

# cooking collection

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Instructions for use and warranty details

Induction Cooktop  
Model No.: ICT6021

 **kLEENmaid**

Dear Customer,

Thank you and congratulations for choosing Kleenmaid.

Your new appliance has been designed and meticulously tested to ensure that it meets all your culinary requirements, and has been carefully manufactured using top quality materials to give you years of reliable performance.

For best results, carefully read the instructions on how your new appliance is to be installed. Correct installation will avoid delays and unnecessary service call costs.

Once installation is complete, please read this instruction manual carefully and get to know the controls and the features of your new Kleenmaid appliance. These simple instructions will enable you to achieve excellent results from the very first time you use it.

Again, congratulations and thank you for choosing The Best You Can Own.

KLEENMAID

# SUMMARY

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SAFETY .....	4
<b>PRECAUTIONS BEFORE USING</b> .....	4
<b>USING THE APPLIANCE</b> .....	4
<b>PRECAUTIONS NOT TO DAMAGE THE APPLIANCE</b> .....	5
<b>PRECAUTIONS IN CASE OF APPLIANCE FAILURE</b> .....	6
<b>OTHER PRECAUTIONS</b> .....	6
DESCRIPTION OF THE APPLIANCE .....	7
<b>TECHNICAL CHARACTERISTICS</b> .....	7
<b>CONTROL PANEL</b> .....	7
USE OF THE APPLIANCE .....	8
<b>DISPLAY</b> .....	8
<b>VENTILATION</b> .....	8
STARTING-UP AND APPLIANCE MANAGEMENT .....	8
<b>BEFORE THE FIRST USE</b> .....	8
<b>INDUCTION PRINCIPLE</b> .....	8
<b>SENSITIVE TOUCH</b> .....	8
<b>POWER SELECTION ZONE “SLIDER” AND TIMER SETTING ZONE</b> .....	9
<b>STARTING-UP</b> .....	9
<b>PAN DETECTION</b> .....	9
<b>RESIDUAL HEAT INDICATION</b> .....	9
<b>BOOSTER FUNCTION</b> .....	10
<b>TIMER</b> .....	10
<b>AUTOMATIC COOKING</b> .....	11
<b>STOP &amp; GO FUNCTION</b> .....	11
<b>RECALL FUNCTION</b> .....	11
<b>“KEEP WARM” FUNCTION</b> .....	12
<b>BRIDGE FUNCTION</b> .....	12
<b>CONTROL PANEL LOCKING</b> .....	12
COOKING ADVICE .....	13
<b>PAN QUALITY</b> .....	13
<b>PAN DIMENSION</b> .....	13
<b>EXAMPLES OF COOKING POWER SETTING</b> .....	14
MAINTENANCE AND CLEANING.....	14
WHAT TO DO IN CASE OF A PROBLEM .....	15
ENVIRONMENT PRESERVATION .....	15
INSTALLATION INSTRUCTIONS .....	16
ELECTRICAL CONNECTION .....	17

# SAFETY

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## Precautions before using

- Unpack all the materials.
- The installation and connecting of the appliance must be done by a qualified electrician. The manufacturer can not be responsible for damage caused by building-in or connecting errors.
- The appliance must be installed in a proper worktop.
- This domestic appliance is exclusively for the cooking of food, to the exclusion of any other domestic, commercial or industrial use.
- Remove all labels and self-adhesives from the ceramic glass.
- Do not change or alter the appliance.
- The cooking plate can not be used as a working surface.
- The appliance must be grounded and connected conforming to local standards.
- Do not use an extension cable to connect it.
- The appliance can not be used above a dishwasher or a tumble-dryer: steam may damage the electronic components.
- The appliance is not intended to be operated by means of external timer or separate remote control system.

## Using the appliance

- Switch the heating zones off after using, do not rely on the pan detector.
- Keep an eye on cooking using grease or oils: they may quickly ignite.
- Be careful not to burn yourself while or after using the appliance.
- Make sure no cable of any fixed or moving appliance contacts with the glass or the hot saucepan.
- Magnetic objects (credit cards, floppy disks, calculators) should not be placed near to the operating appliance.
- Metallic objects such as knives, forks, spoons and lids should not be placed on the hob surface since they can get hot.

- In general do not place any metallic object except cooking pots on the glass surface.
- Never cover the appliance with a cloth or a protection sheet. This may become very hot and catch fire.
- 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.
- Young children should be supervised to ensure that they do not play with the appliance.

### Precautions not to damage the appliance

- Unfinished pan bottoms or damaged saucepans (non enamelled cast iron pots,) may damage the ceramic glass.
- Sand or other abrasive materials may damage ceramic glass.
- Avoid dropping objects, even small ones, on the vitroceramic glass.
- Do not hit the edges of the glass with saucepans.
- Make sure that the ventilation of the appliance works according to the manufacturer's instructions.
- Do not put or leave empty saucepans on the vitroceramic hobs.
- Sugar, synthetic materials or aluminium foil must not contact the heating zones. These may cause breaks or other alterations of the vitroceramic glass by cooling: switch off the appliance and take them immediately off the hot heating zone (be careful: do not burn yourself).
- **WARNING:** Danger of fire: do not store items on the cooking surface.
- Never place any hot sauce pan over the control panel.
- If a drawer is situated under the installed appliance, make sure the space between the content of the drawer and the underside of the appliance is at least 2 cm. This is essential to ensure correct ventilation.
- Never put any flammable object (eg. sprays) into the drawer situated under the vitroceramic hob. Cutlery drawers must be resistant to heat.

## Precautions in case of appliance failure

- If a defect is noticed, switch off the appliance and turn off the electrical supply.
- If the ceramic glass is cracked or fissured, you must disconnect the appliance at the switchboard and contact the after sales service.
- Repairing has to be done by specialists. Do not open the appliance by yourself.
- **WARNING:** If the surface is cracked, switch off the appliance to avoid the possibility of electric shock.

