

cooking collection

Instructions for use and warranty details

Ceramic Hob
Model No.: KCCCT6010

 **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

Please read carefully

If you are unsure of any of the information contained in these instructions, please contact our customer care centre.

The manufacturer shall not be responsible for any damages to persons or property caused by incorrect installation or use of the appliance.

The manufacturer also reserves the right to make any modifications to the product as may be considered necessary or useful, also in the interests of the user, without jeopardising the main functional and safety features of the product itself.

The appliance is designed for a domestic environment and not for commercial use.

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1. Foreword

1.1 Safety Warnings

Your safety is important to us. Please read this information before using your cooktop.

1.2 Installation

1.2.1 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.
- 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.

1.2.2 Cut Hazard

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

1.2.3 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.
- Failure to install the appliance correctly could invalidate any warranty or liability claims.

1.3 Operation and maintenance

1.3.1 Electrical Shock Hazard

- Do not cook on a broken or cracked cooktop. If the cooktop surface should 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.

1.3.2 Health Hazard

- This appliance complies with electromagnetic safety standards.
- However, persons with cardiac pacemakers or other electrical implants (such as insulin pumps) must consult with their doctor or implant manufacturer before using this appliance to make sure that their implants will not be affected by the electromagnetic field.
- Failure to follow this advice may result in death.

1.3.3 Hot Surface Hazard

- 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.
- Failure to install the appliance correctly could invalidate any warranty or liability claims.

- 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 performed by children without supervision.
- 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.
- Warning: If the hob surface of glass-ceramic or similar material which protects live parts is cracked switch off the appliance to avoid the possibility of electric shock.
- Metallic objects such as knives, forks, spoons and lids should not be placed on the hob surface since they can get hot
- Do not use a steam cleaner to clean your cooktop.
- The appliance is not intended to be operated by means of an external timer or separate remote-control system.
- WARNING: Danger of fire: do not store items on the cooking surfaces.
- The cooking process has to be supervised. A short term cooking process has to be supervised continuously.
- 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.

1.3.4 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 cuts or other injury.

1.3.5 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.

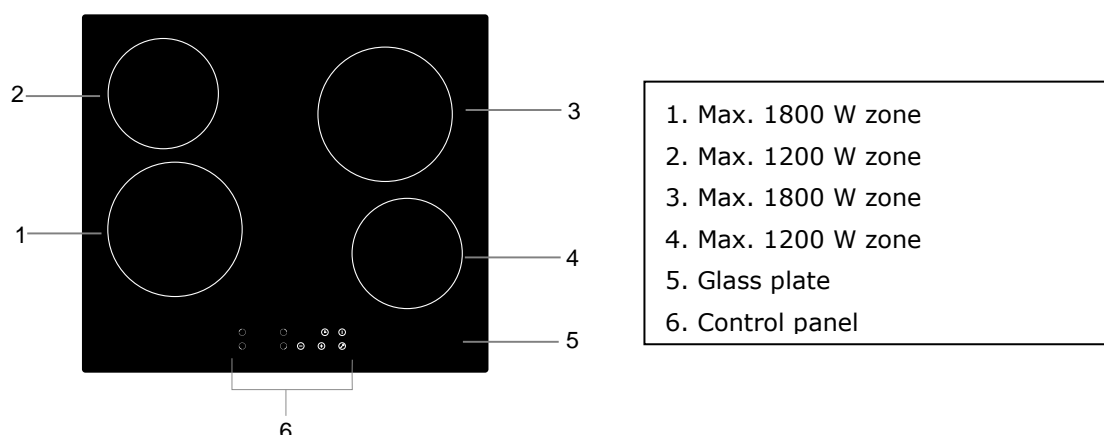
- Do not place or leave any magnetisable objects (e.g. credit cards, memory cards) or electronic devices (e.g. computers, MP3 players) near the appliance, as they may be affected by its electromagnetic field.
- Never use your appliance for warming or heating the room.
- After use, always turn off the cooking zones and the cooktop as described in this manual (i.e. by using the touch controls). Do not rely on the pan detection feature to turn off the cooking zones when you remove the pans.
- 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 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 Induction 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 Induction glass.
- This appliance is intended to be used in household and similar applications such as: staff kitchen areas in shops, offices and other working environments; farm houses; by clients in hotels, motels and other residential type environments; bed and breakfast type environments.
- **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.

