

英文说明书

成品尺寸:210x140mm

材质:封面128g铜版纸,内页80g双胶纸, 黑白20页

存货编码: 0000000000

以上说明不印刷



## USER MANUAL

### DTL200 TOP LOADER WASHING MACHINE



Customer Care Line: 086 100 DEFY (3339)  
Customer Care email: [service@defy.co.za](mailto:service@defy.co.za)

Part number: 073736 AI

Laundry  
Instruction manual

## Contents

Safety and precautions.....	2
Installation of the washer.....	5
Preparation before washing.....	7
Parts identification of the washer.....	8
Instruction of the washer operation panel.....	9
Quick start.....	11
Operation Method.....	12
Cleaning and Maintenance of the washing machine.....	13
Identify usual trouble of washer.....	14
Malfunction display and solutions.....	15
Technical specifications.....	16
Customer Service.....	17

Dear Customer,

Congratulations on the purchase of your new Defy top loader washing machine. Please read this manual carefully before using your washing machine 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 washing machine to gain the maximum benefit from it.

We trust you will enjoy years of trouble free use.

### PLEASE REGISTER YOUR PRODUCT AT

**www.defy.co.za**

DEFY APPLIANCES (PTY) LTD

P.O.BOX 12004

JACOBS

DURBAN

4026

SOUTH AFRICA

## Safety and precautions

Observe the following items in order to prevent from injuring yourself, others and the damage of property:

	Warning	This indicates serious injury or death to human being may be caused.
	Caution	This will remind you that injury to people and damage to property may occur.

Please observe following contents of graphics.

	This graphics represents (cause attention), and detailed cautions will be displayed inside the graphics.
	This graphics represents (operation prohibited), and detailed prohibitive items will be displayed inside the graphics.
	This graphic represents (forcible execution), and detailed forcible execution items will be displayed inside the graphics.
	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 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.

### Warning

	Please do not disassembly and assembly the machine without authorization.	
	Please do not insert your hand and take out clothes inside the spin barrel before it is fully stopped.	
	Please do not install the machine in damp and raining environment to avoid electric shocking, catching fire, faults and distortion accidents.	
	Please do not directly rinse the machine with water when cleaning.	



## Warning

Please do not let children climb the machine or peer into the rotating spin barrel to avoid accidents.



Prohibited



It is prohibited to wash the clothes touching with kerosene, gasoline, alcohol and other flammable materials.



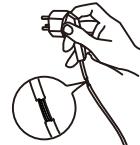
Prohibited



Please do not damage power flexible cord and power plug to avoid electric shocking, short circuit and catching fire.



Prohibited



Regularly clean the power plug to remove dust and dirt to avoid contact failure.



Please pull out plug from the socket if the machine is not in use.



Pull out the plug

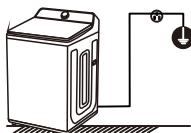


Please well connect the earth line of socket to avoid electric shocking by accidental leakage.

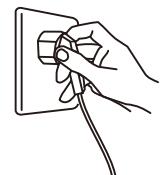
(earthing)



Earthing



Please insert the power plug tightly.



Please do not place on the washer burning candle, mosquito-repellent incense, cigarette and other flammable things, as well as electric stove, air heating fan and other heating sources.



Smoke and fire prohibited



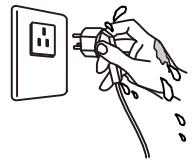
Please use correct power source.



Please do not pull out or insert the plug with wet hands to avoid electric shocking.



Wet hands are prohibited



Please ensure that the water inlet pipe is connected and the tap is opened before washing clothes.



The water temperature shall not exceed 50°C when washing with warm water.



Prohibited

Customers are not allowed to change the power line without permission.



Prohibited



It is strictly prohibited to place children or lay weights on the washer.



Prohibited



Please do not pull the electric cord when pulling out the plug.



Please do not wash down jacket, raincoat, fishing coat and similar clothes in the washer.

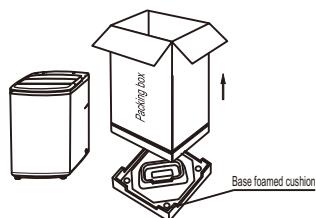


Prohibited

## Installation of the washer

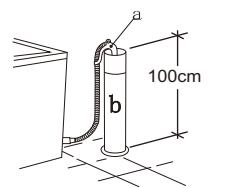
### Remove package

- Remove package and take out the bottom board of the cabinet on the foam cover.
- Open the lid of washer's door and take out accessories.
- A trial operation or washing on the foamed cushion is strictly forbidden.