## Other precautions

- Make sure that the cooking pan is always centred on the cooking zone. The bottom of the pan should cover as much as possible of the cooking zone.
- For the users of cardiac pacemakers. The magnetic field may influence the operation. We recommend getting information from the retailer or the doctor.
- Do not to place aluminium or synthetic material containers on the hob; they could melt on residual hot cooking zones.
- **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.



THE USE OF EITHER POOR QUALITY POT OR ANY INDUCTION ADAPTOR PLATE FOR NON-MAGNETIC COOKWARE RESULTS IN A WARRANTY BREACH. IN THIS CASE, THE MANUFACTURER CANNOT BE HELD RESPONSIBLE FOR ANY DAMAGE CAUSED TO THE HOB AND/OR ITS ENVIRONMENT.



WARNING: IT MUST BE ENSURED THAT THIS APPLIANCE IS CONNECTED ONLY TO A 230VAC +10%/-6% 50Hz MAINS POWER SUPPLY WHICH CONTINUOUSLY COMPLIES WITH THE RELEVANT AUSTRALIAN STANDARD. FAILURE TO DO SO MAY SERIOUSLY DAMAGE THE APPLIANCE AND ANY SUCH DAMAGE IS NOT COVERED BY THE MANUFACTURER'S WARRANTY.



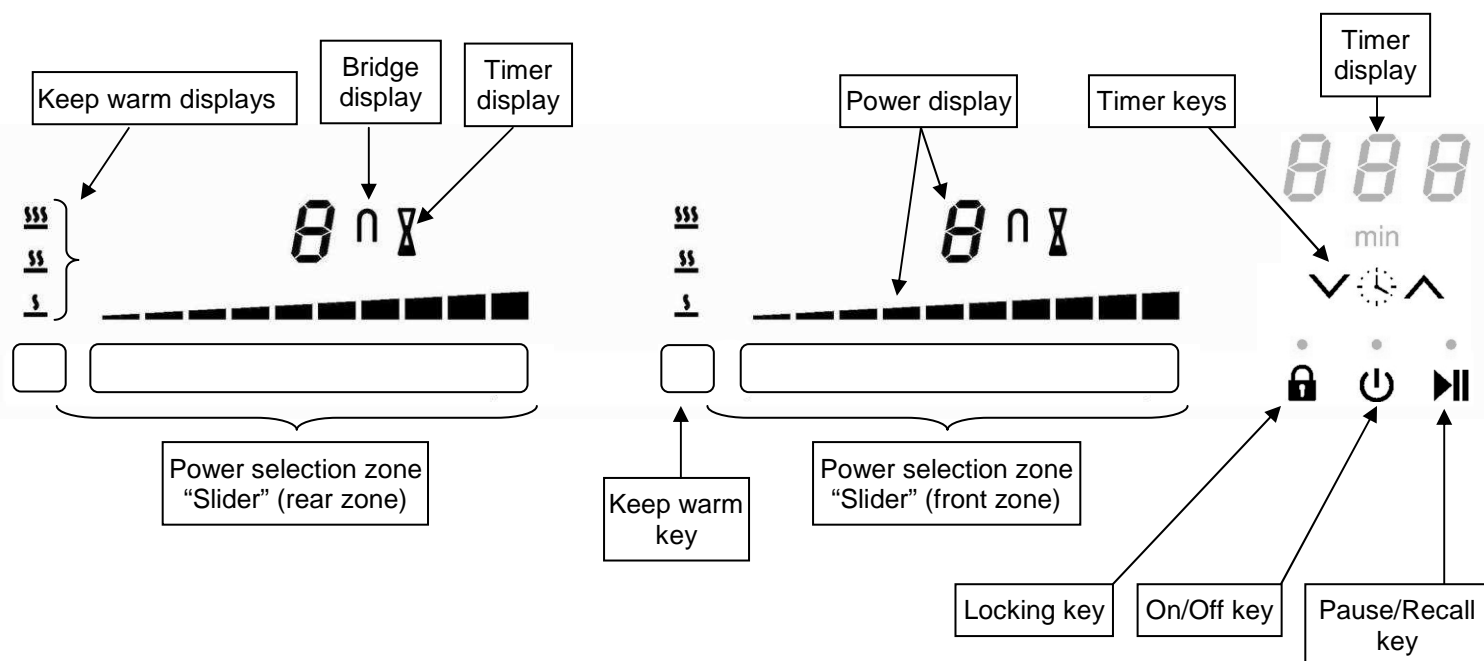
# DESCRIPTION OF THE APPLIANCE

## Technical characteristics

Type	Total Power	Position of the heating zone	Diameter	Nominal Power*	1 <sup>st</sup> Booster Power*	2 <sup>nd</sup> Booster Power*	Minimum diameter detection
ICT6021	7400 W	Front Left	220x180 mm	2050 W	2900 W	3700 W	120 mm
		Rear Left	220x180 mm	2050 W	2900 W	3700 W	120 mm
		Rear Right	180 mm	1850 W	2300 W	3000 W	100 mm
		Front Right	180 mm	1850 W	2300 W	3000 W	100 mm

\* The stated power may change according to the dimensions and material of the pan.

## Control panel



# USE OF THE APPLIANCE

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## Display

<u>Display</u>	<u>Designation</u>	<u>Description</u>
0	Zero	The heating zone is activated.
1...9	Power level	Selection of the cooking level.
U	No pan detection	No pan or inadequate pan.
A	Heat accelerator	Automatic cooking.
E	Error message	Electronic failure.
H	Residual heat	The heating zone is hot.
P	1 <sup>st</sup> Booster	The 1 <sup>st</sup> Booster is activated.
	2 <sup>nd</sup> Booster	The 2 <sup>nd</sup> Booster is activated.
L	Locking	Control panel locking.
U	Keep warm	Maintain automatically at approximately 42. 70. 94°C.
	Stop & Go	The hob is in pause.
∩	Bridge	2 cooking zones are combined.

