

**DHD514**

**GEMINI HOB 820 TC BV**

**DEFY**

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






**086 100 3339**

**Part number: 071975 AB**

**Cooking**  
Instruction manual

Dear Customer,  
 Your new Defy hob was manufactured in a state of the art facility and has passed strict quality control procedures. Please read this manual carefully before using your hob for the first time and then store it within easy reach for future reference.  
 This manual will provide you with information on how to operate and care for your hob to gain the maximum benefit from it.  
 We trust you will enjoy years of trouble free use.

## EXPLANATION OF SYMBOLS

-  Important information
-  Warning—Hazardous situations
-  Warning—Electric shock
-  Caution; Warning for fire hazard
-  Caution; Warning for hot surfaces

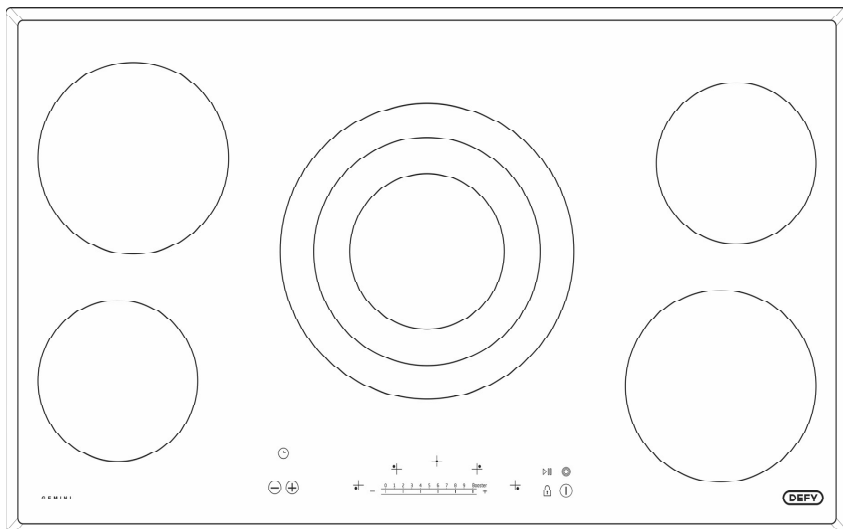
## Contents

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<b>1. Technical specifications</b>	<b>3</b>	<b>5. Controls</b>	<b>11</b>
<b>2. Important Safety Instructions</b>	<b>4</b>	Switching the cooktop on and off	11
General safety	4	Changing the power level of a	
Electrical safety	4	Cooking zone	11
Product safety	5	How to activate the triple zone	11
Intended use	6	How to use the timer	11
Safety for children	6	How to lock your hob	12
Package information	7	Stop & Go function	12
Future transportation	7	Built in safety	12
<b>3. Installation</b>	<b>8</b>	<b>6. Troubleshooting</b>	<b>12</b>
Before installation	8	Error codes	12
Installation and connection	8	Troubleshooting	13
Electrical connection	9	<b>7. Maintenance and care</b>	<b>14</b>
<b>4. Preparation</b>	<b>10</b>	Recommendations	14
Tips for energy saving	10	<b>8. Customer care</b>	<b>15</b>
Initial use	10	<b>9. Warranty</b>	<b>16</b>
First cleaning of the appliance	10		

# 1 Technical Specifications

<b>Model</b>	<b>DHD414 GEMINI 820 TC BEVEL</b>
Volts	220V –240V 50/60Hz~
Amperes	38.5 A
<b>Plate power rating (ø, mm/ W)</b>	
Middle cooking zone	270 mm 3 Stage Vitroceramic Plate 2700 W
Front cooking zone left	140 mm Vitroceramic Plate 1200 W
Front cooking zone right	175 mm Vitroceramic Plate 1800 W
Rear cooking zone right	140 mm Vitroceramic Plate 1200 W
Rear cooking zone left	175 mm Vitroceramic Plate 1800 W
Total power ( W)	8700 W
Type of switch	Electronic sensors
Width	900 mm
Depth	510 mm
Cable type	H07RN-F 3G6
Cable length	2 M



