



DHD400
DHD401

Believe in better

HOB DEFY SOLID
2 PLATE HE 3210 CB HE 3210 CS

Users Manual

Record in the space below the listed information for future reference. The serial number is on the serial label located on the underside of the hob.

SERIAL NUMBER.....

DATE OF PURCHASE.....

PURCHASED FROM.....

.....



Customer Care Line
(after sales service)

086 100 3339



Believe in better

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

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Dear Customer,

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

Please read this manual carefully before using your 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

1 Important safety instructions



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

General safety

- **This hob 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 hob by a person responsible for their safety.**
- **Children must be supervised to prevent them from tampering with the product.**
- 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.

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

- If the product has a failure, it should not be operated unless it is repaired by an 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. Our company shall not be liable for any problems arising due to the product not being earthed in accordance with the local regulations.
- Never wash the product by spreading or pouring water onto it! There is the risk of electric shock!
- Never touch the plug with wet hands! Never unplug by pulling on the cable, always pull out by grabbing the plug.
- The product must be disconnected during installation, maintenance, cleaning and repairing procedures.
- 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 mains supply. The separation must be provided by 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.

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.
- 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.
- 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.
- Danger of fire: Do not store items on the cooking surfaces.
- If the surface is cracked, switch off the appliance to avoid the possibility of electric shock.
- The appliance is not intended to be operated by means of an external timer or separate remote-control system.
- Vapour pressure that build up due to the moisture on the hob surface or at the bottom of the pot can cause the pot to move. Therefore, make sure that the oven surface and bottom of the pots are always dry.
- Use only hob guards designed by the manufacturer of the cooking appliance or indicated by the manufacturer of the appliance in the instructions for use as suitable or hob guards incorporated in the appliance. The use of inappropriate guards can cause accidents.

Prevention against possible fire risk!

- Ensure all electrical connections are secure and tight to prevent risk of arcing.
- Do not use damaged cables or extension cables.
- Ensure liquid or moisture is not accessible to the electrical connection point.

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.
- Packaging materials are dangerous to children. Keep packaging materials in a safe place out of reach of children. Please dispose of all parts of the packaging according to environmental standards.
- Electrical 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.

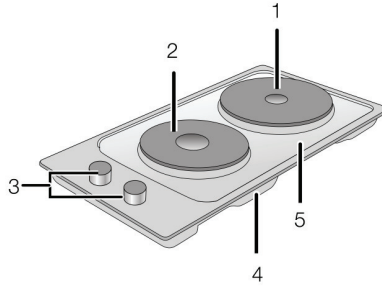
Package information

- 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.

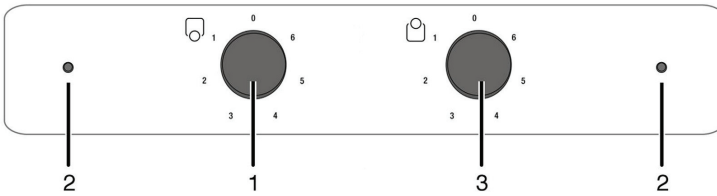
Future Transportation

- 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.

2 General information






- 1 Hotplate
- 2 Hotplate
- 3 Control panel
- 4 Base cover
- 5 Burner plate



- 1 Hotplate Front
- 2 Warning lamp
- 3 Hotplate Rear




Technical specifications

Technical Specifications	
Voltage / frequency	220-240 V ~ 50 Hz
Total power consumption	3.0 kW
Amps	13
Cable type / section	H05RR-FG 3 x 1,5 mm ²
Cable length	max. 2 m
External dimensions (height / width / depth)	75 mm/288 mm/510 mm
Installation dimensions (width / depth)	268 mm/490 mm
Burners	
Front	Hotplate
Dimension	145 mm
Power	1500 W
Rear	Hotplate
Dimension	180 mm
Power	1500 W

	The manufacturer strives for continuous improvement. For this reason, the text and illustrations in this manual are subject to change without notice.
	Figures in this manual are schematic and may not exactly match your product.
	Values stated on the product labels or in the documentation accompanying it are obtained in laboratory conditions in accordance with relevant standards. Depending on operational and environmental conditions of the product, these values may vary.