## Ventilation

The cooling system is fully automatic. The cooling fan starts with a low speed when the heat created by the electronic system reaches a certain level. The ventilation starts its high speed when the hob is intensively used. The cooling fan reduces its speed and stops automatically when the electronic circuit is cooled enough.

# STARTING-UP AND APPLIANCE MANAGEMENT

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## Before the first use

Clean your hob with a damp cloth, and then dry the surface thoroughly. Do not use detergent. This may cause blue-tinted colour on the glass surface.

## Induction principle

An induction coil is located under each heating zone. When it is engaged, it produces a variable electromagnetic field which produces inductive currents in the ferromagnetic bottom plate of the pan. The result is a heating-up of the pan located on the heating zone.

Of course the pan has to be suitable:

- All ferromagnetic pans are recommended (please test to see if it attracts a magnet): cast iron and steel pans, enamelled pans, stainless-steel pans with ferromagnetic bottoms...
- NOT suitable: copper, pure stainless-steel, aluminium, glass, wood, ceramic, stoneware,...

The induction heating zone adapts automatically to the size of the pan. Pans with too small diameter may not work.

This diameter is varying in relationship to the heating zone diameter.

If the pan is not suitable to the induction hob the display will show [ U ].

## Sensitive touch

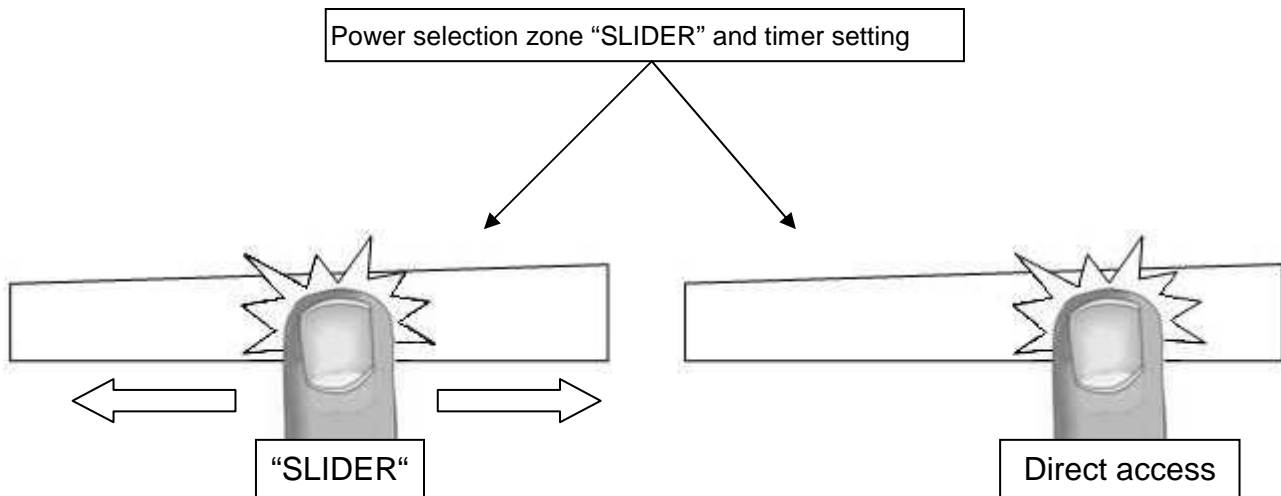
Your induction hob is equipped with electronic controls with sensitive touch keys. When your finger presses the key, the corresponding command is activated. This activation is validated by a control light, a letter or a number in the display and/or a "beep" sound.

**For normal use, press only one key at any time.**



### Power selection zone “SLIDER” and timer setting zone

To select the power with the slider, slide your finger on the “SLIDER” zone. You can also directly access a particular level if you put your finger directly on the chosen level.



### Starting-up

- Start up / switch off the hob:

<u>Action</u>	<u>Control panel</u>	<u>Display</u>
To start	press key [ 0/I ]	[ 0 ] are blinking
To stop	press key [ 0/I ]	nothing or [ H ]

- Start up / switch off a heating zone:

<u>Action</u>	<u>Control panel</u>	<u>Display</u>
Zone selection	press display [ 0 ] selected	[ 0 ] and control light on
To set (adjust the power)	slide on the “SLIDER” to the right or to the left	[ 0 ] to [ 9 ]
To stop	slide to [ 0 ] on “SLIDER” or press on [ 0 ]	[ 0 ] or [ H ] [ 0 ] or [ H ]

If no action is made within 20 second the electronics returns to waiting position.

### Pan detection

The pan detection ensures perfect safety. The induction doesn't work:

- If there is no pan on the heating zone or if this pan is not suitable to the induction. In this case it is impossible to increase the power and the display shows [ U ]. This symbol disappears when a pan is put on the heating zone.
- If the pan is removed from the heating zone the operation is stopped. The display shows [ U ]. The symbol [ U ] disappears when the pan is put back on the heating zone. The cooking continues with the power level set before.


### Residual heat indication

After the switching off of a heating zone or the complete stop of the hob, the heating zones are still hot and indicates [ H ] on the display.

The symbol [ H ] disappears when the heating zones may be touched safely.

As long as the residual heat indicators are on, don't touch the heating zones and don't put any heat sensitive object on them. There are risks of burn and fire.


