

DHD494
SLIMLINE HOB TC



Believe in better



Customer Care Line
(after sales service)

086 100 3339

Part number: 071979

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



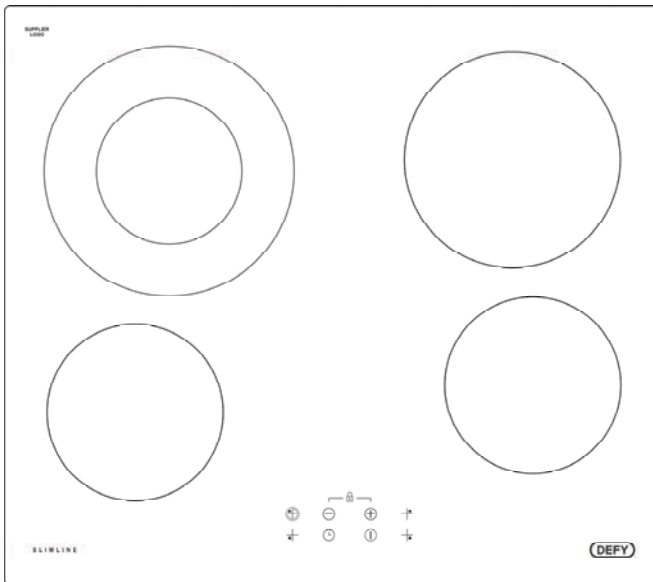
Caution; Warning for hot surfaces


Contents

<u>1. Technical specifications</u>	4	<u>5. Controls</u>	12
		How to use your hobs features	12
<u>2. Important Safety Instructions</u>	5	Built in safety	13
General safety	5		
Electrical safety	5	<u>6. Maintenance and care</u>	14
Product safety	6	Troubleshooting	15
Intended use	7	Error codes	16
Safety for children	7	Installation check list	17
Package information	8		
Future transportation	8	<u>7. Branches</u>	18
<u>3. Installation</u>	9	<u>8. Warranty</u>	19
Before installation	9		
Installation and connection	9		
Safety installation	10		
Fitting the hob	11		
<u>4. Preparation</u>	11		
Tips for energy saving	11		
Initial use	11		
First cleaning of the appliance	11		

1 Technical Specifications

Model	DHD494 SLIMLINE HOB TC
Volts	220V –240V 50/60Hz~
Amperes	27.83A
Plate power rating (ø, mm/ W)	
Front left vitroceramic plate	140 mm Vitroceramic Plate 1200 W
Front right vitroceramic plate	140 mm Vitroceramic Plate 1200 W
Back right vitroceramic plate	180 mm Vitroceramic Plate 1800 W
Back left dual zone vitroceramic plate	210 mm Vitroceramic Plate 750/2200 W
Total power (W)	6400 W
Type of switch	Electronic sensors
Width	580 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

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.

- 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.




	<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>

	<p>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.</p>
	<p>Only use clean pots with an even flat base to prevent cracking on glass due to hot spots.</p>
	<p>DANGER Risk of electric shock! Before working on the electrical installation, disconnect the appliance from the mains supply.</p>
	<p>DANGER Risk of electric shock, short circuit or fire by unprofessional installation! 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>

3 Installation

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.

The hob may only be installed to the mains power supply by a qualified technician.

	Preparation of location and electrical 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 are a safety risk.

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' 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.

	Risk of broken glass! Do not put the ceramic hob down on a corner or edge.
---	--

Installation and connection

The appliance must be installed in accordance with national electrical regulations. The mains supply data must correspond to the data specified on the type label of the appliance.

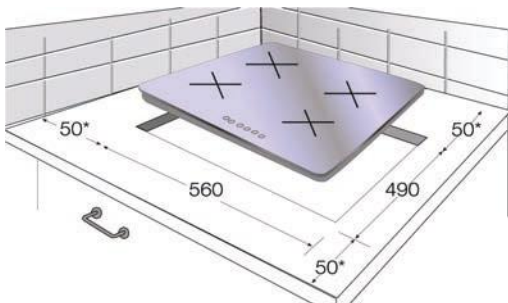
Connection to the power supply must be carried out by a qualified electrician, who will ensure that the hob is correctly connected and safely earthed. The rated current is printed on the serial number label attached to the base cover. The hob must be connected to the mains through a double pole isolating 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.
	DANGER Risk of electric shock, short circuit or fire by damage of the mains lead! 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.

Earth leakage

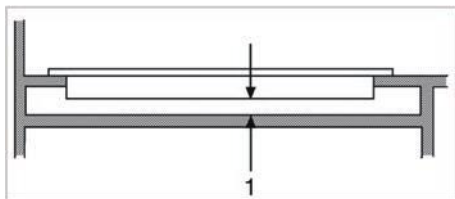
This hob should not be connected through an earth leakage system.
Refer to S.A.N.S. 10142

Aperture size



Safety installation

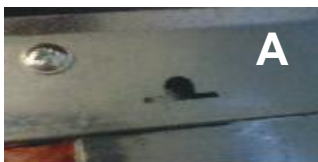
- A removable horizontal board must be fitted below the hob and 75mm away from the worktop bottom face.
- Space between this board and the appliance must be empty and no objects may be stored or kept there.
- This board will effectively shield the user from the base of the hob which gets hot during use. 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.



