

# Electrolux Warranty

FOR SALES IN AUSTRALIA AND NEW ZEALAND

#### APPLIANCE: BUILT-IN OVEN, COOKTOP

#### AND FREESTANDING COOKER

This document sets out the terms and conditions of product warranties for Electrolux Appliances. It is an important document. Please keep it with your proof of purchase documents in a safe place for future reference should you require service for your Electrolux appliance.

- 1. In this warranty
  - (a) 'acceptable quality' as referred to in clause 10 of this warranty has the same meaning referred to in the ACL;
  - (b) 'ACL' means Trade Practices Amendment (Australian Consumer Law) Act (No.2) 2010;
  - (c) 'Appliance' means any Electrolux product purchased by you accompanied by this document;
  - (d) 'ASC' means Electrolux authorised serviced centres;
  - (e) 'Electrolux' means Electrolux Home Products Pty Ltd of 163 O'Riordan Street, Mascot, NSW 2020, ABN 51 004 762 341 in respect of Appliances purchased in Australia and Electrolux (NZ) Limited of 3-5 Niall Burgess Road, Mount Wellington, in respect of Appliances purchased in New Zealand;
  - (f) 'major failure' as referred to in clause 10 of this warranty has the same meaning referred to in the ACL and includes a situation when an Appliance cannot be repaired or it is uneconomic for Electrolux, at its discretion, to repair an Appliance during the Warranty Period;
  - (g) 'Warranty Period' means
    - (i) where the Appliance is used for personal, domestic or household use( i.e normal single family use) as set out in the instruction manual, the Appliance is warranted against manufacturing defects in Australia for 24 months and in New Zealand for 24 months, following the date of original purchases of the Appliance;
    - (ii) where the Appliance is used for commercial purposes (including being used to directly assist a business or where the Appliance is used in a multi-family communal or share type environment), the Appliance will then be warranted against manufacturing defects in Australia for 3 months and in New Zealand for 3 months, following the date of original purchase of the Appliance.
  - (h) 'you' means the purchaser of the Appliance not having purchased the appliance for resale, and 'your' has a corresponding meaning.
- 2. This warranty only applies to Appliances purchased and used in Australia or New Zealand and is in addition to (and does not exclude, restrict, or modify in any way) any non-excludable statutory warranties in Australia or New Zealand.
- 3. During the Warranty Period Electrolux or its ASC will, at no extra charge if your appliance is readily accessible for service without special equipment and subject to these terms and conditions, repair or replace any parts which it considers to be defective. Electrolux or its ASC may use remanufactured parts to repair your Appliance. You agree that any replaced Appliances or parts become the property of Electrolux. This warranty does not apply to light globes, batteries, filters or similar perishable parts.
- 4. Parts and Appliances not supplied by Electrolux are not covered by this warranty.
- You will bear the cost of transportation, travel and delivery of the Appliance to and from Electrolux or its ASC. If you reside outside of the service area, you will the cost of :

   (a) travel of an authorised representative;
  - (b) transportation and delivery of the Appliance to and from Electrolux or its ASC

In all instances, unless the Appliance is transported by Electrolux or and Electrolux authorised representative, the Appliance is transported at the owner's cost and risk while in transit to and from Electrolux or its ASC.

- 6. Proof of purchase is required before you can make a claim under this warranty.
- 7. You may not make a claim under this warranty unless the defect claimed is due to faulty or defective parts or workmanship. Electrolux is not liable in the following situations (which are not exhaustive):
  - (a) The Appliance is damaged by:
    - (i) accident
    - (ii) misuse or abuse, including failure to properly maintain or service
    - (iii) normal wear and tear
    - (iv) power surges, electrical storm damage or incorrect power supply
    - (v) incomplete or improper installation
    - (vi) incorrect, improper or inappropriate operation
    - (vii) insect or vermin infestation.