## Booster function

The Booster function [ P ] and the Double Booster [  ] adds a booster power to the selected heating zone. If this function is activated the heating zones work for 10 minutes with an ultra high Booster. Booster is useful for example to heat up rapidly big quantities of water, like rice, pasta or noodles

- Start up / Stop the Booster:

<u>Action</u>	<u>Control panel</u>	<u>Display</u>
Start up the Booster	Slide to the end of the "SLIDER" Or press directly on the end of the "SLIDER"	[ P ]
Stop the Booster	Slide on the "SLIDER"	[ 9 ] to [ 0 ]

## Start up / Stop the double Booster

<u>Action</u>	<u>Control panel</u>	<u>Display</u>
Start up the Booster	Slide to the end of the "SLIDER" Or press directly on the end of the "SLIDER"	[ P ]
Start up Double Booster	Re-press key [ P ]	[  and P ]
Stop the Double Booster	Slide on the "SLIDER"	[ P ] to [ 0 ]
Stop the Booster	Slide on the "SLIDER"	[ 9 ] to [ 0 ]

- Power management:

The total cooking hob is equipped with an overall maximum of Booster power. When the Booster function is activated, the electronic system automatically regulates all "Boosters" selected to equalise the available power to each element selected for booster. The display is blinking on [ 9 ] for a few seconds and then shows the maximum of Booster allowed :

<u>Heating zone selected</u>	<u>The other heating zone: (example: Booster level 9)</u>
[ P ] is displayed	[ 9 ] goes to [ 6 ] or [ 8 ] depending on the type of zone

## Timer

The timer is able to be used simultaneous with all heating zones and this with different time settings (from 0 to 999 minutes) for each heating zone.

- Setting and modification of the cooking time :

<u>Action</u>	<u>Control panel</u>	<u>Display</u>
Select the power level	slide on the "SLIDER"	[ 1 ] to [ P ]
Select the Timer	Press simultaneously key [ - ] and [ + ] from the timer until the desired display is on	Timer display on
Decrease the time	Press key [ - ] from the timer	[ 60 ] to 59, 58...
Increase the time	Press key [ + ] from the timer	Time increase

After a few seconds, the [ min ] display stops blinking.  
The time is confirmed and the timer starts.

- To stop the cooking time:

<u>Action</u>	<u>Control panel</u>	<u>Display</u>
Select the Timer	Press simultaneously key [ - ] and [ + ] from the timer until the desired display is on	Timer display on
Stop the time	Press key [ - ] from the timer	[ 000 ]

If several timers are activated, repeat the process.

- Egg timer function :

Egg timer is an independent function. It stops as soon as a heating zone starts up.  
If the egg timer is on and the hob is switched off, the timer continues until time runs out.

<u>Action</u>	<u>Control panel</u>	<u>Display</u>
Activate the hob	press display [0/I]	[ 0 ]
Select the Timer	Press simultaneously key [ - ] and [ + ] from the timer	[ 000 ]
Decrease the time	Press key [ - ] from the timer	[ 60 ] to 59, 58...
Increase the time	Press key [ + ] from the timer	Time increase

After a few seconds, the [ min ] display stops blinking.  
The time is confirmed and the timer starts.

- Automatic stop at the end of the cooking time:

As soon as the selected cooking time is finished the timer display will blink [ 000 ] and a sound will be heard.  
To stop the sound and the blinking, press the key [ - ] and [ + ].

### Automatic cooking

All the cooking zones are equipped with automatic cooking functions. The cooking zone starts at full power for a certain time, and then reduces automatically its power to the pre-selected level.

- Start-up :

<u>Action</u>	<u>Control panel</u>	<u>Display</u>
Power level selection (for example « 7 »)	slide on the "SLIDER" to [ 7 ] and stay 3s	[ 7 ] is blinking with [ A ]

- Switching off the automatic cooking :

<u>Action</u>	<u>Control panel</u>	<u>Display</u>
Power level selection	slide on the "SLIDER"	[ 0 ] to [ 9 ]

### Stop & Go function

This function stops all the hob's cooking activity temporarily and allows restarting with the same settings.

- Start up/stop the pause function :

<u>Action</u>	<u>Control panel</u>	<u>Display</u>
Engage pause	press [ II ]	[ II ] and control light on
Stop the pause	press [ II ] Press on the animated "slider"	"Slider" animated previous settings

### Recall Function

After switching off the hob [0/I], it is possible to recall the last settings.

- cooking stages of all cooking zones (Power)
- minutes and seconds of programmed cooking zone-related timers
- Keep warm function
- Automatic cooking

The recall procedure is following:

- Press the key [0/I]
- Then press [ II ] before the light stops blinking.




The previous settings are again active.

### “Keep warm” Function

This function allows the cooktop to reach and automatically maintains at the temperature of approximately 42°C, approximately 70°C or approximately 94°C.

This will avoid liquids overflowing and burning at the bottom of the pan.


- To engage, to start the function « Keep warm » :

<u>Action</u>	<u>Control panel</u>	<u>Display</u>
42°C to engage	Press once on key [ U ]	[ U ] and [  ]
70°C to engage	Press twice on key [ U ]	[ U ] and [  ]
94°C to engage	Press 3 times on key [ U ]	[ U ] and [  ]
To stop	Slide on the “SLIDER” or press key [ U ] until [ 0 ]	[ 0 ] to [ 9 ] [ 0 ]

**The maximum duration of keeping warm is 2 hours.**



### Bridge Function

This function allows the use of 2 cooking zones simultaneously (left zones, middle zones, right zones) with the same features as a single cooking zone. Booster function isn't available during “bridging”.

<u>Action</u>	<u>Control panel</u>	<u>Display</u>
Activate the hob	Press display [ 0/I ]	[ 0 ]
Activate the bridge	Press simultaneously on [ U ] of the 2 cooking zones	[ 0 ] and [  ]
Increase bridge	Slide on the “SLIDER” witch indicates the power	[ 1 ] to [ 9 ]
Stop the bridge	Press simultaneously on [ U ] of the 2 cooking zones	[ 0 ]

### Control panel locking

To avoid accidentally activating or interfering with the setting of the cooking zones , in particular during cleaning, the control panel can be locked (with exception of the On/Off key [ 0/I ]).

<u>Action</u>	<u>Control panel</u>	<u>Display</u>
Locking the hob	Press [  ] during 6s	locking light on
Unlock the hob	Press [  ] during 6s	locking light off

# COOKING ADVICE

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## Pan quality

Suitable materials: steel, enamelled steel, cast iron, ferromagnetic stainless-steel, aluminium with ferromagnetic bottom.