Congratulations on the purchase of your new Ceramic Hob.

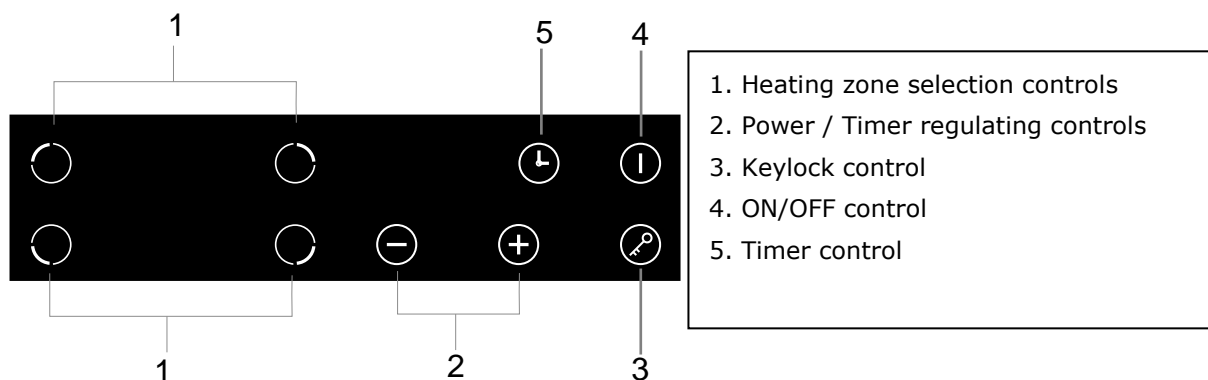
We recommend that you spend some time to read this Instruction / Installation Manual in order to fully understand how to install correctly and operate it. For installation, please read the installation section. Read all the safety instructions carefully before use and keep this Instruction / Installation Manual for future reference.

2. Product Introduction

2.1 Top View



2.2 Control Panel



2.3 Product Information

The microcomputer ceramic cooker hob can meet different kinds of cuisine demands because of resistance wire heating, micro-computerized control and multi-power selection, really the optimal choice for modern families.

The ceramic cooker hob is designed with you in mind. The hobs safe and reliable performance makes your life comfortable and allows you to more fully enjoy life's pleasures.

2.4 Working Principle

This ceramic cooker hob directly employs resistance wire heating, and output power is regulated through adjustment of the touch controls.

2.5 Before using your New Ceramic Hob

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

2.6 Technical Specification

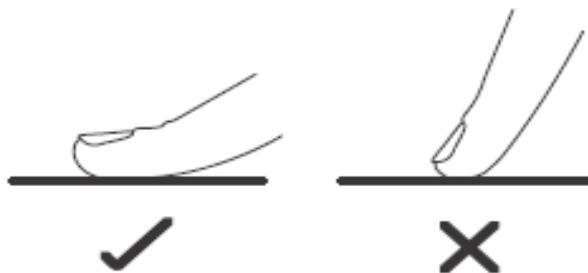
Cooking Hob	KCCCT6010
Cooking Zones	4 Zones
Supply Voltage	220-240V~ 50 or 60Hz
Installed Electric Power	5500-6600W
Product Size D×W×H(m)	590X520X55
Building-in Dimensions A×B (mm)	560X490

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

3. Operation of Product

3.1 Touch Controls

- The controls respond to touch, so you don't need to apply any pressure.
- Use the ball of your finger, not its 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.

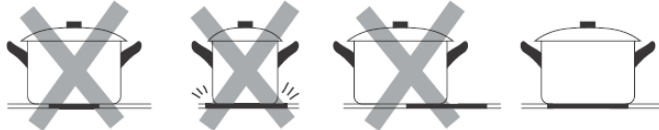


3.2 Choosing the right Cookware

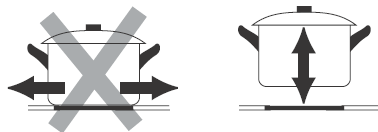
Do not use cookware with jagged edges or a curved base.