### Placement of upper water drain hose

The height of drain hose ("a") should be between 100 cm. Diameter of "b" should not be less than 3 cm, and flow capacity not less than 40 L/Min.



## Installation of the washer

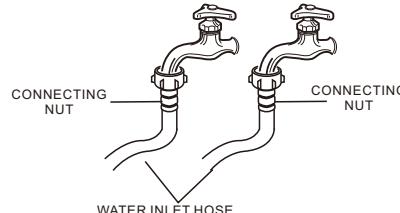
### Installation of water inlet hose

1. Please choose a suitable faucet, and the outlet end face of the faucet should be flatwise to avoid water leakage.
2. Turn the inlet pipe to the tap
3. Screw the other end of the inlet pipe to the inlet valve connector of the washing machine.
4. After installation, open the faucet and check for water leakage.

※ Do not install the connector directly on the transfer head of the washing machine faucet. If the user has a special faucet for the washing machine, in order to prevent leakage, please unscrew the adapter and then connect the water inlet pipe to the faucet.

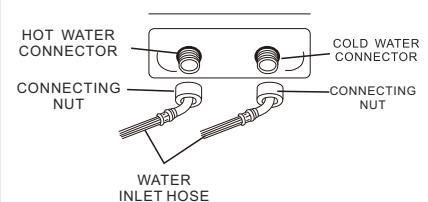
If you have both cold and hot water supplied, connect the inlet hoses by matching cold to cold and hot to hot.

1. Connect the water inlet hoses to the faucets by turning the connecting nuts.



Be sure the rubber rings are inside the connecting nuts.

2. Unscrew the lid of hot water connector in water mixing valve, and then connect the other end of water inlet hoses to the connectors in water mixing valve by turning the connecting nuts.

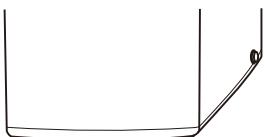


Only for model with single screw thread water inlet pipe

**!** If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard. The instructions for appliances connected to the water mains by detachable hose-sets shall state that the new hose-sets supplied with the appliance are to be used and that old hose-sets should not be reused. The openings must not be obstructed by a carpet. This appliance is for indoor use only.

## Preparation before washing

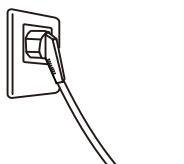
### 1 Adjust the adjustable foot to make the washer be placed stable.



Adjustable foot (extend when clockwise rotating and shorten when counterclockwise rotating)

(Slightly incline the washer first and loosen the adjustable foot knob. Adjust the adjustable foot so as to ensure four corners of washer be steadily contacted with the ground. Then tighten the adjustable foot knob and lock it. If the ground is obviously not flat, correction should be made on the ground surface, otherwise the washer barrel will incline and knock the cabinet)

### 3 Connect with to power source.



### 4 Turn on the water supply.



**NOTICE** Before washing, please do take out coins, keys and other hard goods, and zip up clothes tightly to prevent them and barrel from damage.