3 Installation

The hob must be installed by a qualified person in accordance with national regulations. Installation is the buyer's responsibility. The manufacturer accepts no liability for this service. Any action that the manufacturer has to take as a result of an erroneous installation will not be covered by the warranty.

	Preparation of location and electrical and gas installation for the appliance is the customer's responsibility.
	DANGER The product must be installed in accordance with all local electrical regulations.
	DANGER Prior to installation, visually check if the product has any defects on it. If so, do not have it installed. Damaged products cause risks for your safety.

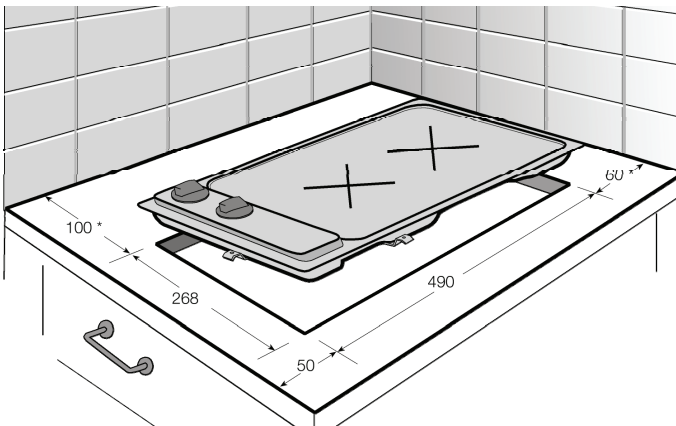
Cupboard design

Cooking appliances generate considerable heat. The layout and materials of the mounting cabinet should take account of these characteristics. Surfaces and surrounding edges immediately adjacent to the hob should be able to withstand temperatures of up to 100°C without delaminating or discolouring.

Before installation

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

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





Installation and connection

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

Electrical connection



Connect the product to a grounded outlet/line protected by a fuse of suitable capacity as stated in the "Technical specifications" table. Have the grounding installation made by a qualified electrician while using the product with or without a transformer. Our company shall not be liable for any damages that will arise due to using the product without a grounding installation in accordance with the local regulations.

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

Connection must comply with national regulations.

The mains supply data must correspond to the data specified on the type label of the product. Type label is at the rear housing of the product.



Power cable of your product must comply with the values in "Technical specifications" table.

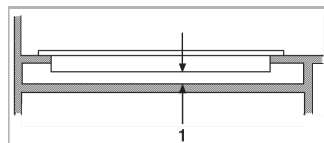
	DANGER Before starting any work on the electrical installation, disconnect the product from the mains supply. There is the risk of electric shock!
	Power cable plug must be within easy reach after installation (do not route it above the hob).

Plug the power cable into the socket.

Installing the product

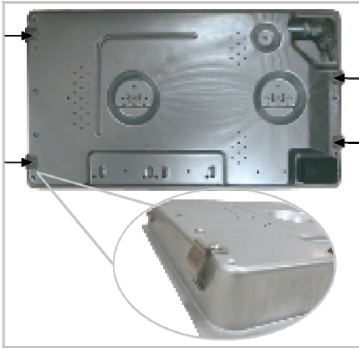
1. Prepare the counter according to the installation dimensions in the user manual.
2. In order to avoid foreign substances and liquids penetrating between the hob and the counter, please apply the putty supplied in the package to the contour of the housing in the counter before installation, make sure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

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



1 Minimum of 50 mm

» **Rear view (connection holes)**



	<p>Connection clamps will be supplied as installed onto the hob. Making connections to different holes is not a good practice in terms of safety since it can damage electrical system.</p>
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Final check

