

USER MANUAL

INALTO®

INALTO.HOUSE

# 30cm Ceramic Cooktop

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MODEL CODE/S

ICC302K



A HIGHER LEVEL OF COOKING

# Welcome!

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## **Residentia Group Pty Ltd**

ACN. 600 546 656

165 Barkly Avenue

Burnley, Victoria

Australia 3121

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## **Applico Ltd**

635 Great South Road

Penrose, Auckland 1061

New Zealand

Congratulations on purchasing your new appliance!

The InAlto brand is proudly distributed within Australia by Residentia Group Pty Ltd and within New Zealand by Applico Ltd.

Please refer to the warranty card at the rear of this manual for information regarding your product's parts and labour warranty, or visit online at:

- [www.residentia.group](http://www.residentia.group)
- [www.applico.co.nz](http://www.applico.co.nz)
- [www.inalto.house](http://www.inalto.house)

Both Residentia Group & Applico are customer obsessed and our Support Teams are there to ensure you get the most out of your appliance. Should you want to learn more about recommended usage, the various features of your appliance, and importantly taking care of the unit when cleaning, our Support Teams are here to help.

Telephone Contacts:

- AU: 1300 11 4357
- NZ: 0800 763 448

It is important that you read through the following use and care manual thoroughly to familiarise yourself with the installation and operation requirements of your appliance to ensure optimum performance.

Again, thank you for choosing an InAlto appliance and we look forward to being of service to you.

# Contents

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- 2 Welcome**
- 4 General Safety Warnings**
- 6 Your Cooktop**
- 8 Installation**
- 10 Using Your Cooktop**
- 12 Care and Cleaning**
- 13 Troubleshooting**
- 14 Technical Specifications**
- 15 Purchase Details**
- 16 Your Receipt**
- 17 Warranty Information**

# General Safety Warnings

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## PLEASE READ THE FOLLOWING INSTRUCTIONS CAREFULLY BEFORE USING THE APPLIANCE.

### CONDITIONS OF USE

- This appliance is intended to be used in household and similar applications such as farm houses or by customers in serviced apartments, holiday apartments and other residential type environments.
- Obey the installation instruction supplied with the appliance.

### INSTALLATION

#### Electrical Shock Hazard

- Disconnect the appliance from the mains electricity supply before carrying out any work or maintenance on it.
- Connection to a good earth wiring system is essential and mandatory.
- Means for disconnection must be incorporated in the fixed wiring in accordance with the wiring rules.
- Alterations to the domestic wiring system must only be made by a qualified electrician.
- Failure to follow this advice may result in electrical shock or death.

#### Cut Hazard

- Take care - panel edges are sharp.
- Failure to use caution could result in injury or cuts.

#### Important safety instructions

- Read these instructions carefully before installing or using this appliance.
- No combustible material or products should be placed on this appliance at any time.
- Please make this information available to the person responsible for installing the appliance as it could reduce your installation costs.
- In order to avoid a hazard, this appliance must be installed according to these instructions for installation.
- This appliance is to be properly installed and earthed only by a suitably qualified person.
- This appliance should be connected to a circuit which incorporates an isolating switch providing full disconnection from the power supply.
- **WARNING: 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.**

- Failure to install the appliance correctly could invalidate any warranty or liability claims.
- Regarding the details of installation, please refer to the Installation section of this manual.
- The appliance must be installed by an authorised technician and put into use. The manufacturer is not responsible for any damage that might be caused by defective placement, and installation by unauthorised personnel. Please contact 1300 11 HELP (4357) for arrange an authorised technician.

### OPERATION AND MAINTENANCE

#### Electrical Shock Hazard

- Do not cook on a broken or cracked cooktop. If the cooktop surface is break or crack, switch the appliance off immediately at the mains power supply (wall switch) and contact a qualified technician.
- Switch the cooktop off at the wall before cleaning or maintenance.
- Failure to follow this advice may result in electrical shock or death.

#### Health Hazard

- This appliance complies with electromagnetic safety standards.

#### Hot Surface Hazard

- During use, accessible parts of this appliance will become hot enough to cause burns.
- Do not let your body, clothing or any item other than suitable cookware contact the ceramic glass until the surface is cool.
- Metallic objects such as knives, forks, spoons and lids should not be placed on the hob surface since they can get hot.
- Children less than 8 years of age shall be kept away unless continuously supervised.
- Handles of saucepans may be hot to touch. Check saucepan handles do not overhang other cooking zones that are on. Keep handles out of reach of children.
- Failure to follow this advice could result in burns and scalds.

#### Cut Hazard

- The razor-sharp blade of a cooktop scraper is exposed when the safety cover is retracted. Use with extreme care and always store safely and out of reach of children.
- Failure to use caution could result in injury or cuts.