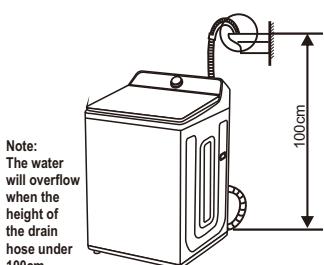


### 2 Install the water inlet hose.

For one inlet hose



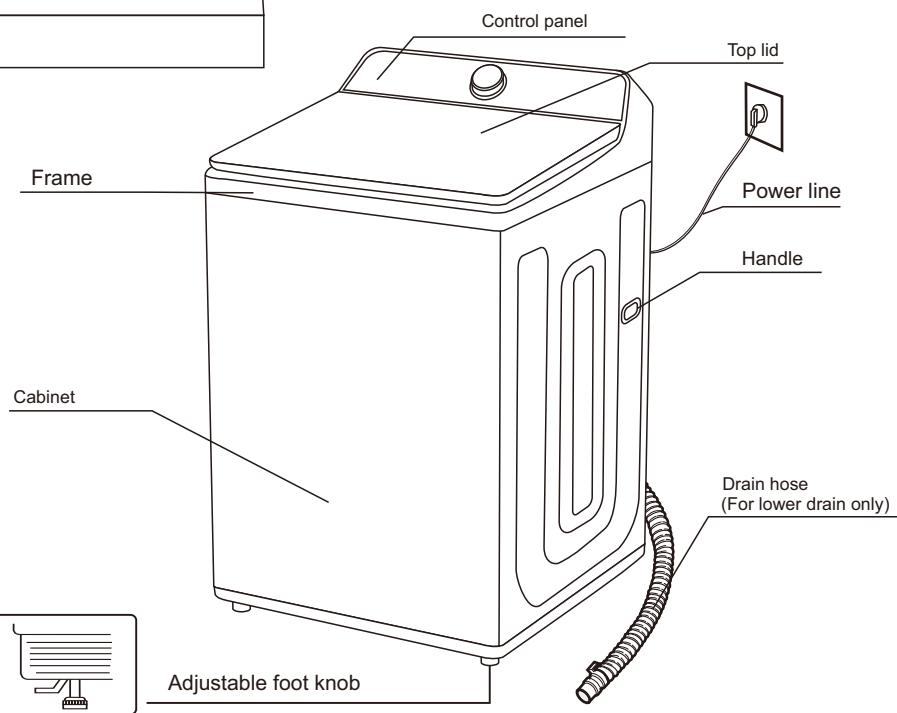
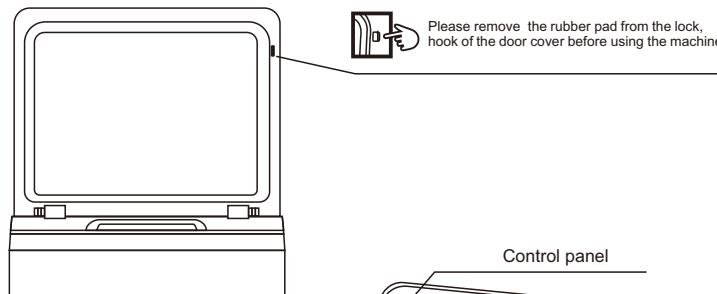
### 5 Upper drain



### 6 Put in clothes and suitable amount of washing powder.



## Parts identification of the washer



Accessories		

User manual      Water inlet hose assembly      Self-tapping screw  
Only for model with double screw thread water inlet pipe      Only for models including base cover

Please refer to the real material as the attachment

## Instruction of the washer operation panel



<b>1 Power</b>	Push the "Power" button to switch on the power. Under power-on mode, push it to switch off the power. Push the "power" button to switch on the power. If the switch off the power automatically after 10 minutes.
<b>2 Start/Pause</b>	After the power is switched on, press it to start the machine. The washing machine running in accordance with the set operation procedures. After starting up, directly click this button, the machine will running according to commonly program. Press the pause key, we can reset the corresponding "progress" and "water level", press this key again, continue the former program or running according to the new set program. During working, push it to pause. During pause, push it to restart and go on working.
<b>3 Rinse</b>	Selection of rinsing times After selecting the required main washing program, the corresponding rinsing frequency indicator blinks. When the rinsing frequency needs to be increased, press the rinsing button to select the rinsing frequency to be increased. After selecting the increased rinsing frequency, press the start button, the corresponding indicator will be on. Note: The number of rinses cannot be selected during the drum cleaning and drum air drying procedures.
<b>4 Wash</b>	Wash time adjustment In the initial standby state, after selecting the washing program, the washing time can be adjusted. At this time, the indicator light of the corresponding washing time flashes. After pressing the start button to confirm the washing time, the indicator light will be steady on.
<b>5 Time Delay</b>	In the initial standby state, if you want to select the "Delay" washing function, you can press the "Time Delay" button to make an appointment after the Settings of "Program", "Water Temp", "wash" and "Rinse" are completed (refers to the time interval from the start of the delay laundry to the completion of the whole laundry process, calculated in hours). When the delay time is selected, after pressing the start button to start the delay, the digital tube will display the "Delay" time, and the delay indicator light will blink, and it will automatically decrease by 1 every hour. Once the system determines the time to enter the laundry procedure, the digital tube display remaining time (minutes) will be steady on, and the delay indicator light will turn off. After "Delay" is started to enter the appointment timing, other keys except "Time Delay" key and "Power" key are invalid. Press "Delay" key at this time, the original program parameters will be displayed for 3 seconds, and then continue to display "Delay" timing. After the delay is started, if you want to change the new delay time, you must shut down and reset it. Display 3-second program and process parameters when you press the "Delay" key during the reservation timing process: The "Process" light shows the process Settings, and the digital tube alternately displays "Time" and "water level". The "Spin Only" and "Self Clean" programs cannot set the "Delay" function.