(viii) failure to comply with any additional instructions supplied with the Appliance;

- (b) The Appliance is modified without authority from Electrolux in writing.
- (c) The Appliance's serial number or warranty seal has been removed or defaced.
- (d) The Appliance was service or repaired by anyone other than Electrolux or its ASC.
- 8. This warranty, the contract to which it relates and the relationship between you and Electrolux are governed by the law applicable where the Appliance was purchased. Where the Appliance was purchased in New Zealand for business purposes the Consumer Guarantee Act does not apply.
- 9. To the extent permitted by law, Electrolux excludes all warranties and liabilities (other than as contained in this document) including liability for any loss or damage whether direct or indirect arising from your purchase, use or non use of the Appliance.
- 10. For Appliances and services provided by Electrolux in Australia, the Appliances come with a guarantee by Electrolux that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Appliance repaired or replaced if the Appliance fails to be of acceptable quality and the failure does not amount to a major failure. The benefits to you given by this warranty are in addition to your other rights and remedies under a law in relation to the Appliances or services to which the warranty relates.
- 11. At all times during the Warranty Period, Electrolux shall, at its discretion, determine whether repair, replacement or refund will apply if an Appliance has a valid warranty claim applicable to it.
- 12. For Appliances and services provided by Electrolux in New Zealand, the Appliances come with a guarantee by Electrolux pursuant to the provisions of the Consumer Guarantees Act, the Sale of Goods Act and the Fair Trading Act.
- 13. To enquire about claiming under this warranty, please follow these steps:
  - (a) carefully check the operation instructions, user manual and the terms of this warranty;
  - (b) have the model and serial number of the Appliance available;
  - (c) have the proof of purchase (eg an invoice) available
  - (d) telephone the numbers shown below.
- 14. You accept that if you make a warranty claim, Electrolux and its ASC may exchange information in relation to you to enable Electrolux to meet its obligations under this warranty.

#### **Important Notice**

Before Calling for service, please ensure that the steps listed in point 13 above have been followed.



GOV\_Warr\_Apr11

#### Safety Instructions

It is important to use your cooktop safely. Check these safety points before using your cooktop.

- 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.
- Put **ONLY** cookware on the cooking area.
- **DO NOT** cook directly on the ceramic surface as food will stick to the surface and will cause problems.
- WARNING: If the ceramic cooktop surface cracks, IMMEDIATELY switch off the cooktop at the power.
- Keep anything which will melt away from the surface e.g. plastic, foil and sugar.
- **DO NOT** touch the cooktop while it is still hot.
- **DO NOT** stare at the Halogen Elements when cooking. (Fitted on selected models).

• Young children should be supervised to ensure that they do not play with the appliance.

# **Operating Instructions**

# Condition of Use

This appliance is intended to be used in household and similar applications such as:

- Staff kitchen areas in shops, offices and other working environments
- Farm Houses.
- By clients in hotels, motels and other residential type environments
- Bed and breakfast type environments.

# The Features of your cooktop

• The heating elements are concealed under the smooth glass surface which has a pattern to show the location of the element. The elements are controlled by energy regulator.

# Using the elements

- Choose the elements you want to use
- Set the control knob to the high setting so boiling point is reached quickly.
- Adjust the setting downwards until the desired heat setting is reached.

# Warning Lights

- are located in the front of the cooktop under the ceramic top, or beside the control knobs.
- show that the ceramic cooktop is still hot after the control is turned off, or the control is not completely turned off.
   Stay on until the cooktop has cooled down to below 60°C.

# Choosing and Using Pots and Pans

- **DO NOT** operate an element without a cooking pot or pan on it.
- Use pots and pans with flat heavy bases. Pots and pans with uneven or thin bases will take longer to cook.
- **DO NOT** use pots and pans which overhang the elements more than 50mm. oversized pots and pans can cause fine cracks on the cooktop ( see diagram below)
- Check the base of pots and pans are level with a ruler.
- Check the bottoms of pots and pans are free from grits as this can scratch the ceramic surface.
- Cook with lid on pots and pan as this will save time and electricity.

- Always lift pots and pans from place to place on the ceramic surface. DO NOT slide the pots and pans as this may scratch the surface.
- **DO NOT** place steamy or wet utensils on the cooktop.



#### Using the Cooktop for the First Time

Before you use your cooktop for the first time, read these instructions carefully.

- Switch the element on for 5 to 10 minutes. This will get rid of
  - Material left from the manufacturing process.
  - odours.

Some smoke may appear but this is normal and will soon disappear.