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 centre your pan on the cooking zone.





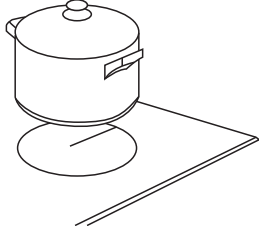

Always lift pans off the ceramic hob – do not slide, or they may scratch the glass.

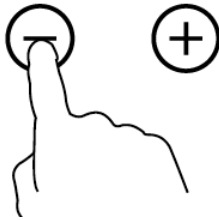


3.3 How to use




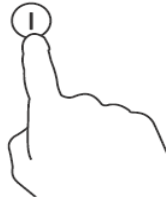
3.3.1 Start cooking

After power on, the buzzer beeps once, and all the indicators light up for 1 second then go out, indicating that the ceramic hob has entered standby mode.

<p>Touch the ON/OFF  control. all the indicators show “-”</p>	
<p>Place a suitable pan on the cooking zone that you wish to use.</p> <ul style="list-style-type: none"> • Make sure the bottom of the pan and the surface of the cooking zone are clean and dry. 	
<p>Touch the heating zone selection control (e.g. zone 3#)</p>	

<p>Select a heat setting by touching the “-” or “+” control.</p> <ul style="list-style-type: none"> • 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 at any time during cooking. • By holding down either of these buttons, the value will adjust up or down. 	
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3.3.2 Finish cooking

<p>Touch the heating zone selection control that you wish to switch off. (e.g. zone 3#)</p>	
<p>Turn the cooking zone off by scrolling down to “0” or touching “-” and “+” control together</p>	
<p>Turn the whole cooktop off by touching the ON/OFF  control.</p>	




Beware of hot surfaces


“H” will show which cooking zone is 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.





3.3.3 Locking the Controls

- You can lock the controls to prevent unintended use (for example children accidentally turning the cooking zones on).
- When the controls are locked, all the controls except the ON/OFF control are disabled.

To lock the controls	
Touch the lock  control	The timer indicator will show “Lo”
To unlock the controls	

Make sure the ceramic hob is turned on
Touch and hold the lock control  for a while.



When the hob is in the lock mode, all the controls are disabled except the ON/OFF  , you can always turn the ceramic hob off with the ON/OFF  control in an emergency, but you should unlock the hob first the next time it's used.

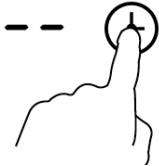
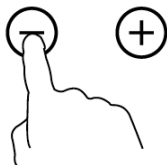
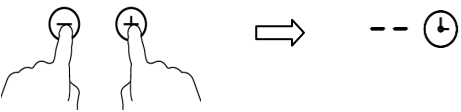
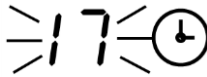
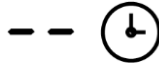
3.3.4 Timer control

You can use the timer in two different ways:

- a) You can use it as a minute minder. In this case, the timer will not turn any cooking zone off when the set time is up.
- b) You can set it to turn one or more cooking zones off after the set time is up.
- The timer functions for a maximum 99 minutes.

a) Using the Timer as a Minute Minder

If you are not selecting any cooking zone



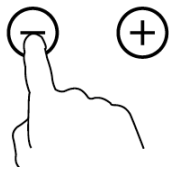
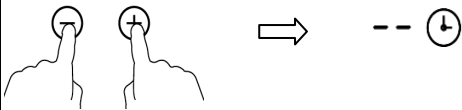
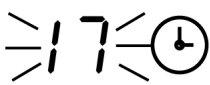
Make sure the cooktop is turned on. Note: you can use the minute minder even if you're not selecting any cooking zone.	
Touch the timer control, the timer indicator will show "--"	
Adjust the timer setting by touching "-" or "+" control. The minute minder indicator will start flashing and will show in the timer display.	
Touching "-" and "+" together, cancels the timer, and "--" will show in the minute display.	
When the time is set, it will begin to count down immediately. The display will show the remaining time and the timer indicator will flash for 5 seconds	
Buzzer will beep for 30 seconds and the timer indicator shows "- -" when the set time is finished.	