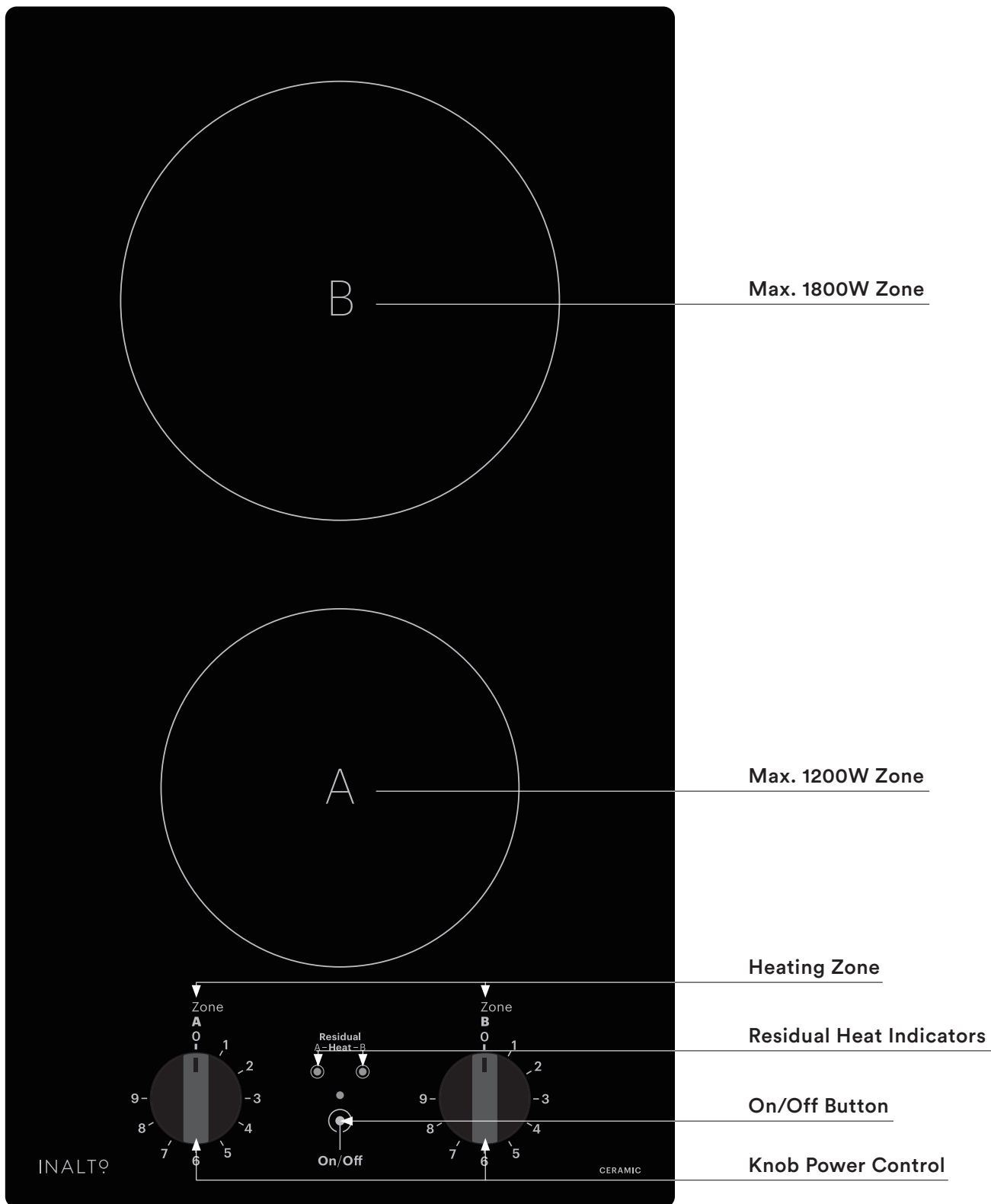
# General Safety Warnings

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## Important safety instructions