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

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

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

## 2 Important safety instructions

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

### **General safety**

- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety.
- Young children should be supervised to ensure that they do not play with the appliance.
- Installation and repair procedures must always be performed by Authorized Service Agents. The manufacturer shall not be held responsible for damages arising from procedures carried out by unauthorized persons which may also void the warranty. Before installation, read the instructions carefully.
- Do not operate the product if it is defective or has any visible damage.
- Ensure that the product function knobs are switched off after every use.

### **Electrical safety**

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

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

## **Product safety**

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



### **DANGER Broken glass!**

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.



Only use clean pots with an even flat base to prevent cracking on glass due to hot spots.



**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.

## 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.
	<b>DANGER</b> The product must be installed in accordance with all local electrical regulations.
	<b>DANGER</b> Prior to installation, visually check if the product has any defects on it. If so, do not have it installed. Damaged products cause risks for your safety.

### Before installation


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

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

### Cupboard design

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

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


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

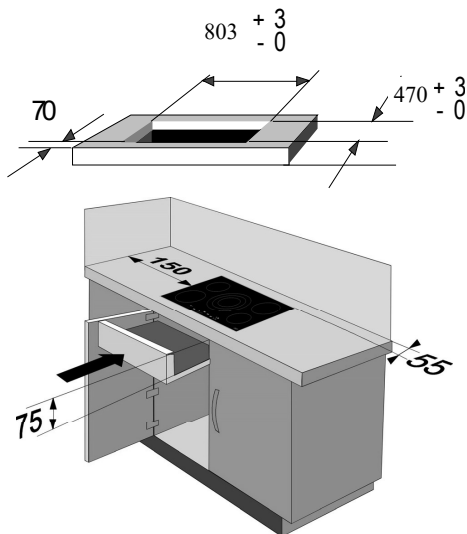
The appliance must be installed in accordance with local electrical regulations.


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

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

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







	<p><b>Risk of broken glass!</b> Do not put the ceramic hob down on a corner or edge.</p>
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### Electrical connection

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

	<p><b>DANGER Risk of electric shock!</b> Before working on the electrical installation, disconnect the appliance from the mains supply.</p>
	<p><b>DANGER Risk of electric shock, short circuit or fire by unprofessional installation!</b> The appliance may be connected to the mains supply only by an authorized qualified person and the hob is only guaranteed after correct installation.</p>

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

### Earth leakage

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

Refer to S.A.N.S. 10142

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

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

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

### Safety installation

- A removable horizontal board must be fitted below the hob and 75mm away from the worktop bottom face.
- Space between this board and the appliance must be empty and no objects may be stored or kept there.
- This board will effectively shield the user from the base of the hob which gets hot during use. The board needs to be removable for service purposes as the hob, once installed, can only be loosened from below.
- If the appliance is installed with a side adjacent to a vertical kitchen cabinet, the distance between the edge of the appliance and that of the cabinet side must be at least 150mm. The distance between the back wall and the rear edge of the hob must be at least 55mm.

## 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.
- Select the burner which is suitable for the bottom size of the pot to be used. Always select the correct pot size for your dishes. Larger pots require more energy.
- Pots with a thick base will provide a better heat conduction. You can obtain energy savings up to 1/3.
- Pots must be compatible with the cooking zones. Bottom of the pots must not be smaller than the hotplate. Use pots with a base diameter slightly larger than that of the thermal area. This will ensure even heat distribution and prevent spillage from dripping onto and staining the hot zone.
- Keep the cooking zones and bottom of the pots clean. Dirt will decrease the heat conduction between the cooking zone and bottom of the pot.
- Use only pots with a solid level base. An uneven base will prolong cooking time and waste energy.
- 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 hob will retain sufficient residual heat to complete the cooking process.
- A pot with rough edges could scratch the appliance surface if it were dragged across the surface of the appliance.
- Any spillage of sugar solution such as jam, must be removed immediately. If allowed to cool on the surface it could pit and damage the surface.
- Do not cover the appliance surface with aluminium foil and do not use poor quality aluminium pots. These will leave unsightly deposits which in time, could adhere to the surface of the hob.