Hint:

- a) Touch the "-" or "+" control of the timer once to decrease or increase by 1 minute.

- b) Touch and hold the “-” or “+” control of the timer to decrease or increase by 10 minutes.
 c) If the time set exceeds 99 minutes, the timer will automatically return to 0 minute.



b) Setting the timer to turn one or more cooking zones off


Set one zone	
Touch the heating zone selection control	
Touch the timer control, the timer indicator show “10”	
Adjust the timer setting by touching the “-” or “+” control. The minute minder indicator will start flashing and will show in the timer display.	
Touching “-” and “+” together, cancels the timer, and “--” will show in the minute display.	
When the time is set, it will begin to count down immediately. The display will show the remaining time and the timer indicator will flash for 5 seconds	

Setting the timer to turn more than one cooking zone off

- If more than one heating zone uses this function, the timer indicator will show the lowest time. (e.g. zone 3# has a set time of 10 minutes, zone 4# has a set time of 5 minutes, the timer indicator shows “5”.)

NOTE: The red dot next to power level indicator will flash.

6.  (set to 10 minutes) 5 

3  (set to 5 minutes)

- When cooking time expires, the corresponding cooking zone will switch off automatically.



Note:

- a) The red dot next to the power level indicator will illuminate indicating the selected zone.



- b) If you want to change the time after the timer is set, you have to start from step 1.

3.3.5 Over-Temperature Protection

A temperature sensor monitors the temperature inside the ceramic hob. When an excessive temperature is registered, the ceramic hob will stop operation automatically.

3.3.6 Residual Heat Warning

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

3.3.7 Default working times

Another safety feature of the hob is automatic shutdown. This occurs whenever you forget to switch off a cooking zone. The default shutdown times are shown in the table below:

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

4. Cooking Guidelines



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

4.1 Cooking Tips

- When food comes to the boil, reduce the temperature setting.
- Using a lid will reduce cooking times and save energy by retaining the heat.
- Minimize 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.

4.1.1 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.

4.1.2 Searing steak

To cook juicy flavorful steaks:

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

2. Heat up a heavy-based frying pan.
3. 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.
4. 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.
5. Leave the steak to rest on a warm plate for a few minutes to allow it to relax and become tender before serving.

4.1.3 For stir-frying

1. Choose an ceramic compatible flat-based wok or a large frying pan.
2. Have all the ingredients and equipment ready. Stir-frying should be quick. If cooking large quantities, cook the food in several smaller batches.
3. Preheat the pan briefly and add two tablespoons of oil.
4. Cook any meat first, put it aside and keep warm.
5. 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.
6. Stir the ingredients gently to make sure they are heated through.
7. Serve immediately.

5. Heat Settings

The settings below are guidelines only. The exact setting will depend on several factors, including your cookware and the amount you are cooking. Experiment with the Ceramic hob to find the settings that best suit you.

Heat setting	Suitability
1 - 2	<ul style="list-style-type: none"> • delicate warming for small amounts of food • melting chocolate, butter, and foods that burn quickly • gentle simmering • slow warming
3 - 4	<ul style="list-style-type: none"> • reheating • rapid simmering • cooking rice
5 - 6	<ul style="list-style-type: none"> • pancakes
7 - 8	<ul style="list-style-type: none"> • sautéing • cooking pasta
9	<ul style="list-style-type: none"> • stir-frying • searing • bringing soup to the boil • boiling water