- Never leave the appliance unattended when in use. Boilover causes smoking and greasy spillovers that may ignite.
- Never use your appliance as a work or storage surface.
- Never leave any objects or utensils on the appliance.
- Never use your appliance for warming or heating the room.
- After use, always turn off the cooking zones and the cooktop as described in this manual (i.e. by using the touch controls).
- Do not allow children to play with the appliance or sit, stand, or climb on it.
- Do not store items of interest to children in cabinets above the appliance. Children climbing on the cooktop could be seriously injured.
- Do not leave children alone or unattended in the area where the appliance is in use.
- Children or persons with a disability which limits their ability to use the appliance should have a responsible and competent person to instruct them in its use. The instructor should be satisfied that they can use the appliance without danger to themselves or their surroundings.
- Do not repair or replace any part of the appliance unless specifically recommended in the manual. All other servicing should be done by a qualified technician.
- Do not use a steam cleaner to clean your cooktop.
- Do not place or drop heavy objects on your cooktop.
- Do not stand on your cooktop.
- Do not use pans with jagged edges or drag pans across the glass surface as this can scratch the glass.
- Do not use scourers or any other harsh abrasive cleaning agents to clean your cooktop, as these can scratch the ceramic glass.
- 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.
- This appliance is intended to be used in a domestic household environment only! Commercial use of any kind is not covered under the manufacturer's warranty!
- **WARNING: 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.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
- **WARNING: 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: Danger of fire: do not store items on the cooking surfaces.**
- **WARNING: If the surface is cracked, switch off the appliance to avoid the possibility of electric shock, for hob surfaces of glass-ceramic or similar material which protect live parts.**
- A steam cleaner is not to be used.
- The appliance is not intended to be operated by means of an external timer or separate remote-control system.
- **CAUTION: The cooking process has to be supervised. A short term cooking process has to be supervised continuously.**
- Power cord can't accessible after installation.

# Your Cooktop



# Your Cooktop

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## PRODUCT INFORMATION

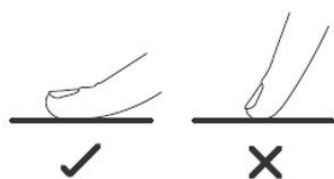
The ceramic cooktop can meet different kinds of cuisine demands because of resistance wire heating, micro-computerised control and multi-power selection, making it the optimal choice for modern families. The hob has safe and reliable performances, making your life comfortable and enabling to fully enjoy the pleasure from life.

## BEFORE FIRST USE OF YOUR COOKTOP

- Read this user manual, taking special note of the 'General Safety Warnings' section.
- Remove any protective film that may still be on your ceramic cooktop.

## USING THE TOUCH CONTROLS

- The controls respond to touch, so you don't need to apply any pressure.
- Use the ball of your finger, not the tip.
- You will hear a beep each time a touch is registered.
- Make sure the controls are always clean, dry, and that there is no object (e.g. a utensil or a cloth) covering them. Even a thin film of water may make the controls difficult to operate.

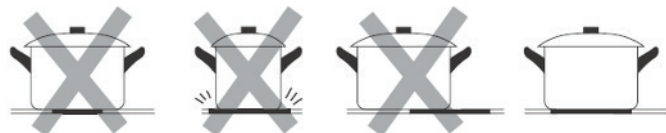


## CHOOSING THE RIGHT COOKWARE

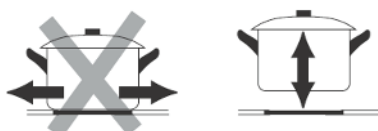
- Do not use cookware with jagged edges or a curved base.



- Make sure that the base of your pan is smooth, sits flat against the glass, and is the same size as the cooking zone. Always center your pan on the cooking zone.



- Always lift pans off the ceramic hob – do not slide, or they may scratch the glass.



# Installation

## BEFORE YOU INSTALL THE COOKTOP

- Be sure that the work surface is square and level, and no structural members interfere with space requirements.
- The work surface is made of a heat-resistant material.
- If the hob is installed above an oven, the oven has a built-in cooling fan.
- The installation will comply with all clearance requirements and applicable standards and regulations.
- A suitable isolating switch providing full disconnection from the mains power supply is incorporated in the permanent wiring, mounted and positioned to comply with the local wiring rules and regulations.
- The isolating switch must be of an approved type and provide a 3mm air gap contact separation in all poles (or in all active [phase] conductors if the local wiring rules allow for this variation of the requirements).
- The isolating switch will be easily accessible to the customer with the hob installed
- You consult local building authorities and by-laws if in doubt regarding installation
- You use heat-resistant and easy-to-clean finishes (such as ceramic tiles) for the wall surfaces surrounding the hob.

## AFTER THE COOKTOP INSTALLATION

- Be sure that the power supply cable is not accessible through cupboard doors or drawers.
- There is adequate flow of air from outside the cabinetry to the base of the hob.
- If the hob is installed above a drawer or cupboard space, a thermal protection barrier is installed below the base of the hob.
- The isolating switch is easily accessible by the customer.