- When the ceramic surface is cooled, clean it with a non-abrasive liquid ceramic cooktop cleaner e.g. Mica cooktop cleaners and conditioners.
- **DO NOT** use the cooktops as a work surface as this may scratch the surface.
- **DO NOT** cut or chop food on the ceramic surface.

#### **Cleaning Instructions**

- Clean the cooktop regularly while it is still warm with a suitable non-abrasive liquid ceramic cooktop cleaner.
- Remove melted material IMMEIDATELY while the surface is still hot by:
  - using a razor blade scraper to remove material.
  - using a ceramic glass scraper.
  - rinsing and wiping dry with a clean cloth or paper towel.

#### Troubleshooting

If you call for a service and there is nothing wrong with your cooktop, you will have to pay for the service call. You will have to pay even when the cooktop is under warranty. Before you call for service, check the points in these tables.

Problem	Possible Causes
Element do no operate	<ul> <li>Power supply is off</li> <li>Power not turner on</li> <li>Controls set incorrectly</li> <li>Household fuse has blown if fuse keeps blowing then call the Service Centre</li> </ul>
Low Heat, slow cooking	Incorrect cooking utensils being used

# Ceramic Cooktop Installation Instructions

# Before installing the cooktop, read these points carefully

Damage resulting from incorrect installation WILL NOT be covered by warranty.

It is the responsibility of the installer to make sure that:

- The cabinet is constructed correctly.
- The cooktop is installed according to the specifications in this leaflet.

# **Electrical Connection**

- The cooktop MUST BE installed by a qualified electrician.
- Electrical connection is 220-240 volts AC50Hz.

- Ensure the installation wiring complies to the cooktop loading prescribed overleaf.
- The cooktop requires a means of all-pole disconnection incorporated into the fixed wiring. This MUST have a disconnection gap of 3mm.
- The cooktop MUST be earthed. Any damage caused by failure to earth will not be covered by warranty.
- The cooktop MUST be installed according to the relevant wiring regulations: AS/NZS3000.

#### Preparing the Bench

- Choose where you want to place the cooktop.
- Check the opening dimensions for the model and mark it out on the bench (refer to back page)
- If a barrier is not required (see note below), a minimum gap of 30mm between drawer or others is needed under the cooktop.
- Make sure that nothing (e.g. a timber member) interferes with these space requirements.
- Cut the opening in the benchtop.
- Any walls around the cooktop are to be heat resistant up to 90°C, up to 150mm high i.e. ceramic tiles.
- NOTE: The cooktop is designed for the glass to sit on top of the bench. The glass must not be recessed into the bench.

# **Barrier Installation**

 If the base of the cooktop can be touched from inside a cupboard or drawer, a barrier MUST be installed to prevent contact.
 CAUTION:

The surface temperature exceeds 95°C. To avoid a hazard, underbench access must be restricted. Refer to the installation instructions.

- Make sure the material for the barrier is capable of sustained heat up to 70°C e.g. wood or metal, DO NOT use plastic or plastic coated wood.
- Make sure it is at least 50mm, and not more than 75mm, below the base of the cooktop.
- Make sure it has ventilation holes that are open to free air, and evenly spaced (see diagrams on back).
- Check the number of holes from this list: Twenty five holes 25mm diameter.
   Fifteen holes 35mm diameter.

Six holes

50mm diameter.

# Ceramic Cooktop Installation Instructions



THE BENCH CUTOUT should be made as per the diagram.

Thinking of you

Do you remember the last time you opened a gift that made you say "Oh! How did you know? That's exactly what I wanted!" That's the kind of feeling that the designers at Electrolux seek to evoke in everyone who chooses or uses one of our products. We devote time, knowledge, and a great deal of thought to anticipating and creating the kind of appliances that our customers really need and want. This kind of thoughtful care means innovating with insight, Not design for design's sake, but design for the user's sake, For use, thoughtful design means making appliances easier to use and tasks more enjoyable to perform, freeing our customers to experience that ultimate 21<sup>st</sup> century luxury, ease of mind, Our aim is to make this ease of mind more available to more people in more parts of their everyday lives, all over the world. So when we say we're thinking of you. You know we mean just that.