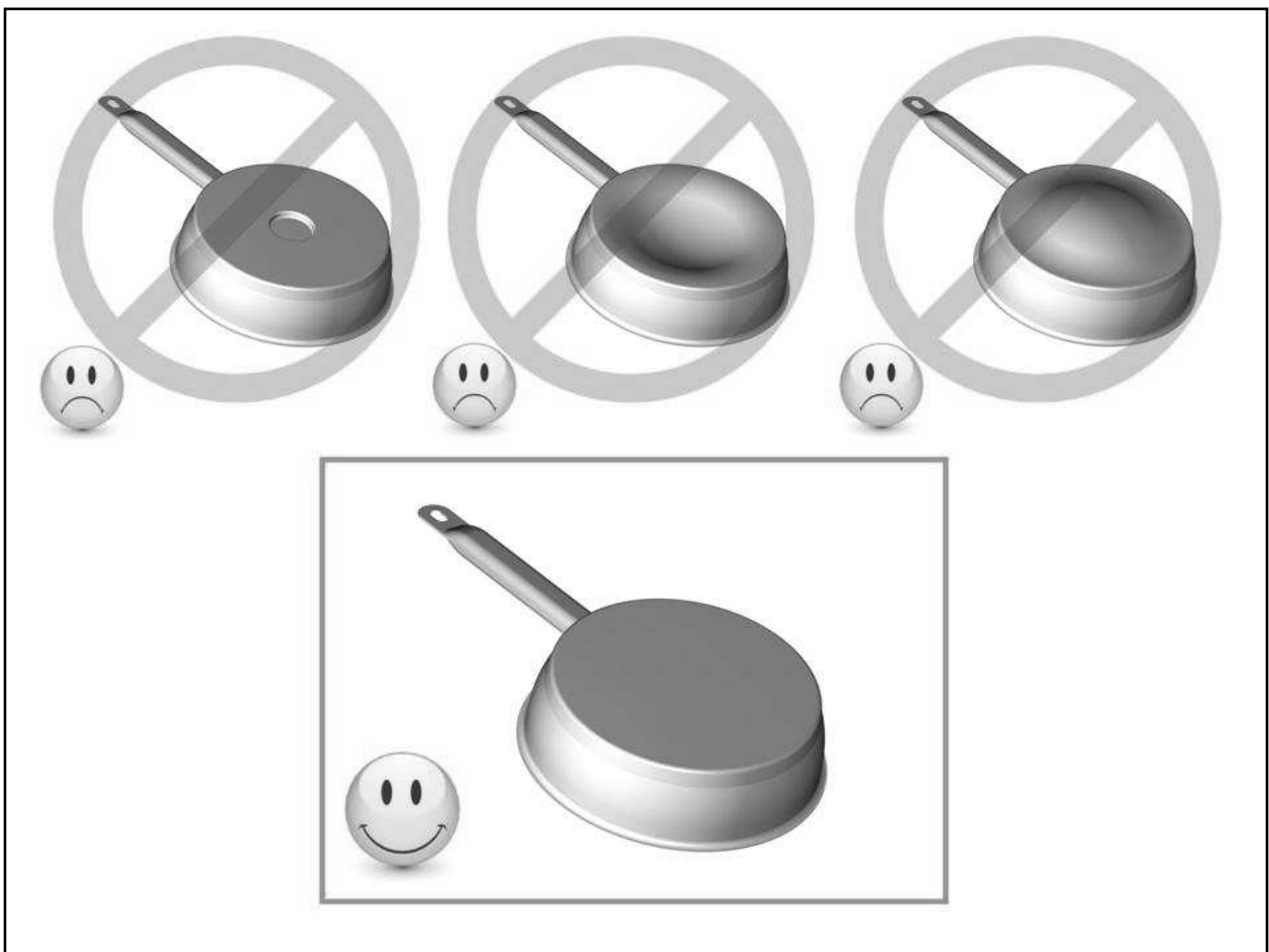
Not suitable materials: aluminium and stainless-steel without ferromagnetic bottom, copper, brass, glass, ceramic, porcelain.

The manufacturers specify if their products are compatible with induction.

To check if pans are compatible:

- Put a little water in a pan placed on an induction heating zone set at level [ 9 ]. This water must heat in a few seconds.
- A magnet sticks to the bottom of the pan.

Certain pans can make noise when they are placed on an induction cooking zone. This noise doesn't mean any failure of the appliance and doesn't influence the cooking operation.




## Pan dimension

The cooking zones are, within a certain limit, automatically adapted to the diameter of the pan. However the bottom of the pan must have a minimum diameter according to the corresponding cooking zone.

To obtain the best efficiency of your hob, please place the pan in the centre of the cooking zone.

### Examples of cooking power setting

(the values below are indicative)

1 to 2	Melting Reheating	Sauces, butter, chocolate, gelatine Dishes prepared beforehand
2 to 3	Simmering Defrosting	Rice, pudding, sugar syrup Dried vegetables, fish, frozen products
3 to 4	Steam	Vegetables, fish, meat
4 to 5	Water	Steamed potatoes, soups, pasta, fresh vegetables
6 to 7	Medium cooking Simmering	Meat, eggs, sausages Goulash, roulade, tripe
7 to 8	Cooking	Potatoes, chips, waffles
9	Frying, roasting Boiling water	Steaks, omelettes, fried dishes Water
P and 	Frying, roasting Boiling water	Steaks Boiling significant quantities of water

## MAINTENANCE AND CLEANING

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Switch-off the appliance before cleaning.

Do not clean the hob if the glass is too hot because there is a risk of burning.

- Remove light marks with a damp cloth with washing up liquid diluted in a little water. Then rinse with cold water and dry the surface thoroughly.
- Highly corrosive or abrasive detergents and cleaning equipment are likely to cause scratches and must be absolutely avoided.
- Do not ever use any steam-cleaner or pressure washer.
- Do not use any object that may scratch the ceramic glass.
- Ensure that the pan is dry and clean. Ensure that there are no grains of dust on your ceramic hob or on the pan. Sliding rough saucepans will scratch the surface.
- Spillages of sugar, jam, jelly, etc. must be removed immediately. You will thus prevent the surface being damaged.