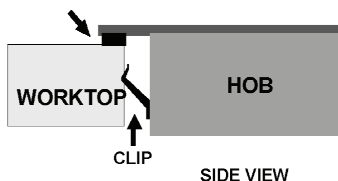
1 Minimum of 50 mm

Fitting the hob

- The hob is supplied with securing clips.
- These fit into dedicated slots around the hob base. (see picture A).
- Insert the clips. (as shown in picture B).
- Lift the clips up until they click into place. (as shown in picture C).
- To avoid liquid spills penetrating between the hob and the worktop, apply the supplied self- adhesive seal to the perimeter of the aperture. Do not use a silicone sealer.
- Invert the hob on the worktop adjacent to the aperture before making the electrical connection. This will ensure sufficient cable length for subsequent servicing.
- Position the hob into the aperture so that the securing clips are compressed between the hob base and the worktop. (see diagrams below).



SELF ADHESIVE SEAL



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 cooking zone 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 cooking zone. 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.
- 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.
- Spills may damage the vitroceramic surface and cause fire.
- Do not use vessels with concave or convex bottoms.
- Use only pots with a solid level base. An uneven base will prolong cooking time and waste energy.
- If the diameter of the saucepan is too small, energy will be wasted.

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.

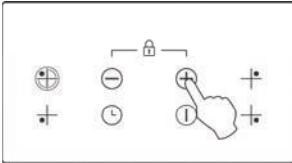
5 Controls

How to use your hobs features

1. Switching the cooktop on and off

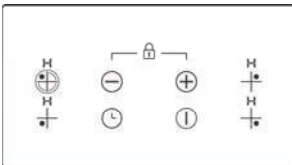
To switch the cooktop on, hold down the power button for one second. All cooking zones will switch on displaying a '0' power level. You will hear one short beep.

To switch off the cooktop, press the power button, all cooking zones will be switched off. You will hear 4 short beeps.



If a cooking zone is on power level '0' and the surface is still hot, 0 will flash on the display. After 10 seconds a 'H' will appear on the display.

DO NOT TOUCH THE COOKING ZONE IF "H" IS DISPLAYED.



2. Changing the power level of a cooking zone.

Select the cooking zone that you would like to change the power level of by pressing the required zones symbol.

To increase the power level press the '+' button and to decrease the power level press '-'.



Zone symbols

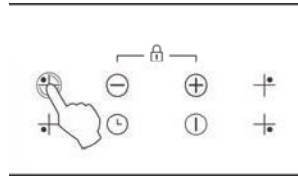
If you are on level '0' and you press '-' you will go to level 'P'. You cannot press '+' to go back to level '0'.

Continuously holding down button "+" or "-" will increase or decrease the power level.

3. How to activate the Dual Zone

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

If you wish to deactivate the dual zone, press the dual zone symbol again.

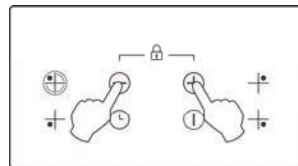


4. How to Activate the Child Lock

If the "+" and "-" buttons are held down at the same time for 1.2 seconds then the hob will lock. The display will show a "L".

To unlock the hob press the "+" and "-" buttons at the same time for 1.2 seconds. A short beep will be heard and a 'n' will be displayed.

The hob is automatically locked when switched off.



5. How to Use the timer


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

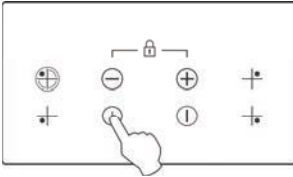
Hold down the timer button.

Press the '+' and '-' button to adjust the duration of the timer.

The max time that can be set is 99 minutes. When the timer is done, the hob will beep.

The timer can be adjusted after it has been set.

	IMPORTANT: The cooking zone must be on the heater level that you would like to use whilst the timer is on.
--	---



Built in safety

1. 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	1

2. Overflow Safety

If an object or liquid is placed on the hob controls for more than 5 seconds you will hear 2 short beeps followed by one long beep every 30 seconds until the liquid or object has been removed. Your display will show this symbol.



	In the unlikely event of your hob sustaining accidental damage or cracks, switch off the appliance at the mains immediately to avoid electric shock and have the panel replaced before further use
---	--

6 Maintenance and care

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.

- Do not use metal scourers or coarse abrasive powders as these could scratch the Vitroceramic.
- **DO NOT USE A STEAM CLEANER.**

Tips for vitrocermaic hobs

- To conserve energy and minimise spillages always cover a pot with a lid
- To save energy, switch the plate off 5 – 10 minutes before the end of a lengthy cooking period. The vitroceramic hob will retain sufficient residual heat to complete the cooking process.
- Only use pots compatible with vitroceramic surfaces. Stainless Steel or Enamelled Steel cookware will give you the best cooking results.
- Do not use Aluminium or Copper based cookware as this will result in metal stains and may damage the surface.
- Do not use plastic or Aluminium foil on cooktop as this will stain the glass.
- Do not drag cookware along the vitroceramic surface as this will scratch the glass.
- The vitroceramic surface is heatproof and is not affected by big temperature differences.
- Do not use the vitroceramic surface as a place for storage or as a cutting board.
- Use only saucepans and pans with a machined bottom.