- Only use clean pots with an even flat base to prevent cracking on glass due to hot spots.

### Initial use

#### First cleaning of the appliance

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



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

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

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

## 5 Controls

### Switching the cooktop on and off

To switch the cooktop on, hold down the power button for one second. All cooking zones will be switched on displaying a '0' power level.

To switch off the cooktop, press the power button, all cooking zones will be switched off.

If a cooking zone is on power level '0' and the surface is still hot, 0 will flash on the display. After 7 seconds a 'H' will appear on the display.

Do not touch the Cooking zone if 'H' is displayed,

### Changing the power level of a cooking zone

Select the cooking zone that you would like to change the power level of. The display of the selected cooking zone will become brighter.


Slide your finger towards the right to increase the power level.




### How to activate the triple zone

Select the cooking zone and increase the power level. The cooking zone must be above '0'.

### 3. How to activate the Triple Zone

If you want to activate the second ring of the triple zone, press  as shown below. You will hear a short beep.

If you want to activate the third ring of the triple zone, press  again as shown below. You will hear a short beep.

If you wish to deactivate the triple zone, press  again.



### How to use the timer

Select the cooking zone that you would like to set a timer for.

Press the "+" and "-" button to adjust the duration of the timer. If a time is not selected after 5 seconds of selecting the cooking zone, the timer is switched off.

The max time that can be set is 99 minutes. When the timer is done the cooking zone will switch off.



The last minute of the timer will be displayed in seconds.  
 The timer can be adjusted after it has been set

### How to lock your hob

Touch the key button for 1 second to lock your hob. Repeat this process to unlock your hob.



### Stop & Go Function

The Stop & Go Function allows you to pause your cooking if you are not at your hob. This can also be used if you need to clean the hob surface whilst cooking.

Press the >||| button and your cooking process will be paused.  
 When your hob is paused, all cooking zones are switched to “0”. The timer is paused and the hob is locked.  
 Press the >||| button again to resume cooking.

If the hob is stopped for more than 10 minutes the hob will switch off.

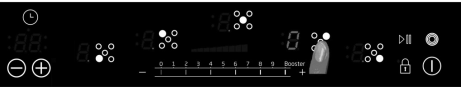
## Troubleshooting

### Appliance errors - Error codes

#### Display F & Numbers

If F numbers appear on the display then the unit has detected a fault. The following table gives a list of actions that can be taken to correct the problem.

Heater display	Fault in UI (User interface)	Solution
Fc	Touch control UI zone is too hot and has switched off all the heaters.	Wait until temperature goes down. The hob will automatically recover when the temperature reaches a normal value.
Ft	Touch control UI temperature sensor may be damaged.	Wait until temperature goes down. If the message persists then contact the customer care line.
FE	Touch control UI temperature sensor may be damaged.	Wait until temperature goes down. If the message persists then contact the customer care line.
FC	Cap keys system fault	This error is a software auto check. It disappears when auto check returns to the secure value. If the error persists, call the customer care line.
F1 or F2	One or more keys continuous detection fault	Remove cloths or any other obstruction from above the touch control area. If the touch control area is wet then dry it. If the error persists, call the customer care line.



### Built in Safety Automatic Safety Off

Your hob will automatically switch off if the power level is not changed after a set amount of time.

Power Level	Max Time on [Hours]
1	10
2	5
3	5
4	4
5	3
6	2
7	2
8	2
9	1
P	10 minutes

## Troubleshooting

**The following are not factory faults and so the owner is fully responsible for:**

1. Damage to the exterior surface.
2. Breakage of the glass and/or other components.
3. Damage caused by moving the appliance.
4. Damage through improper use or installation of the appliance.