# WHAT TO DO IN CASE OF A PROBLEM

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## **The hob or the cooking zone doesn't start-up :**

- The connection to the network is wrong.
- The protection fuse has disconnected.
- The locking function is activated.
- The sensitive keys are covered with grease or water.
- An object is put on a key.

## **The control panel displays [ U ]:**

- There is no pan on the cooking zone.
- The pan is not compatible with induction.
- The bottom diameter of the pan is too small.

## **The control panel displays [ E ]:**

- The electronic system is defective.
- Disconnect and replug the hob.
- Call after sales

## **One or all cooking zone cut-off :**

- The safety system functioned.
- You forgot to cut-off the cooking zone for a long time.
- One or more sensitive keys are covered.
- The pan is empty and its bottom overheated.
- The hob also has an automatic reduction of Booster level and breaking Automatic overheating

## **Continuous ventilation after cutting off the hob :**

- This is not a failure, the fan continues to protect the electronic device.
- The fan cooling stops automatically.

## **The automatic cooking system doesn't start-up :**

- The cooking zone is still hot [ H ].
- The highest Booster level is set [ 9 ].

## **The control panel displays [ U ]:**

- Refer to the chapter "Keep warm".

## **The control panel displays [ II ]:**

- Refer to the chapter "Stop&Go".

## **The control panel displays [ ] or [ Er03 ]:**

- An object or liquid covers the control keys. The symbol disappears as soon as the key is released or cleaned.

## **The control panel displays [ E2 ]:**

- The hob is overheated, let it cool and then turn it on again.

## **The control panel displays [ E8 ]:**

- The air inlet of the ventilator is obstructed, release it.

## **The control panel displays [ U400 ]:**

- The hob is not connected to the network. Check the connection and reconnect the hob.

## **The control panel displays [ Er47 ]:**

- The hob is not connected to the network. Check the connection and reconnect the hob.

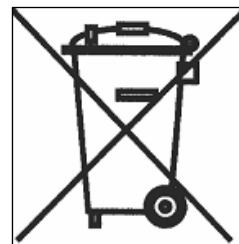
**If one of the symbols above persists, call the SAV.**

# ENVIRONMENT PRESERVATION

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- The materials of packing are ecological and recyclable.
- The electronic appliances are composed of recyclable, and sometimes harmful materials for the environment, but necessary to the proper operation and the safety of the appliance.

- Don't throw your appliance into the household rubbish
  - Get in touch with the waste collection centre of your council that is familiar with recycling of household appliances.

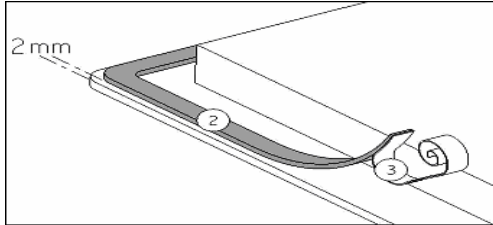


# INSTALLATION INSTRUCTIONS

The installation must be performed by a qualified electrical contractor.

## How to stick the gasket:

The gasket supplied with the hob prevents the intrusion of liquids into the cabinet below. It's installation has to be done carefully, in conformity with the following drawing.

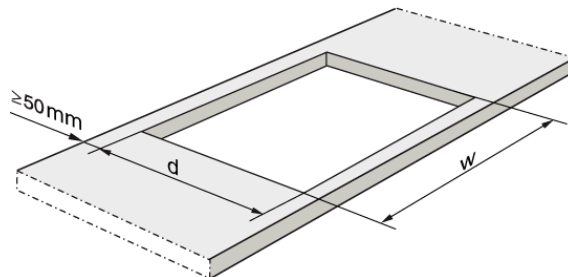
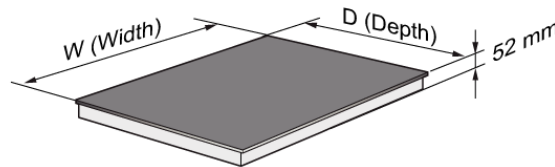


Stick the gasket (2) two millimetres from the external edge of the glass, after removing the protection tape (3).

## Fitting - installing:

- The cut out sizes are:

Ref.	Cut size (mm)		Glass size (mm)		
	Width	Depth	Width	Depth	Thickness
	w	d	W	D	
ICT6021	560	490	590	520	4



- **Ensure that there is a distance of 50 mm between the hob and the wall or sides.**
- The hobs are classified as “Y” class for heat protection. Ideally the hob should be installed with plenty of space on either side. There may be a wall at the rear and tall units or a wall at one side. **On the other side, however, no unit or divider must stand higher than the hob.**
- The piece of furniture or the support in which the hob is to be fitted, as well as the edges of furniture, the laminate coatings and the glue used to fix them, must be able to resist temperatures of up to 100 °C.
- Do not install the hob at the top of a non ventilated oven or a dishwasher.
- Ensure under the bottom of the hob casing a space of 20 mm to ensure good air circulation of the electronic device.
- If a drawer is placed under the hob, avoid putting into this drawer flammable objects (for example: sprays) or non heat-resistant objects.
- Materials which are often used to make worktops expand on contact with water. To protect the cut out edge, apply a coat of varnish or special sealant. Particular care must be taken when applying the adhesive joint supplied with the hob to prevent any leakage into the supporting furniture. This gasket ensures a good seal when used in conjunction with smooth work top surfaces.
- The safety gap between the hob and the rangehood placed above must comply with the recommendations of the rangehood manufacturer. In case of no instructions, a minimum distance of 650mm (or other minimum distance as may be specified by AS/NZS 5601 and interpreted by a certified installer) should apply.
- The connection cord should not be subjected to any mechanical constraint.
- **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.



# ELECTRICAL CONNECTION

- The installation of this appliance and the connection to the electrical supply should be performed by an authorised electrician.
- After the installation, make sure that all the parts under tension are well protected.
- The data regarding connection to the network are summarized on the rating label, underneath the hob.
- The connection to the main must be made using an earthed circuit and breaker protection.