Cleaning the hob

Glass ceramic surfaces

Wipe the glass ceramic surface using a piece of cloth dampened with cold water in a manner as not to leave any cleaning agent on it. Dry with a soft and dry cloth. If the surface is heavily soiled, apply the cleaning agent on a sponge and wait until it is absorbed well. Then, clean the surface of the hob with a damp cloth.

Problem	How to clean the surface
Calcium stains (Yellow stains)	Remove calcium stains (yellow stains) by a small amount of lime remover such as vinegar or lemon juice. You can also use suitable commercially available products.
Dried residues	Residues may cause damage on the glass ceramic surface when using the hob for the next time. Dried residues on the glass ceramic surface must never be scraped with hook blades, steel wool or similar tools.
Light soiling	Wipe the glass with a soft hot damp cloth. A suitable mild detergent may be used. The glass must be wiped dry after cleaning.
Sugary Spills, Melted Plastic or Metal Stains	Remove the stain immediately using a sponge or non-abrasive scourer. If the stain remains use a suitable blade scraper. If the stain is left on the glass, it may become difficult to remove or even result in permanent damage. The glass must be wiped dry after cleaning.
Non-Sugary Spills or Food Spills	Clean the with a nylon pad and suitable cleaning detergent. The glass must be wiped dry after cleaning.

Slight color fading may occur on coatings or other surfaces in time. This will not affect operation of the product. Color fading and stains on the glass ceramic surface is a normal condition, and not a defect.

Please check for suitable detergents and blade scrapers at Defy spares.

Troubleshooting

Appliance errors

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.

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 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.

Error codes

Heater display	Fault	Solution
F0	Touch control software error.	If error has occurred disconnect and reconnect the hob to the power supply. If the error occurs suddenly in a normal operation or if the error persists, contact the customer care line.
Fc	Touch control zone is too hot and has turned off all the heaters.	Wait until temperature goes down. The hob will automatically recover when the temperature reaches a normal value.
Ft	Touch control temperature sensor may be damaged.	Wait until temperature goes down. If the message persists then contact the customer care line.
FE	Touch control temperature sensor may be damaged.	Wait until temperature goes down. If the message persists then contact the customer care line.
FU/FJ	Security keyboard error	This error is a keyboard auto check. It disappears when auto check returns to the secure value. If the error persists, call the customer care line.
FA	Security software error	This error is a keyboard auto check. It disappears when auto check returns to the secure value. If the error persists, call the customer care line.
FC/Fd	Security software error	This error is a keyboard auto check. It disappears when auto check returns to the secure value. If the error persists, call the customer care line.
Fr	Relays security error	There may be a relay driver problem. Disconnect and reconnect the hob to the power supply. If the error persists, call the customer care line.

Installation check list

✓	Is the hob earthed?
✓	Check that the power supply is cable is not easily accessible and that it does not touch the hob base.
✓	Is the hob installed securely?
✓	Do all the plates work on the hob?
✓	Do all the functions on the hob work?

The owner of the hob is responsible for the installation of the product, the manufacturer accepts no liability for this service. Any action that the manufacturer takes due to an erroneous installation will NOT be covered by the warranty.

The hob may only be installed to the mains power supply by a qualified technician.

Ensure the form is filled out and kept in a safe place.

Model:	
Serial number:	
Installer:	
Installer signature:	
Installer company:	
Installation date:	

7 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
Oranjesig
Bloemfontein
Bloemfontein.Service@defy.co.za

CAPE TOWN

5A Marconi Rd. Montague Gardens, 7441
CapeTown.Service@defy.co.za

DURBAN

135 Teakwood Road, Jacobs,
Durban, 4052
Durban.Service@defy.co.za

EAST LONDON

Robbie de Lange Road, Wilsonia,
East London, 5201
EastLondon.Service@defy.co.za

GAUTENG, MIDRAND

127 15th Road, Cnr Pharmaceutical & 15th Rd,
Midrand, Gauteng
Gauteng.Service@defy.co.za

POLOKWANE

87 Nelson Mandela Drive, Superbia 0699
Polokwane.Service@defy.co.za

PORT ELIZABETH

112 Patterson Road, North End, Port Elizabeth
6001
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

NAMIBIA: ATLANTIC DISTRIBUTORS (PTY) LTD

10 Tienie Louw Street, Northern Industrial Area
P.O. Box 21158, Windhoek, Namibia
Tel: (061) 216162
Fax: (061) 216134
atlantic@mweb.com.na

ZIMBABWE: 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

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
Nosso Show Room
Av: da Industrias, Parcela No.735 * 735A
Machava, Maputo

8 Warranty

This certificate is issued by DEFY APPLIANCES (PTY) LIMITED 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 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. 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 the customer care line. Please refer to the previous page for respective South African branches and Sub-Saharan Africa branches.**
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.**