## CAUTIONS

- The hob must be installed by qualified personnel or technicians. Please never conduct the operation by yourself. Contact 1300 11 HELP (4357) for arrange an authorised technician.
- The hob shall not be mounted to cooling equipment, dishwashers and rotary dryers.
- The hob shall be installed such that better heat radiation can be ensured to enhance its reliability.
- The wall and induced heating zone above the work surface shall withstand heat.
- To avoid any damage, the sandwich layer and adhesive must be resistant to heat.
- A steam cleaner is not to be used.

This ceramic can be connected only to a supply with system impedance no more than 0.427 ohm. In case necessary, please consult your supply authority for system impedance information.

## CONNECTING THE COOKTOP TO THE MAINS POWER SUPPLY

The power supply should be connected in compliance with the relevant standard, or a single-pole circuit breaker.

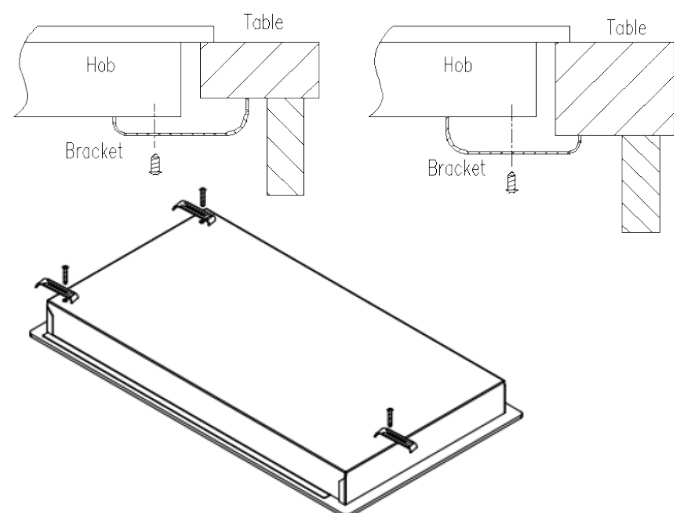
- If the cable is damaged or needs replacing, this should be done by an after-sales technician using the proper tools, so as to avoid any accidents.
- If the appliance is being connected directly to the mains supply, an omnipolar circuit breaker must be installed with a minimum gap of 3mm between the contacts.
- The installer must ensure that the correct electrical connection has been made and that it complies with safety regulations.
- The cable must not be bent or compressed.
- The cable must be checked regularly and only replaced by a proper qualified person.

## BEFORE LOCATING THE FIXING BRACKETS

- The unit should be placed on a stable, smooth surface (use the packaging). Do not apply force onto the controls protruding from the hob.

## LOCATING THE FIXING BRACKETS

- The unit should be placed on a stable, smooth surface (use the packaging). Do not apply force onto the controls protruding from the hob.
- Fix the hob on the work surface by screw four brackets on the bottom of hob (see picture) after installation.
- Adjust the bracket position to suit for different work surface's thickness.



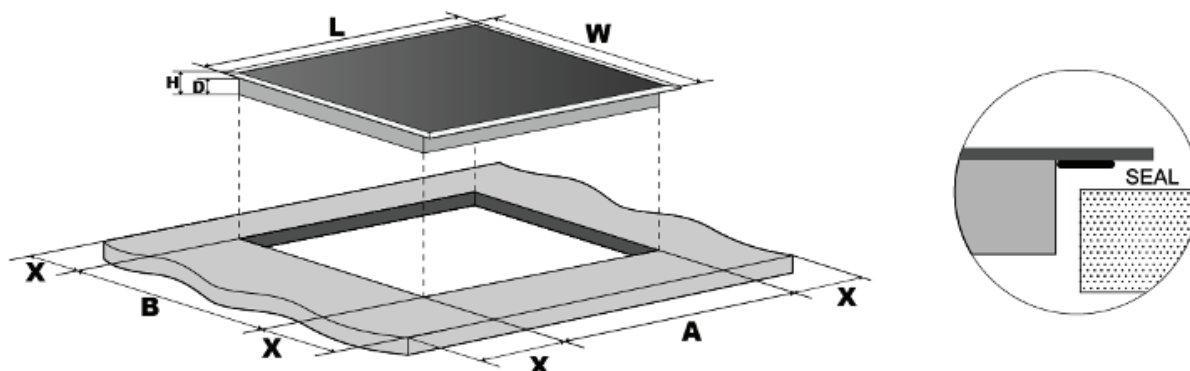


# Installation

## SELECTION OF INSTALLATION EQUIPMENT

- Cut out the work surface according to the sizes shown in the drawing.
- For the purpose of installation and use, a minimum of 50mm space shall be preserved around the hole.
- Be sure the thickness of the work surface is at least 30mm. Please select heat-resistant work surface material to avoid larger deformation caused by the heat radiation from the hotplate.