## Instruction of the washer operation panel

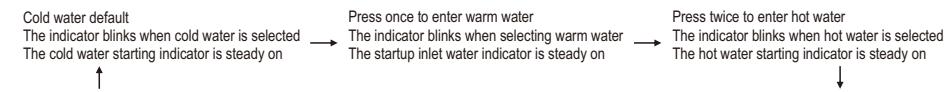
<b>6 Water Level</b>	In the initial standby state, the system gives the corresponding default water level after the program is set, and the default water level indicator blinks. You can also press the "water level" key to adjust the water level. After selecting the required water level and pressing the start key, the indicator will be on.
<b>7 Water Temp</b>	Water temperature selection In the initial standby state, you can select the water temperature, the default state is "cold water", you can also press the water temperature button to adjust the water temperature.
	In the initial state, the default knob indicates the program is "Normal", turn the "program selection" knob, you can select the program, at this time, the digital picture tube displays the corresponding total time of the program, does not display the program code, the display are shown in the table below:
	<p><b>Normal</b> The Programme default is at normal when the machine is started. Use this Programme when washing normal clothes.</p> <p><b>Heavy</b> Use this Programme when washing heavy duty clothes like blankets.</p> <p><b>Quick</b> Use this Programme to wash a little amount of lightly soiled cotton clothes in a short time</p> <p><b>Jeans</b> Use this Programme when washing jeans</p> <p><b>Tub Clean</b> The program for cleaning the inner and outer drums of the washing machine. Running this program regularly can clean the washing drum. When running the self-cleaning program for the drum, do not place any clothes or other washing items inside the drum.</p> <p><b>Rinse&amp;Spin</b> Only the rinsing and dehydration processes.</p> <p><b>Spin</b> By choosing this program, you can only run the dehydration process.</p> <p><b>Delicate</b> Water flow is moderate. Soft is used for woollens, delicate clothes or lightly soiled clothes.</p> <p><b>Child</b> Use this programme to wash children's laundry, and laundry for persons with sensitive skin or allergies.</p> <p><b>Soak</b> This program includes a soaking process and can be used to wash dirtier clothes.</p>

### Child Lock Function

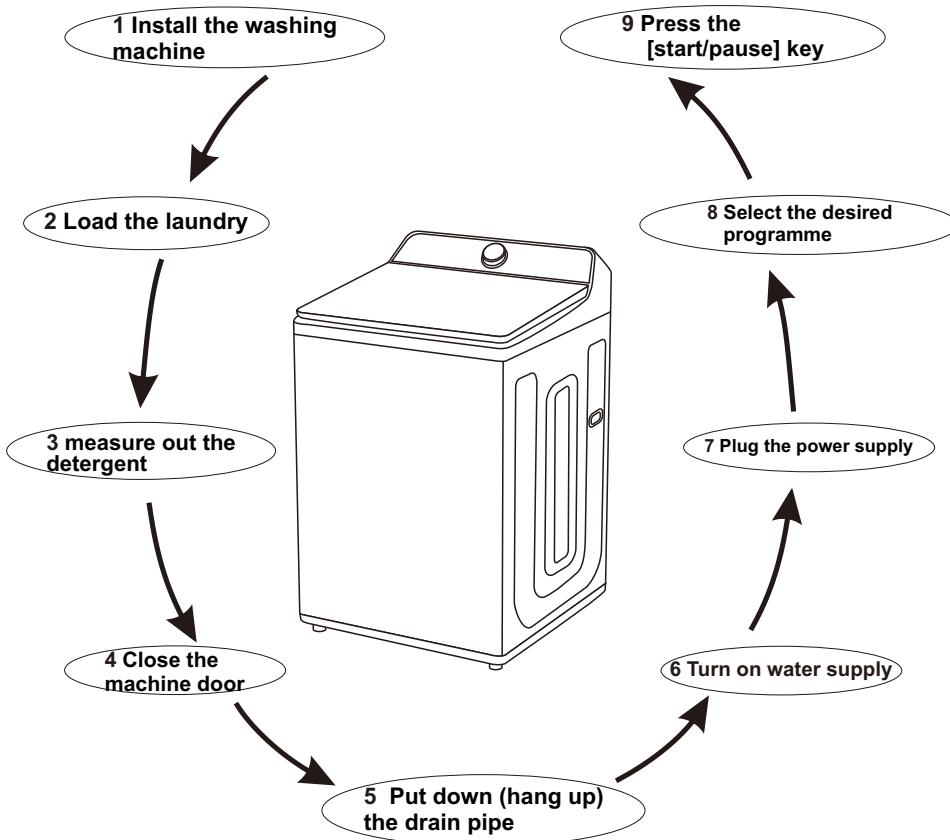
When the program is running, press the "Water Temp" + "water level" key for more than 2 seconds to enter the child lock protection state, and the remaining time of the digital tube is displayed alternately with "CL"; At the same time press the "Water Temp" + "water level" key for more than 2 seconds, the child lock protection is lifted. In the child lock protection state, all keys except the power button are locked. In the child lock protection state, if the lid is detected to be opened during washing, the washing machine will send a buzzer alarm E5. Within 5 seconds, the cover is closed and the fault is removed. After more than 5 seconds, the drainage tractor is opened and the drainage reaches the reset water level, and the fault is not removed after the drainage tractor is closed.