6. Care and Cleaning

What?	How?	Important!
Everyday soiling on glass (fingerprints, marks, stains left by food or non-sugary spillovers on the glass)	<ol style="list-style-type: none"> 1. Switch the power to the cooktop off. 2. Apply a cooktop cleaner while the glass is still warm (but not hot!) 3. Rinse and wipe dry with a clean cloth or paper towel. 4. Switch the power to the cooktop back on. 	<ul style="list-style-type: none"> • 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	<p>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:</p> <ol style="list-style-type: none"> 1. Switch the power to the cooktop off at the wall. 2. Hold the blade or utensil at a 30° angle and scrape the soiling or spill to a cool area of the cooktop. 3. Clean the soiling or spill up with a dish cloth or paper towel. 4. Follow steps 2 to 4 for 'Everyday soiling on glass' above. 	<ul style="list-style-type: none"> • 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	<ol style="list-style-type: none"> 1. Switch the power to the cooktop off. 2. Soak up the spill 3. Wipe the touch control area with a clean damp sponge or cloth. 4. Wipe the area completely dry with a paper towel. 5. Switch the power to the cooktop back on. 	<ul style="list-style-type: none"> • 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.

7. Hints and Tips

Problem	Possible causes	What to do
The cooktop cannot be turned on.	No power.	Make sure the ceramic hob 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, call a qualified technician.
The touch controls are unresponsive.	The controls are locked.	Unlock the controls. See section 'Using your ceramic cooktop' for instructions.
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'. See 'Care and cleaning'.
Some pans make crackling or clicking noises.	This may be caused by the construction of your cookware (layers of different metals vibrating differently).	This is normal for cookware and does not indicate a fault.

8. Installation

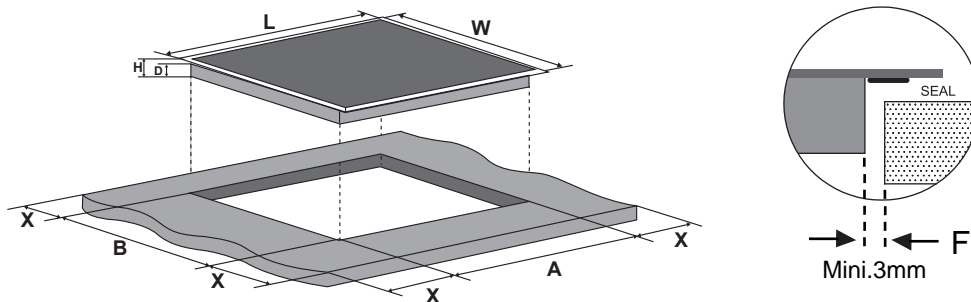
8.1 Selection of installation equipment

Cut out the work surface according to the sizes shown in the drawing.

For the purpose of installation and use, a minimum of 5 cm space shall be preserved around the hole. Be sure the thickness of the work surface is at least 30mm. Please select heat-resistant and insulated work surface material to avoid electrical shock and deformation caused by heat radiation from the hotplate. (Wood and similar fibrous or hygroscopic material should not be used as work surface material unless impregnated.) As shown below:



Note: The safety distance between the sides of the hob and the inner surfaces of the worktop should be at least 3mm.



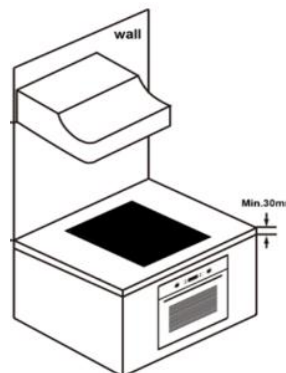
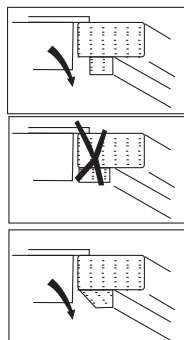
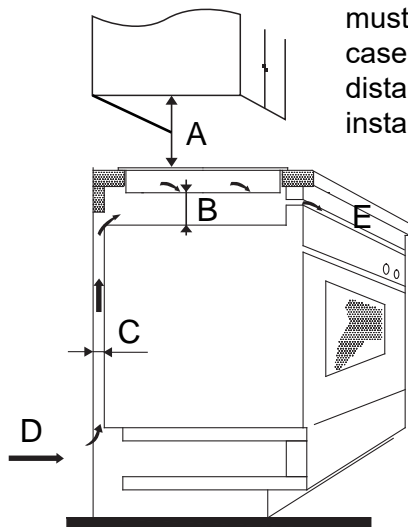
L(mm)	W(mm)	H(mm)	D(mm)	A(mm)	B(mm)	X(mm)	F(mm)
590	520	55	51	560+4 +1	490+4 +1	50 mini	3 mini

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



Note: The safety gap between the hob and the rangehood placed above must comply with the recommendations of the hood manufacturer. In case of no instructions, a minimum distance as specified by AS/NZS 5601 should apply.