As shown below:



	L (mm)	W (mm)	H (mm)	D (mm)	A (mm)	B (mm)	X (mm)
ICC302K	290	520	50	46	270	490	50 minimum

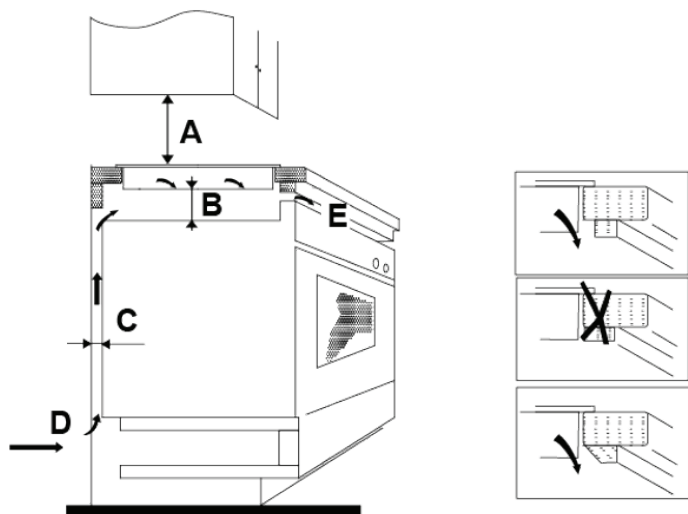
## WARNING:

The work surface material must use the impregnated wood or other insulation material.

Under all circumstances, make sure the hob is well ventilated and the air inlet and outlet are not blocked. Ensure the hob is in good working state.

## NOTE:

The safety distance between the hotplate and the cupboard above the hotplate should be at least 760mm.

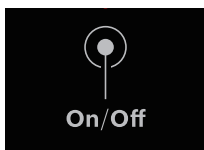


A (mm)	B (mm)	C (mm)	D	E
760	50 minimum	20 minimum	Air intake	Air exit 5mm

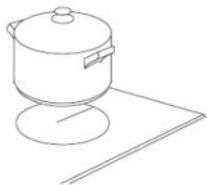
# Using Your Cooktop

## TO START COOKING

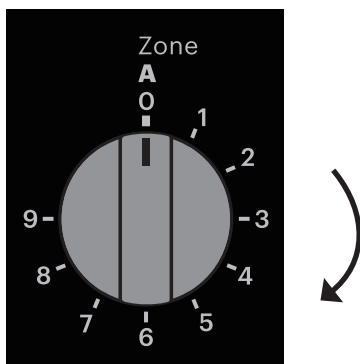
- After power on, the buzzer beeps once, the indicators light up for 1 second then go out, indicating that the hob has entered the state of standby mode.
- Touch the ON/OFF button, and the switch indicator will display.



- Place a suitable pan on the cooking zone that you wish to use.  
Note: Each cooking zone is independent of others. Make sure the bottom of the pan and the surface of the cooking zone are clean and dry.

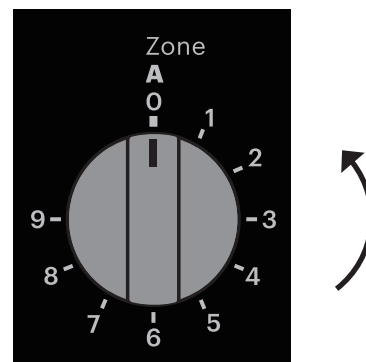


- Select power level by turning the knob control to the right
  - If you don't choose a heat setting within 1 minute, the Ceramic hob will automatically switch off. You will need to start again at step 1.
  - You can modify the heat setting between 1 and 9 level at any time during cooking.  
Note: Do not leave the cooking unattended.

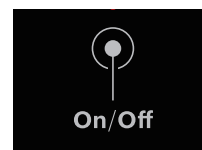


## WHEN YOU HAVE FINISHED COOKING

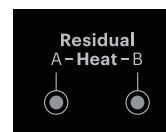
- Select the cooking zone that you wish to switch off.
- Turn the cooking zone off by turning the knob control to the left "0" position. The Residual heat indicator will flash.



- Turn the whole cooktop off by touching the ON/OFF button.

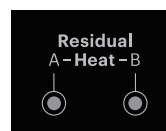


- Beware of hot surfaces  
Residual heat indicator will flash which means cooking zone is too hot to touch. It will disappear when the surface has cooled down to a safe temperature. It can also be used as an energy saving function if you want to heat further pans, use the hotplate that is still hot.



## RESIDUAL HEAT WARNING

When the hob has been operating for some time, there will be some residual heat. The indicator appears to warn you to keep away from it.