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

4 Preparation

Tips for energy saving

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

- Defrost frozen dishes before cooking them.
- Use pots/pans with cover for cooking. If there is no cover, energy consumption may increase 4 times.
- Select the burner which is suitable for the bottom size of the pot to be used. Always select the correct pot size for your dishes. Larger pots require more energy.
- Pay attention to use flat bottom pots when cooking with electric hobs.
- Pots with a thicker base will provide a better heat conduction. You can obtain energy savings up to 1/3.
- Vessels and pots must be compatible with the cooking zones. Bottom of the vessels or pots must not be smaller than the hotplate.
- Keep the cooking zones and bottom of the pots clean. Dirt will decrease the heat conduction between the cooking zone and bottom of the pot.
- For longer cooking time periods, turn off the cooking zone 5 or 10 minutes before the end of cooking time. You can obtain energy savings up to 20% by using the residual heat.

Initial use

First cleaning of the appliance



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

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

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

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

Initial heating

Hot plate

1. Any production residues or conservation layers must be burnt before the first use. Operate the hotplate at middle temperature level for 8 minutes without any vessel on it. No pots or containers should be placed onto the hotplate during this procedure..





Smoke and smell may emit for a couple of hours during the initial operation. This is quite normal. Ensure that the room is well ventilated to remove the smoke and smell. Avoid directly inhaling the smoke and the smell that emits.

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

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

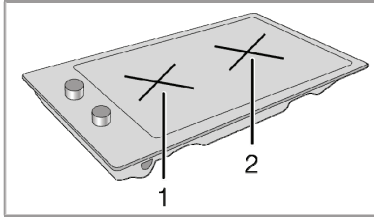
5 How to use the hob

General information about cooking

 	<p>DANGER Risk of fire by overheated oil! When you heat oil, do not leave it unattended.</p> <p>Never try to extinguish the fire with water! When oil has caught fire, immediately cover the pot or pan with a lid. Switch off the hob if safe to do so and phone the fire service.</p>
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- Before frying foods, always dry them well and gently place into the hot oil. Ensure complete thawing of frozen foods before frying.
- Do not cover the vessel you use when heating oil.
- Place the pans and saucepans in a manner so that their handles are not over the hob to prevent heating of the handles. Do not place unbalanced and easily tilting vessels on the hob.
- Do not place empty vessels and saucepans on cooking zones that are switched on. They might get damaged.
- Operating a cooking zone without a vessel or saucepan on it will cause damage to the product. Turn off the cooking zones after the cooking is complete.
- As the surface of the product can be hot, do not put plastic and aluminum vessels on it. Clean any such melted materials off the surface immediately.
- Such vessels should not be used to keep foods either.
- Use flat bottomed saucepans or vessels only.
- Put appropriate amount of food in saucepans and pans. Thus, you will not have to make any unnecessary cleaning by preventing the dishes from overflowing.
- Do not put covers of saucepans or pans on cooking zones.
- Place the saucepans in a manner so that they are centered on the cooking zone. When you want to move the saucepan onto another cooking zone, lift and place it onto the cooking zone you want instead of sliding it.


Using the hobs



- 1 Hotplate 14-16 cm
- 2 Hotplate 18-20 cm is list of advised diameter of pots to be used on related burners.

Using hotplates

Hob knobs can be turned in both directions and enable the temperature to be controlled in steps.

	If the hob is equipped with hotplates featuring Booster function, relevant hotplate will be marked with a red dot.
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Overheating protection

Hotplates that have a power above 1000 W are equipped with an overheating protection. Overheating protection decreases the power of the hotplate in following cases:

- There is no vessel or saucepan on the hotplate.
- There is an empty vessel or saucepan on the hotplate.
- The bottom of the vessel or saucepan is not flat.

Turning on the hotplates

Use hotplate knobs to operate the hotplates. Move the hotplate knobs to the relevant level in order to obtain the desired cooking level.

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



Turning off the hotplates

Turn the hotplate knob to OFF (upper) position.


