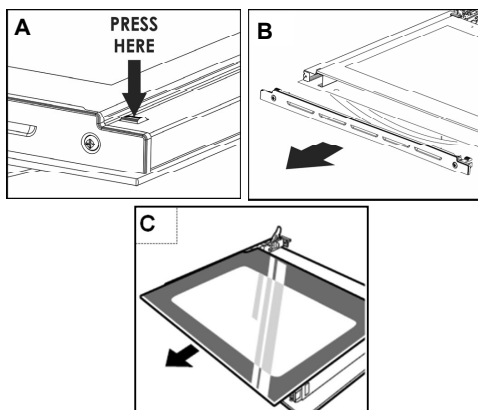
These steps should be carried out in reverse order to install the door. Do not forget to close the clips at the hinge housing when reinstalling.



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

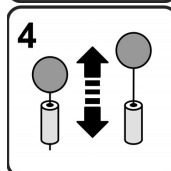
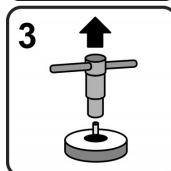
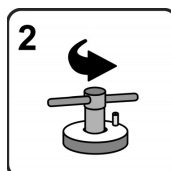
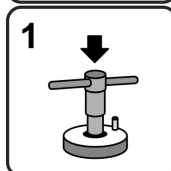
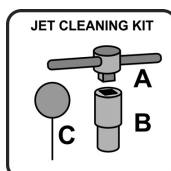
- A. Press clips on both ends of the top décor.
- B. Lift the top décor & remove from door.
- C. Lift the glass to a 45 degree position and pull towards yourself.



Gas Jet Cleaning Procedure

- The gas jets on your hob should be cleaned every 6 months.
- This may be done using a Gas Jet Cleaning Kit which may be purchased from your nearest Defy Service Centre.
- The kit comprises of a sliding T-bar (A) a socket (B) and a 'Classic pin' (C).
- **Fit the T-bar to the socket and remove the pot stands, burner caps and burner bodies.**

1. Insert the socket into the central tube of the burner so that it locates over the brass gas jet at the bottom of the tube.
2. Gently loosen the brass gas jet by turning the socket in an anti-clockwise direction.
3. Carefully lift the socket and loosened brass gas jet from the central burner tube.
4. Insert the Classic pin into central hole of the jet and slide it up and down until the jet is free of accumulated dirt.
5. Re-assemble in reverse order.




6. Important Notes

Problem solving guide—before calling for technical support

There is no gas:	
Main gas valve is closed.	<i>Open the gas valve.</i>
Gas pipe is bent.	<i>Ensure the gas pipe has been properly fitted.</i>
Burners are not burning properly or at all:	
Burners are dirty.	<i>Clean burner components.</i>
Burners are wet.	<i>Dry the burner components.</i>
Burner cap is not mounted safely.	<i>Mount the burner cap properly.</i>
Gas valve is closed.	<i>Open gas valve.</i>
Gas cylinder is empty (when using LPG).	<i>Replace the gas cylinder.</i>
The burners will not light:	
The gas pipe is twisted, bent or kinked.	<i>Ensure the gas pipe has been properly fitted.</i>
The burners are dirty or wet.	<i>Clean / dry the burner components.</i>
The gas cylinder is empty.	<i>Replace the gas cylinder.</i>
The burner caps are not fitted correctly.	<i>Fit the burner caps correctly.</i>
The gas pressure regulator is closed.	<i>Check to see if the regulator is open.</i>
Lighting procedure not been correctly followed.	<i>Follow the correct lighting procedure.</i>


The flame is yellow, pots and pans are stained:	
The burners are dirty or wet.	<i>Clean / dry the burner components.</i>
The gas is running out.	<i>Replace the gas cylinder.</i>
The burner caps are not fitted properly.	<i>Fit the burner caps properly.</i>
The gas pipe is twisted, bent or kinked.	<i>Ensure the gas pipe has been properly fitted.</i>
Smell of leaking gas:	
Are all the control knobs in the off position?	<i>Check to see the knobs are in the off position.</i>
The gas pipe is fitted incorrectly.	<i>Ensure the gas pipe has been properly fitted.</i>
The hose clamps require tightening or replacing.	<i>Have hose clamps tightened or replaced.</i>
The regulator is faulty and needs to be replaced.	<i>Have regulator checked and replaced.</i>

	The oven may emit steam during use. This is normal and is not a fault. When metal parts are heated, they may expand and cause noise. This is not a fault.
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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.
- Use flat-bottomed pots and pans when cooking on the hotplates. This will maximize efficiency and reduce electricity costs.
- 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. This prevents accidental contact with the hot oven sides.

	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.
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Don't

- Use pots which are smaller than the hotplate diameter. This wastes electricity and causes the pot handles to overheat.
- Place anything on the open oven door. The glass is not a work surface and could get scratched.
- Use the appliance to heat the home. Neither the hotplates nor the oven was 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.

7. Defy customer care call centre

If you have followed the instructions and still have a problem or have any service or spares queries, please contact the customer care line by sending an email to service@defy.co.za or by calling 0861 00 3339. They will be able to advise you on any aspect of the appliance.

Defy Sub-Saharan Africa Branch contact details

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
defyservicecenter@outlook.com

Do not attempt any repairs yourself. Before calling a service technician, please check:

- The mains distribution board for tripped circuit breakers.
- The wall switch is on.
- Gas fittings are connected properly.

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.

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: TRADE COM AFRICA

Trade Com Africa, 183 Loreley Crescent
Msasa, Harare, Zimbabwe
Tel: +00263 773 438001
servicecentre@tradecomafrica.com

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

SWAZILAND: LYND'S DISTRIBUTORS

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

MOZAMBIQUE: COOL WORLD. LDA

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

8. Warranty

This certificate is issued by DEFY APPLIANCES (PTY) LTD 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 must be delivered to the purchasing dealer or to the nearest Company Service Centre for warranty repairs.

2. Cracked, rusted or corroded solid plates, vitreous enamelware, rust, cosmetic wear or cosmetic/ external damage to products/components/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 South African and Sub-Saharan African contact details.**
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.