## Caution!

This appliance must only be connected to a network 230 V~ 50/60 Hz.

Always connect the earth wire.

Respect the connection diagram.

The connection box is located underneath at the back of the hob casing. To open the cover use a medium screwdriver. Place it in the slits and open the cover.

Mains	Connection	Supply cord	Supply cord	Circuit breaker
230 V~ 50/60 Hz	1 Phase +N	3 x 2,5 mm <sup>2</sup>	H 05 VV - F H 05 RR - F	25 A *
400 V~ 50/60Hz	2 Phases + N	4 x 1,5 mm <sup>2</sup>	H 05 VV - F H 05 RR - F	16 A *

\* calculated with the simultaneous factor following the standard EN 60 335-2-6

## Connection of the hob

The ceramic hob can be connected in different ways:

Monophase 230V~1P+N

Biphase 400V~2P+N

### Setting up the configurations:

For the various kinds of connection, use the brass bridges which are in the box next the terminal

#### Monophase 230V~1P+N

Put the 1st bridge between terminal 1 and 2, the 2nd between 4 and 5.

Attach the earth to the terminate "earth", the neutral N to terminal 4 or 5, the Phase L to one of the terminals 1 or 2.

#### Biphase 400V~2P+N

Put a bridge between terminal 4 and 5.

Attach the earth to the terminate "earth", the neutral N to terminal 4 or 5, the Phase L1 to the terminals 1 and the Phase L2 to the terminal 2.

### **Caution!** Ensure that you:

- Correctly attach the wires and the bridges.
- Tighten the screws properly.

**We cannot be held responsible for any incident resulting from incorrect connection or which could arise from the use of an appliance which has not been earthed or has been equipped with a faulty earth connection.**



**WARNING: IT MUST BE ENSURED THAT THIS APPLIANCE IS CONNECTED ONLY TO A 230vac +10%/-6% 50Hz MAINS POWER SUPPLY WHICH CONTINUOUSLY COMPLIES WITH THE RELEVANT AUSTRALIAN STANDARD. FAILURE TO DO SO MAY SERIOUSLY DAMAGE THE APPLIANCE AND ANY SUCH DAMAGE IS NOT COVERED BY THE MANUFACTURER'S WARRANTY.**



# KLEENMAID WARRANTY

## TERMS AND CONDITIONS

1. Compass Capital Services Pty Ltd ABN 96 138 214 525 trading as Kleenmaid will provide parts and labour to you the customer as set out herein.
2. Kleenmaid's Products 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.
3. The benefits given to you under this Kleenmaid Warranty are in addition to other rights and remedies to which you may be entitled under the Australian Consumer Law in relation to the Product to which this Kleenmaid Warranty relates. Subject to the conditions below, the Product is warranted by Kleenmaid and/or its agents to be free from defects in materials and workmanship for the Warranty Period for normal Domestic Use.
4. Product Identification: -
  - a. Kleenmaid reserves the right to reject claims for any services or work where you cannot produce for verification the serial number and a proof of purchase for the Product (including but not limited to the original invoice).
  - b. this Kleenmaid Warranty will be voided if the serial number for the Product cannot be verified. This is not intended to exclude, restrict or modify any right or remedy to which you may otherwise be entitled under the consumer guarantee provisions of the Australian Consumer Law.
  - c. in the event that a request for repair is made against this Kleenmaid Warranty where the serial number for the Product cannot be verified or you cannot produce for verification a proof of purchase for the Product (including but not limited to the original invoice), the repairer will not carry out any repairs on the Product and you will be charged a service call-out fee.
5. What is covered by this Kleenmaid Warranty: -
  - a. the Product is covered for faulty workmanship or parts that have failed under normal Domestic Use.
  - b. Kleenmaid and/or its agents will determine by objective testing if there are any defects in the Product and/or faulty workmanship.
  - c. this Kleenmaid Warranty is only applicable if repairs on Products are carried out within Mainland Australia.
  - d. this Kleenmaid Warranty: -
    - i. covers a Product purchased as new, manufactured for use in Mainland Australia;
    - ii. commences from the date of delivery of the Product;
    - iii. provides for the labour and replacement parts necessary to maintain the Product in good operating condition as specified in this Kleenmaid Warranty, however, if repair is needed because of Product failure during normal Domestic Use, Kleenmaid has the option to repair or replace the defective Product or part of the Product with a product or part of like kind and quality. A replacement part may be new or reconditioned of like kind and quality and may cost less than the original Product purchased and no charges or refunds will be made based on the replacement product or part cost difference; and
    - iv. is only applicable when the Product is used and operated in accordance with the Manufacturer's instructions.
6. What is not Covered by this Kleenmaid Warranty (excluded):-
  - a. any damage or failure to or of the Product or part of the Product:
    - i. due to the Product being inadequately serviced to manufacturer's recommendations;
    - ii. resulting from environmental conditions including and not limited to dirt, dust, rodents, insects, rust, corrosion, salt built-up, or of in any part of the Product;
    - iii. resulting from excessive use but fair wear and tear is excepted;
    - iv. resulting from poor installation including and not limited to positioning and externally fitted equipment such as plumbing and drainage, cabling, antennae or due to incompatibility of connected equipment;
    - v. caused by overheating as a result of sitting or positioning of the Product, where there is no provision for adequate ventilation or adequate protection from excessive dust;
    - vi. if the Product has been dismantled, repaired or serviced by any person other than someone authorised by Kleenmaid or its agents or representatives;
    - vii. caused by power surges or spikes, including and not limited to, mains power and telecommunications connections, or to other unspecified sources, incorrect power current, voltage fluctuation, amperage fluctuation, rust or corrosion;
    - viii. if the Product is dropped, collision of the Product with another object, use for which the Product is not designed, damage to the Product caused by your own negligence, accidental or deliberate misuse of the Product by you, theft, abuse, vandalism, flood, fire, earthquake, electrical storms or any other act of God or any war related events; or
    - ix. due to the introduction of abnormal heat loads to the Product;
  - b. costs of attendance and testing where no fault or defect covered by the terms of this Kleenmaid Warranty is identified in the Product;
  - c. initial setup and installation of the Product;
  - d. normal maintenance costs and costs incurred through the installation of items listed as requiring periodic replacement;
  - e. Products with removed or altered serial numbers;
  - f. broken or cracked glass other than transport damage to the initial point of delivery;
  - g. consumables such as but not limited to bulbs/globes, seals, filters, batteries and remote controls;
  - h. removal and reinstallation of an internal component not performed by an authorised Kleenmaid agent or representative or authorised service centre;
  - i. cosmetic or structural items; or
  - j. any failures due to interference from or with other products and/or sources.
7. This Kleenmaid Warranty ceases if: -
  - a. the Product ceases to carry the original manufacturer's serial number or is sold at an auction;
  - b. the Product is rented; or
  - c. there is failure to pay monies owing on invoices as a result of non-warranty work being carried out at the request of the end user as per point 16 below.
8. Neither Kleenmaid nor its representatives provide loan equipment under the terms of this Kleenmaid Warranty.
9. Any unauthorised access to the internal hardware of the Product will void this Kleenmaid Warranty.