# Using Your Cooktop

## AUTO SHUTDOWN

Safety feature of the hob is auto shut down. This occurs whenever you forget to switch off a cooking zone. The default shutdown times are shown in the table below:

Power level	Default working timer (hour)
1	8
2	8
3	8
4	4
5	4
6	4
7	2
8	2
9	2

## COOKING GUIDELINES

Take care when frying as the oil and fat heat up very quickly, particularly if you're using Boost. At extremely high temperatures oil and fat will ignite spontaneously and this presents a serious fire risk.

### Cooking Tips

- When food comes to the boil, reduce the power setting.
- Using a lid will reduce cooking times and save energy by retaining the heat.
- Minimise the amount of liquid or fat to reduce cooking times.
- Start cooking on a high setting and reduce the setting when the food has heated through.

### Simmering, cooking rice

- Simmering occurs below boiling point, at around 85°C, when bubbles are just rising occasionally to the surface of the cooking liquid. It is the key to delicious soups and tender stews because the flavours develop without overcooking the food. You should also cook egg-based and flour thickened sauces below boiling point.
- Some tasks, including cooking rice by the absorption method, may require a setting higher than the lowest setting to ensure the food is cooked properly in the time recommended.

### Searing steak

To cook juicy flavoursome steaks:

- Stand the meat at room temperature for about 20 minutes before cooking.

- Heat up a heavy-based frying pan.
- Brush both sides of the steak with oil. Drizzle a small amount of oil into the hot pan and then lower the meat onto the hot pan.
- Turn the steak only once during cooking. The exact cooking time will depend on the thickness of the steak and how cooked you want it. Times may vary from about 2 – 8 minutes per side. Press the steak to gauge how cooked it is – the firmer it feels the more 'well done' it will be.
- Leave the steak to rest on a warm plate for a few minutes to allow it to relax and become tender before serving.

### For stir-frying

- Choose a ceramic compatible flat-based wok or a large frying pan.
- Have all the ingredients and equipment ready. Stir-frying should be quick. If cooking large quantities, cook the food in several smaller batches.
- Preheat the pan briefly and add two tablespoons of oil.
- Cook any meat first, put it aside and keep warm.
- Stir-fry the vegetables. When they are hot but still crisp, turn the cooking zone to a lower setting, return the meat to the pan and add your sauce.
- Stir the ingredients gently to make sure they are heated through.
- Serve immediately.

## HEAT SETTING RECOMMENDATIONS

Heat setting	Suitability
1–2	Delicate warming for small amounts of food
	Melting chocolate, butter, and foods that burn quickly
	Gentle simmering
	Slow warming
3–4	Reheating
	Rapid simmering
	Cooking rice
5–6	Pancakes
7–8	Sautéing
	Cooking pasta
9	Stir-frying
	Searing
	Bringing soup to the boil
	Boiling water

# Care and Cleaning

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## **EVERYDAY SOILING ON GLASS**

**(Fingerprints, marks, food stains or non-sugary spillovers on the glass)**

- Switch the power to the cooktop off.
- Apply a cooktop cleaner while the glass is still warm (but not hot!)
- Rinse and wipe dry with a clean cloth or paper towel.
- Switch the power to the cooktop back on.

### **Important!**

- When the power to the cooktop is switched off, there will be no 'hot surface' indication but the cooking zone may still be hot! Take extreme care.
- Heavy-duty scourers, some nylon scourers and harsh/abrasive cleaning agents may scratch the glass. Always read the label to check if your cleaner or scourer is suitable.
- Never leave cleaning residue on the cooktop: the glass may become stained.

## **BOILOVERS, MELTS, AND HOT SUGARY SPILLS ON THE GLASS**

Remove these immediately with a fish slice, palette knife or razor blade scraper suitable for ceramic glass cooktops, but beware of hot cooking zone surfaces:

- Switch the power to the cooktop off at the wall.
- Hold the blade or utensil at a 30° angle and scrape the soiling or spill to a cool area of the cooktop.
- Clean the soiling or spill up with a dish cloth or paper towel.
- Apply a cooktop cleaner while the glass is still warm (but not hot!)
- Rinse and wipe dry with a clean cloth or paper towel.
- Switch the power to the cooktop back on.

### **Important!**

- Remove stains left by melts and sugary food or spillovers as soon as possible. If left to cool on the glass, they may be difficult to remove or even permanently damage the glass surface.
- Cut hazard: when the safety cover is retracted, the blade in a scraper is razor-sharp. Use with extreme care and always store safely and out of reach of children.

## **SPILLOVERS ON THE TOUCH CONTROLS**

- Switch the power to the cooktop off.
- Soak up the spill
- Wipe the touch control area with a clean damp sponge or cloth.
- Wipe the area completely dry with a paper towel.
- Switch the power to the cooktop back on.