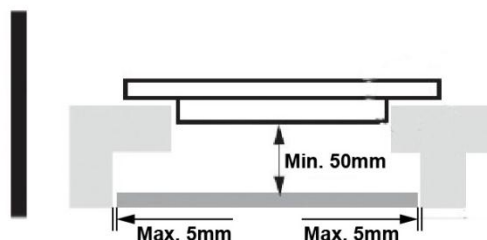
Note: The safety gap between the hob and the rangehood placed above must comply with the recommendations of the rangehood manufacturer. In case of no instructions, a minimum distance of 650mm (or other minimum distance as may be specified by AS/NZS 5601 and interpreted by a certified installer) should apply.



A(mm)	B(mm)	C(mm)	D	E
See note	50 mini	20 mini	Air intake	Air exit 5mm

WARNING: Ensuring Adequate Ventilation

Make sure the ceramic hob is well ventilated and that the air inlet and outlet are not blocked. In order to avoid accidental contact with the overheating bottom of the hob, or getting an electric shock, it is necessary to put a wooden insert, fixed by screws, at a minimum distance of 50mm from the bottom of the hob. Follow the requirements below.



There are ventilation holes around outside of the hob. YOU MUST ensure these holes are not blocked by the worktop when you put the hob into position.

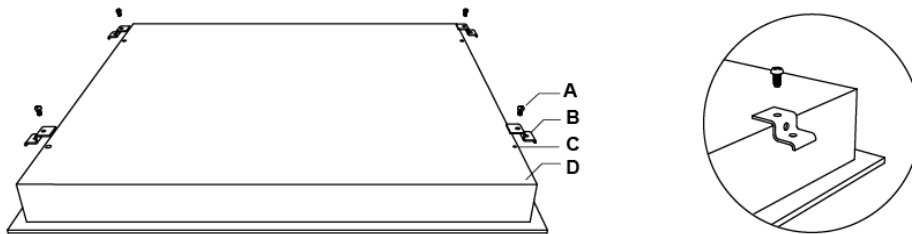


- Be aware that the glue that joins the plastic or wooden material to the furniture has to perform at a temperature of at least 150°C to avoid the paneling separating.
- The rear wall, adjacent and surrounding surfaces must therefore be able to withstand a temperature of 90°C.

8.2 Before locating the fixing brackets

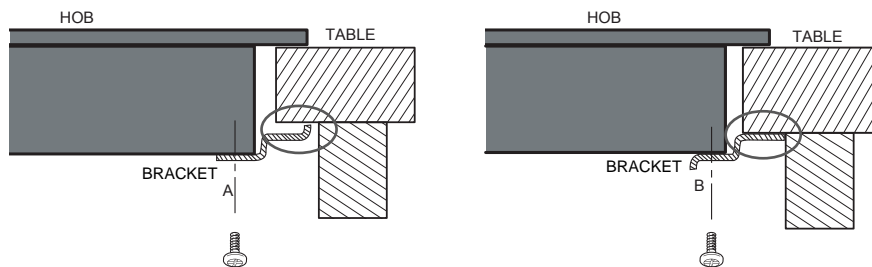
The unit should be placed on a stable, smooth surface (use the packaging). Do not apply force onto the controls protruding from the hob.

Fix the hob on the work surface by screwing four brackets on the bottom of hob (see picture) after installation.



A	B	C	D
screw	bracket	Screw hole	base

Adjust the bracket position to suit for different work surface's thickness.