### Dual water inlet selection mode

In the standby state, press the water temperature button to select the water inlet mode, the default is "cold water", press once to enter "warm water", press twice to enter "hot water", press three times to enter "cold water", and then switch the cycle state. When selecting the water inlet mode, the indicator flashes; when selecting the water inlet mode and pressing the start button, the water inlet indicator is on. Turn off until the program is finished.



## Quick start



### Programme selection

- 1 Press the POWER button.
- 2 Select the proper water level and other attached functions.
- 3 press the start/pause key.

### The wash stops

- When the wash stops, the buzzer will buzz continuously for 6 times and then the power will be automatically cut off.
- Turn off the water tap.
- Although the power can be cut off automatically, the power plug must be pull out for the safety.

## Operation Method

### 1.Preparation

Connect the water tap adaptor and water supply hose – Connect the power plug and grounding wire – Attach the external drain water hose and make sure to lay down the drain hose.

### 2.Laundry preparation

Put the laundry into the washer – Put detergent according to the water level displayed – Close the machine top lid – Press “Power” button to connect the power supply.

For clothes losing colour easily: Wash separately!

To prevent damage to clothes, malfunction and drainage failure:

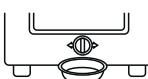
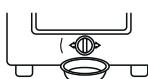
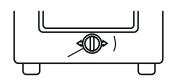
- Remove coins, pins, paper clips, nails, etc.
- Fasten buttons and close zippers.
- Do not wash items (such as paper diapers) other than laundry.
- Reverse clothes with surface likely to flake off.
- Use a brush to remove pet and human hair, sand, etc.
- Tie strings, etc

### 3.Programme selection

Variety of programs for different fabric type & wash purpose. You could select the wash program according to your special demand. The default knob indicates the program is “Normal”,you could select other programs if you need.

Program Name	Program Description	Function Keys					Parameters
		knob	Water level	Water Temp for selection	rinses	Wash time	
			°C	points	points	points	
Normal	For general laundry	The default Nomal program upon startup is optional	Default 4 optional	Default cold optional	optional	optional	1h28min
Heavy	Powerful wash suitable for generally larger, dirtier clothes	Default Nomal wash optional	Default 6 optional	Default cold+hot optional	optional	optional	1h56min
Quick	Quick wash for small pieces of clothing	Default Nomal optional	Default 4 optional	Default cold optional	optional	optional	59min
Jeans	Denim clothing	Default Nomal optional	Default 6 optional	Default cold optional	optional	optional	1h52min
Tub Clean	Clean the bucket body	Default Nomal optional	Default 9 Not selected	Default cold+hot optional	Not selected	Not selected	1h46min
Rinse&Spin	Rinse+Spin	Default Nomal optional	Default 6 optional	Default cold optional	optional	optional	32min
Spin	Single dehydration	Default Nomal optional	Not selected	Not selected	Not selected	Not selected	15min
Delicate	Wash gently	Default Nomal optional	Default 6 optional	Default cold optional	optional	optional	1h31min
Child	Small pieces of clothing,baby laundry	Default Nomal optional	Default 6 optional	Default cold optional	optional	optional	2h16min
Soak	Soak wash,soak first then wash	Default Nomal optional	Default 6 optional	Default cold optional	optional	optional	2h05min