### Before you call a Service Centre:

- Check that your product is correctly installed.
- You fully understand how to use all your hob's features.

Please go through the Troubleshooting table below.

Problem	Reason	Solution
The hob will not turn on	There is no power to the hob	Make sure that the hob is connected to the power supply. Make sure that there is power to the wall switch. If the problem persists call the Customer Care Line.
The cooking zones are turning off themselves	The hob is switching off to prevent over heating	Refer to the table for the maximum time a cooking zone may be on for. If the problem persists call the Customer Care Line.
The touch controls are not working	Child Lock is activated	Follow the steps to deactivate the child lock. If the problem persists call the Customer Care Line.
The touch controls are not working	The hob controls may be covered with a liquid	Wipe the touch control area and ensure that the ball of your finger is used when pressing on the buttons. If the problem persists call the Customer Care Line.
The hob is beeping	1. The timer is over – two long beeps every 5 seconds for one minute 2. There is an object or liquid on the controls - 2 short beeps and one long beep every 30 seconds	1. Press any button to turn off alarm 2. Remove the object or wipe the touch control area. If the problem persists call the Customer Care Line.
The Extended zones will not activate	The triple zone is not switched on.	Make sure for the smallest zone of the triple zone. After selecting the correct power level activate the extended zone.
The display for the timer is not changing	The timer was not selected in time and has been cancelled.	Select the cooking zone that you would like to set a timer for. Click on the '+' button for the timer. This button must be pressed within 5 seconds of selecting the cooking zone.
The display for the timer is not changing	A cooking zone is not selected in timer	Before selecting the duration of the timer, the cooking zone must be selected.
The hob will not switch off	Technical Fault	Contact the Customer Care Line
The controls display is not clearly visible	Technical Fault	Contact the Customer Care Line

If after checking all of these points you still require assistance, contact your nearest service centre. Remember that you may be charged for a service call even during the warranty period if the fault is not a factory fault.

## 6 Maintenance and care

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

### Caring for the Vitroceramic 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.
- Wipe spillage off as soon as possible with a damp cloth, preferably while the hob is still warm.
- Clean the hob with a nylon pad and a suitable smooth top cleaning solution, which is available from all Defy Service Centres. 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.
- If necessary stubborn spills may be removed using an approved blade scraper.
- Do not use metal scourers or coarse abrasive powders as these could scratch the Vitroceramic.
- Regular cleaning after use will prevent dirt build up and ensure that the hob remains bright and attractive.
- Wipe the hob surround with a damp hot soapy cloth and dry.
- **DO NOT USE A STEAM CLEANER.**

### 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.
- Only use clean pots with an even flat base to prevent cracking on glass due to hot spots.
- 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 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 it could pit and damage the surface.
- Do not cover the Vitroceramic with aluminium foil and do not use poor quality aluminium pots. These will leave unsightly deposits which in time, could adhere to the Vitroceramic.

## **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](mailto:service@defy.co.za) or by calling 0861 00 3339. They will be able to advise you on any aspect of the appliance.

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### **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](mailto:defyservicecenter@outlook.com)

#### **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: TRADE COM AFRICA**

Trade Com Africa, 183 Loreley Crescent  
Msasa, Harare, Zimbabwe  
Tel: +00263 773 438001  
[servicecentre@tradecomafrica.com](mailto: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](mailto:service@rma.co.bw)

#### **SWAZILAND: LYNDS DISTRIBUTORS**

P.O Box 716, Mbabane, Swaziland, H100  
Tel: (00268) 2515 4310/8  
Fax: (00268) 2518 4318  
[workshop@hoageys.co.sz](mailto: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](mailto:mdwholesale@mweb.co.za)  
Nosso Show Room  
Av: da Industrias, Parcela No.735 \* 735A  
Machava, Maputo

## 8 Warranty

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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 TWO 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. 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.**