### **Important!**

- The cooktop may beep and turn itself off, and the touch controls may not function while there is liquid on them. Make sure you wipe the touch control area dry before turning the cooktop back on.

# Troubleshooting

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<b>Problem</b>	<b>Possible causes</b>	<b>Solution</b>
The cooktop cannot be turned on	No power to the cooktop	Make sure the cooktop is connected to the power supply and that it is switched on. Check whether there is a power outage in your home or area. If you've checked everything and the problem persists, please contact 1300 11 HELP (4357) for arrange an authorised technician.
The touch controls are difficult to operate.	There may be a slight film of water over the controls or you may be using the tip of your finger when touching the controls	Make sure the touch control area is dry and use the ball of your finger when touching the controls.
The glass is being scratched	Rough-edged cookware. Unsuitable, abrasive scourer or Cleaning products being used.	Use cookware with flat and smooth bases. See 'Choosing the right cookware' on page 7.

# Technical Specifications

<b>Ceramic Cooktop Model:</b>	ICC302K
<b>Cooking Zones:</b>	1 × Max. 1800 W Zone 1 × Max. 1200 W Zone
<b>Supply Voltage:</b>	220-240V~ 50Hz or 60Hz
<b>Installed Electric Power:</b>	2900W
<b>Product Dimensions (W, D, H):</b>	520mm, 290mm, 50mm
<b>Cut-out Dimensions (A, B):</b>	270mm, 490mm

Weight and Dimensions are approximate. Because we continually strive to improve our products we may change specifications and designs without prior notice.



**DISPOSAL:** Do not dispose this product as unsorted municipal waste. Collection of such waste separately for special treatment is necessary.

This appliance is labeled in compliance with European directive 2002/96/EC for Waste Electrical and Electronic Equipment (WEEE). By ensuring that this appliance is disposed of correctly, you will help prevent any possible damage to the environment and to human health, which might otherwise be caused if it were disposed of in the wrong way.

The symbol on the product indicates that it may not be treated as normal household waste. It should be taken to a collection point for the recycling of electrical and electronic goods.

This appliance requires specialist waste disposal. For further information regarding the treatment, recover and recycling of this product please contact your local council, your household waste disposal service, or the shop where you purchased it.

For more detailed information about treatment, recovery and recycling of this product, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

# Purchase Details

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For future reference, please record the following information which can be found on the rating plate and the date of purchase which can be found on your sales invoice.

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## STORE DETAILS

STORE NAME | \_\_\_\_\_

ADDRESS | \_\_\_\_\_

TELEPHONE | \_\_\_\_\_

PURCHASE DATE | \_\_\_\_\_

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## PRODUCT DETAILS

MODEL NO. | \_\_\_\_\_

SERIAL NO.\* | \_\_\_\_\_

Attach your receipt  
to this page

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# Warranty Information

## NEW ZEALAND WARRANTY TERMS & CONDITIONS APPLIANCES

To help care for your investment, be sure to register your appliance online. Registration will help you if you need to arrange service in the future, and serves as a record of your purchase – including critical information like model number and serial number – that you can refer to at any time.

Simply visit the below website, or ask your retailer for help:  
[www.inalto.co.nz/register](http://www.inalto.co.nz/register)

### WARRANTY:

These products are covered by a warranty for a period of 24 months from the date of purchase, subject to the following conditions\*. The warranty covers rectification free of charge of any fault arising from defective materials or components, or faulty workmanship or assembly.

\* The conditions above mentioned are:

1. That the purchaser carefully follows all instructions packed with the product;
2. That the purchaser and/or installer carefully follows the installation instructions provided and complies with electrical wiring regulations, gas and/or plumbing codes;
3. That the purchaser carefully follows instructions provided in the owner's handbook relating to the proper use and care of the product and does not use the product for any purpose other than the domestic use for which it has been designed;
4. Commercial use of the product for professional or industrial purposes will void this warranty.;
5. That the product was purchased and installed in New Zealand;
6. That this warranty does not extend to:
  - a) optional glass lids for hobs apart from claims which relate to mechanical or physical damage thereof at the date of purchase;
  - b) 'consumable' parts such as light bulbs or filters;
  - c) damage to ceramic glass caused by liquid or solid spill-overs, lack of maintenance, or impact;
  - d) damage to surface coatings caused by cleaning or maintenance using products not recommended by the owner's handbook;
  - e) defects caused by normal wear and tear, accident, negligence, alteration, misuse or incorrect installations;
  - f) a product dismantled, repaired or serviced by any serviceman other than an authorised service agent;