10. Repair Notice: Products presented for repair may be replaced by refurbished Products of the same type rather than being repaired. Refurbished parts may be used to repair the Products.
11. Replacement items are "like for like" and is not "new for old" and does not indicate in any way that a faulty Product will be replaced with a new part or unit. "Like for like" may either be a quality checked, refurbished or reconditioned unit of the same or later batch of model/size/specifications
12. The cost of making a claim under this Kleenmaid Warranty is not covered by Kleenmaid, including any costs of transportation or travel expenses between your home and your nearest authorised service agent.
13. Kleenmaid accepts no liability for items that are lost, damaged, or stolen as a result of freight, transport or storage. If you are required to transport the Product to an authorised service centre, you must ensure that it is securely packed and insured.
14. On Public Holidays or other periods when regular business and wholesale operations are temporarily ceased, repairer availability and warranty response times may extend beyond the standard response times due to the unavailability of repairers and parts.
15. For any repair performed on a Product under this Kleenmaid Warranty where no fault can be found, or the item is deemed by Kleenmaid or an authorised agent, to be not faulty under this Kleenmaid Warranty, or the repair or fault is not covered under this Kleenmaid Warranty, a 'No Fault Found' fee is payable by you. Kleenmaid will advise you of this cost and seek your agreement to pay such costs before commencing such repairs.
16. Any repairs or services required that are outside the terms and conditions of this Kleenmaid Warranty can be carried out at your request at your cost (including where the Product has not been installed or set up correctly). Kleenmaid will always advise you of this cost and seek your agreement to pay such costs before commencing such repairs. A credit card may be required prior to the commencement of such services.
17. Extra charges will be payable by the customer should the Product not be readily accessible without special equipment, such as but not limited to cranes and lifts or should the Product be installed in a position that service access is blocked and/or repair work is not possible without uninstalling the Product to gain access.
18. You, the customer, may be entitled to purchase an extended warranty in respect of the Product. Any extended warranty will not be issued by Kleenmaid but by a third party. Any extended warranty services will be provided directly by the third party as principal and not as agent for Kleenmaid, under their extended warranty terms and conditions and not under this Kleenmaid Warranty.
19. To make a claim under this Kleenmaid Warranty, please have your proof of purchase and the serial number of the Product ready and call (02) 9310 1207 during business hours.
20. This Kleenmaid Warranty is given by:  
 Name: Compass Capital Services Pty Ltd ABN 96 138 214 525 trading as Kleenmaid  
 Business address: Level 2, Suite 3, 204 Botany Rd, Alexandria NSW Australia 2015  
 Telephone: (02) 9310 1207
21. Definitions:
  - a. **Australian Consumer Law** means the *Competition and Consumer Act 2010* (Cth).
  - b. **Domestic Use** means use of the Product for personal, domestic or household purposes.
  - c. **Kleenmaid** means Compass Capital Services Pty Ltd ABN 96 138 214 525 trading as Kleenmaid.
  - d. **Mainland Australia** means the following States and Territories of Australia: New South Wales, Victoria, South Australia, Western Australia, Queensland, Tasmania, Northern Territory, Australian Capital Territory.
  - e. **Product** means the appliance sold by Kleenmaid to you as evidenced by the original purchase invoice.
  - f. **Warranty Period** means for domestic use and for Products purchased on or after 1 January 2019 the period of 60 months, otherwise 36 months. For non-domestic use 12 months or such alternative period as may be specified.

**UPDATE NOTICE:** This Kleenmaid Warranty is current as at 1 January 2019 but is subject to variation from time to time. For the latest version of the Kleenmaid Warranty, please see our website <http://www.kleenmaid-appliances.com.au/support/your-kleenmaid-warranty> or phone us on (02) 9310 1207.

## Other products available in the Kleenmaid range of appliances

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- | Washing machines
- | Clothes dryers
- | Dishwashers
- | Ovens
- | Cooktops
- | Steam ovens
- | Microwave ovens
- | Built in espresso coffee machines
- | Rangehoods
- | Freestanding ovens
- | Refrigerators & Freezers
- | Beverage Serving Cabinets
- | Water Dispensers
- | Vacuum Cleaners

Compass Capital Services Pty Limited  
trading as Kleenmaid  
ABN 96138214525

Level 2, 204 Botany Road Alexandria  
NSW 2015



Register your Kleenmaid  
Appliances Warranty  
[www.kleenmaidwarranty.com.au](http://www.kleenmaidwarranty.com.au)



Request a Warranty Service  
[www.kleenmaidwarranty.com.au](http://www.kleenmaidwarranty.com.au)

E: [support@kleenmaid.com.au](mailto:support@kleenmaid.com.au)  
[www.kleenmaid.com.au](http://www.kleenmaid.com.au)