6 Maintenance and care


General information

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

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

- Clean the product thoroughly after each use. In this way it will be possible to remove cooking residues more easily, thus avoiding these from burning the next time the appliance is used.
- No special cleaning agents are required for cleaning the product. Use warm water with washing liquid, a soft cloth or sponge to clean the product and wipe it with a dry cloth.
- Always ensure any excess liquid is thoroughly wiped off after cleaning and any spillage is immediately wiped dry.
- Do not use cleaning agents that contain acid or chloride to clean the stainless or inox surfaces and the handle. Use a soft cloth with a liquid detergent (not abrasive) to wipe those parts clean, paying attention to sweep in one direction.

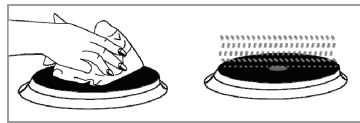
	The surface might get damaged by some detergents or cleaning materials. Do not use aggressive detergents, cleaning powders/creams or any sharp objects during cleaning. Do not use harsh abrasive cleaners or sharp metal scrapers to clean the oven door glass since they can scratch the surface, which may result in shattering of the glass.
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	Do not use steam cleaners to clean the appliance as this may cause an electric shock.
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Cleaning the hob


Glass ceramic surfaces

1. Turn off the hotplates and wait until they cool down.
2. If necessary, clean the plates with a cleaning agent (you can obtain cleaners/softeners from specialty stores).
3. Warm only for a few minutes after cleaning in order to have their top section dried.
4. Apply a thin layer of machine oil onto the top surface of the hob regularly in order to protect it.



Cleaning the control panel

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

	Do not remove the control buttons/knobs to clean the control panel. Control panel may get damaged!
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7 Troubleshooting

Product emits metal noises while heating and cooling.

When the metal parts are heated, they may expand and cause noise. >>> *This is not a fault.*

Product does not operate.

The mains fuse is defective or has tripped. >>> *Check fuses in the fuse box. If necessary, replace or reset them.*

Product is not plugged into the (grounded) socket. >>> *Check the plug connection.*



Consult the Authorised Service Agent or the dealer where you have purchased the product if you can not remedy the trouble although you have implemented the instructions in this section. Never attempt to repair a defective product yourself.

PLEASE REGISTER YOUR PRODUCT AT

www.defy.co.za

DEFY APPLIANCES (PTY) LTD

P.O.BOX 12004

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DURBAN

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Machava, Maputo

OTHER AREAS ARE SERVICED BY OVER 200 AUTHORISED SERVICE AGENTS. PLEASE CONSULT THE NEAREST REGIONAL DEFY SERVICE CENTRE FOR DETAILS.

9 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 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 must be delivered to the purchasing dealer or to the nearest Company Service Centre for warranty repairs.

2. Rusted or corroded plates, vitreous enamelware, fuses and lamps are specifically excluded from these warranties. It is an express condition of these warranties that the purchaser takes due care and attention in the use and maintenance of the appliance. Abuse, misuse in conflict with operating instructions, connection to incorrect voltages and subjection to commercial use shall release the Company from its obligations.

3. This warranty shall become void and cease to operate if the appliance is dismantled by, or any repairs to the appliance are effected by any persons not duly authorised by the Company, or if substitute parts not approved by the Company are used in the appliance, or if the serial number of the appliance is removed.

4. The Company shall not be responsible for damages resulting from fire, flood, civil disturbances or any Act of God. The Company shall not, in terms of these warranties be responsible nor held liable for any consequential loss or damage of any kind caused by or due to the failure or malfunction of the appliance. The Company shall not be responsible for damages caused by insect and/or animal infestation.

5. The Company shall not be responsible for transportation or other costs other than those incurred within the provisions of Point 1 of this Certificate.

6. For warranties in the Republic of South Africa and Sub-Saharan Africa, please contact your nearest Defy office. Please refer to page 15 for respective South African service agents and Sub-Saharan Africa service agents.

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.