- g) a product not in possession of the original purchaser;
  - h) damage caused by power outages or surges
  - i) damage caused by pests (eg. rats, cockroaches etc.)
7. That if the product is a freestanding microwave oven or small appliance it must be returned to the dealer/ retailer for servicing. These products, unless stated otherwise, have a 12 month warranty from original date of purchase with 24 months on the microwave magnetron; Waste disposers have a 12 month warranty.
8. The provision of service under this warranty is limited by a 25km boundary from the retailer where the product was purchased except for microwaves. Such travelling outside of these limits will incur commercial cost to be paid by you, regulated by the number of kilometres travelled beyond the 25km limit (50km return trip). Microwaves are to be delivered to the nearest authorised service agent by the customer.

Please refer to your user manual for any further conditions that may apply to your specific model.

Nothing herein contained shall be construed in any way as excluding or limiting your rights under the Consumer Guarantees Acts 1993.

For Service please visit [www.applico.co.nz/service](http://www.applico.co.nz/service) or contact the dealer/retailer from whom you purchased the product from or call the 0800 number listed below. If you are unable to establish the date of purchase, or the fault is not covered by this warranty, or if the product is found to be in working order, you will be required to bear all service call charges.

Registration of this warranty constitutes acceptance of the terms and conditions of this warranty.

Should you require any assistance, please call Customer Services on 0800 763 448.

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July 2019

After registering your appliance online, we recommend you fill out the below information for your reference and keep this warranty card in a safe place.

**THIS WARRANTY IS VALID IN NEW ZEALAND ONLY.**

# Warranty Information

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## AUSTRALIAN WARRANTY TERMS & CONDITIONS APPLIANCES

This document sets out the terms and conditions of the product warranties for Residentia Group 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 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 Residentia Group product purchased by you accompanied by this document;
  - (d) 'ASR' means Residentia Group authorised service representative;
  - (e) 'Residentia Group' means Residentia Group Pty Ltd of 165 Barkly Avenue Burnley VIC, ACN 600 546 656 in respect of Appliances purchased in Australia;
  - (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 Residentia Group, 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 for 36 months, following the date of original purchase of the Appliance;
  - (h) 'you' means the purchaser of the Appliance not having purchased the Appliance for re-sale, and 'your' has a corresponding meaning.
2. This warranty only applies to Appliances purchased and used in Australia and is in addition to (and does not exclude, restrict, or modify in any way) any non-excludable statutory warranties in Australia.
  3. During the Warranty Period Residentia Group or its ASR 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. Residentia Group or its ASR may use remanufactured parts to repair your Appliance. You agree that any replaced Appliances or parts become the property of Residentia Group. This warranty does not apply to light globes, batteries, filters or similar perishable parts.
  4. Parts and Appliances not supplied by Residentia Group are not covered by this warranty.
  5. You will bear the cost of transportation, travel and delivery of the Appliance to and from Residentia Group or its ASR. If you reside outside of the service area, you will bear the cost of:
    - (a) travel of an authorised representative;
    - (b) transportation and delivery of the Appliance to and from Residentia Group or its ASR, in all instances, unless the Appliance is transported by Residentia Group or its ASR, the Appliance is transported at the owner's cost and risk while in transit to and from Residentia Group or its ASR.
  6. Proof of purchase is required before you can make a claim under this warranty.

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7. You may not make a claim under this warranty unless the defect claimed is due to faulty or defective parts or workmanship. Residentia Group 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 Residentia Group in writing;
  - (c) the Appliance's serial number or warranty seal has been removed or defaced;
  - (d) the Appliance was serviced or repaired by anyone other than Residentia Group, an authorised repairer or ASR.
8. This warranty, the contract to which it relates and the relationship between you and Residentia Group are governed by the law applicable where the Appliance was purchased.
9. To the extent permitted by law, Residentia Group 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 Residentia Group in Australia, the Appliances come with a guarantee by Residentia Group 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, Residentia Group shall, at its discretion, determine whether repair, replacement or refund will apply if an Appliance has a valid warranty claim applicable to it.
12. To enquire about claiming under this warranty, please follow these steps:
- (a) carefully check the operating 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 (e.g. an invoice) available;
  - (d) telephone the numbers shown below.
13. You accept that if you make a warranty claim, Residentia Group and its ASR may exchange information in relation to you to enable Residentia Group to meet its obligations under this warranty.

#### **IMPORTANT**

Before calling for service, please ensure that the steps in point 12 have been followed.

Telephone contact

- ▶ Service: Please call 1300 11 HELP (4357)

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#### **The Australian Consumer Law requires the inclusion of the following statement with this warranty:**

Our goods come with guarantees 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 goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

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