## Cleaning and Maintenance of the washing machine

End of program	Maintenance
<ul style="list-style-type: none"> <li>The washing machine will send off the sound of 'Bou-dou' at the end of any program operation to remind you to take out the laundry or operate it again.</li> <li>After the sound, the washing machine returns to its power-off state with no display and all lights off.</li> <li>Please shut off the tap, pull out the plug when not in use to avoid water leakage or the fire accidents.</li> </ul>	<p>Use gentle clothing to wipe off the water and dirt on the surface each time after using the washing machine. Detergent, propellant and other chemicals are not allowed to use so as to avoid any damage to the plastic accessories.</p> 
Clean the water inlet	Clean Of the filter
<p>After long time use, the water inlet mesh bag may be blocked with smudginess, and should be cleaned according to the following steps:</p> <ol style="list-style-type: none"> <li>1. Switch on the power, followed by shutting off the tap.</li> <li>2. Let the washer works for 5 seconds so that water flows into the tub through the water inlet hose. then turn off the power.</li> <li>3. Unload the water inlet hose and clean the mesh bag, then restore the water inlet assembly.</li> </ol> 	<p>After using the washing machine for a period, please clean it according to the following steps:</p> <ol style="list-style-type: none"> <li>1. Take out the lint filter.</li> <li>2. Open the filter and wash it clean in the water.</li> <li>3. Restore it and fix it.</li> </ol>  <p>(only for magic filter)</p> <p>After using the washing machine for a period, clean it according to the following steps:</p> <ol style="list-style-type: none"> <li>1. Take off the lint filter.</li> <li>2. Turn over the mesh bag and wash it clean in the water.</li> <li>3. Restore and fix it.</li> </ol>  <p>(only for normal filter)</p>
Clean the water inlet filter in the drain pump (only for having drain filter)	
<ol style="list-style-type: none"> <li>1. Drain the water out of the pump, under which use a container to collect.</li> </ol> 	<ol style="list-style-type: none"> <li>2. Loosen the pump cover anticlockwise.</li> </ol> 
	<ol style="list-style-type: none"> <li>3. Take out the lint filter.</li> </ol> 
<ol style="list-style-type: none"> <li>4. Clean the filter.</li> </ol> 	<ol style="list-style-type: none"> <li>5. Restore it and adjust the convex place to align at the pump hole.</li> </ol> 
	<ol style="list-style-type: none"> <li>6. Tighten the pump cover clockwise.</li> </ol> 

## Identify usual trouble of washer

When the washer is in trouble, please contact local service office or the sales service department of our company and the customer should not dismantle the machine without permission.

If the washer can not work normally, or appear abnormality or alarms, please check and correct as follows.

### List of faults and inspection

Faults	Inspection Items
No water flows in	<ul style="list-style-type: none"> <li>• If the power is off or the fuse is burned out.</li> <li>• If the water supply is cut off or the water pressure is too low.</li> <li>• If the inlet hose is properly connected and the water tap is opened.</li> <li>• If the filtering screen of inlet valve is blocked by dirt.</li> <li>• If the coil of inlet valve is damaged. (The slight electromagnetic sound is normal phenomenon when the inlet valve is switched on)</li> <li>• If the "Start / Pause" button is pressed after the power switch is pressed.</li> </ul>
No washing	<ul style="list-style-type: none"> <li>• If the power is off or the fuse is burned out.</li> <li>• If the power supply voltage is too low.</li> <li>• If the water amount reaches to the required water level. (The washer will not work if the water amount does not reach the required water level)</li> <li>• If it is set to "Delay" washing mode. (It will only start to work until the reservation time reached)</li> </ul>
Abnormal draining	<ul style="list-style-type: none"> <li>• If the water drain hose is placed very high.</li> <li>• If the end of water drain hose is sealed in pond.</li> <li>• If the internal rubber ring of drain valve is blocked by dirt.</li> </ul>
Abnormal spin	<ul style="list-style-type: none"> <li>• If the door lid is closed.</li> <li>• If all clothing piled largely at one side of barrel or the clothing is excessively placed.</li> <li>• If the washer is not placed in stable condition or it is placed in inclination state. (The ground is not flat).</li> <li>• If the motor belt is loosened.</li> </ul>

Note: During the de spin process, if washing are piled at one side of the spin barrel, it will cause unbalance of spin barrel resulting in striking. At this moment, the computer inside the washer will feel this unbalance phenomenon and will automatically correct it ( fill in water Washing ). However, if unbalance situation is not removed after continuous three corrections, which means the computer auto-correction can not resolve the problem. Then the user has to manually and evenly place the clothing inside the barrel to solve the problem.

## Malfunction display and solutions

When the washer is in trouble, please contact local service office or the sales service department of our company and the customer should not dismantle the machine without permission.

If the washer can not work normally, and the abnormal indication is shown in the nixie tube window or the machine alarms, please check and correct as follows.

Fault Category	Digital indicator flashing	Remove method
a. The faucet is not turned on or the water pressure is abnormal. b. The water intake exceeds 30 minutes. c. The water inlet valve is faulty.	E0	a-b. Restore normal water pressure and restart. b-c. Replace the water inlet valve and restart it
If the drainage time exceeds 20 minutes, the reset water level is not reached	E1	Press Pause to restart or power off
Open the cover for appointment, water intake, washing, drainage and dehydration	E2	Close the cover or turn off the power
Dehydration imbalance occurs 3 times	E3	Press pause, open the boot cover, manually place the clothes evenly on the close cover, and start washing
a. Water level higher than high water alarm limit b. The water level is below the low water limit c. The water level sensor is faulty	E4	Only when the water level is detected, it will automatically resume normal operation
Child lock protection time cover open	E5	Close the cover within 5 seconds. After 5 seconds, press and hold the "Process" and "Delay" keys at the same time for more than 1.5 seconds to remove the child lock
Door lock open or open cover when running	E7	Recover or replace
The fuzzy judgment value is not in the valid range	E8	Check the fuzzy circuit or belt tension
It exceeds the highest water level and reaches the overflow level	E9	Replace the water level sensor or computer board
Hall sensor anomaly	E10	a. Open the door cover, arrange the clothes, close the door cover, press the start button to run the program again b. If the dehydration is abnormal, check whether the drainage pump and motor work normally c. Replace the Hall sensor
Communication failure	E11	Replace the computer board

## Technical specifications

Model	DTL 200
Application water pressure	0.03MPa~1.0MPa
Rated power supply	110V~/50Hz
Washing capacity	20.0kg
Spinning capacity	20.0kg
Rated input power for washing	650W
Rated input power for spinning	550W
Net weight	56kg
Gross weight	62kg
Net dimensions	686x736x1105mm
Packaged dimensions	750x785x1175mm

This appliance is intended to be used in household and similar situations such as  
- Staff kitchen areas in shops, offices and other working environments;  
- Farm houses and by clients in hotels, motels and other residential-type environments;  
- Bed-and-breakfast environments;  
- Area of communal use in blocks of flats or launderettes.  
Unplug the machine before attempting cleaning or maintenance

If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

## Customer Service

### 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  
Oranjezicht  
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  
[sgiservicecentre@microlink.zm](mailto:sgiservicecentre@microlink.zm)

**NAMIBIA: ATLANTIC DISTRIBUTORS (PTY) LTD**  
10 Tienie Louw Street, Northern Industrial Area  
P.O. Box 21158, Windhoek, Namibia  
Tel: (061) 216162  
Fax: (061) 216134  
[atlantic@mweb.com.na](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; raja@rma.co.bw](mailto:service@rma.co.bw; raja@rma.co.bw)

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

**MOZAMBIQUE: COOL WORLD. LDA**  
Rua da Resistencia No. 97B R/C  
Cell: +258 84 44 61 234  
[coolworldlda@hotmail.com](mailto:coolworldlda@hotmail.com)  
Nosso Show Room  
Av: da Industrias, Parcela No.735 \* 735A  
Machava, Maputo

## Warranty

This certificate is issued by DEFY APPLIANCES (PTY) LIMITED manufacturers of Defy, 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 50km from a Company Service Centre or an Authorised Service Dealer. Where the appliance is located beyond the 50km radius, the purchaser shall be liable for the standard travelling charges, as determined by the Company.
2. 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.**