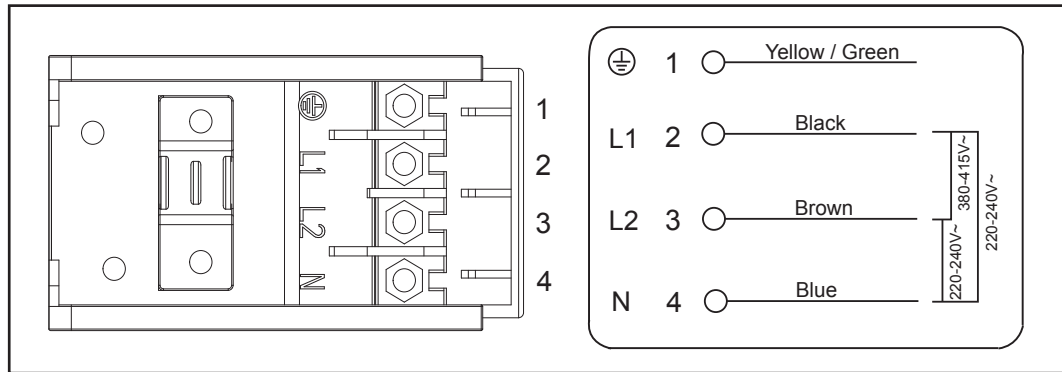
Under no circumstances should the brackets touch the inner surfaces of the worktop after installation (see picture).

8.3 Cautions

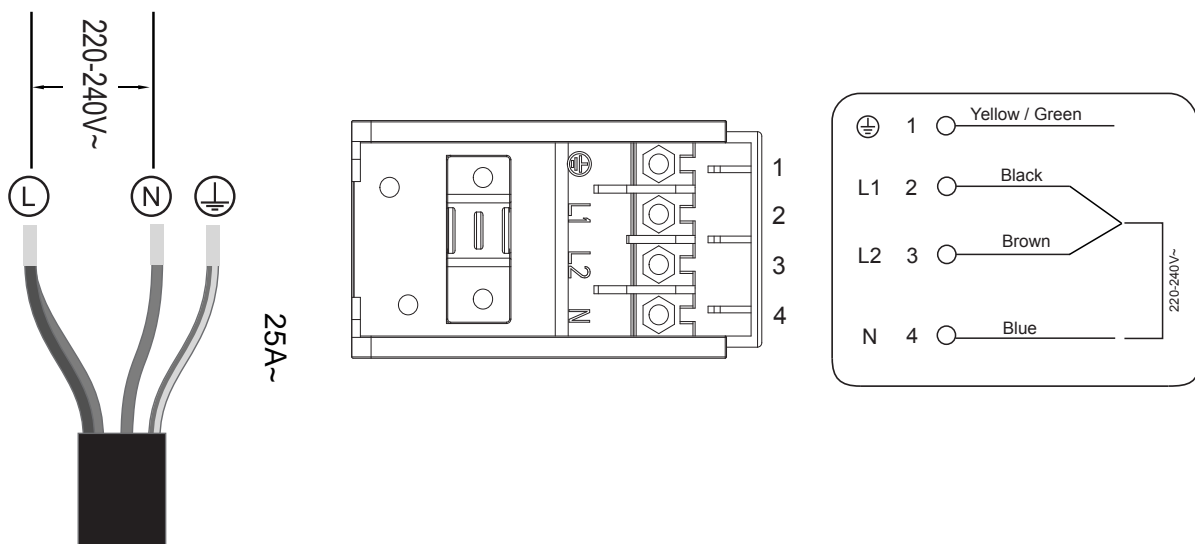
1. The ceramic cooker hob must be installed by qualified personnel or technicians. We have professionals at your service. Please do not attempt installation by yourself.
2. The ceramic cooker hob shall not be mounted to cooling equipment, dishwashers or rotary dryers.
3. The ceramic cooker hob shall be installed such that the most efficient heat radiation can be ensured to enhance its reliability.
4. The wall and induced heating zone above the work surface should be heat resistant.
5. To avoid any damage, the sandwich layer and adhesive must be resistant to heat.
6. A steam cleaner is not to be used.

8.4 Connecting the hob to the mains power supply

The power supply should be connected in compliance with the relevant standard, or a single-pole circuit breaker. The method of connection is shown below.



This cooktop should be connected directly to the mains by a single-phase electric connection, as shown below.



1. 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.
2. 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.
3. The installer must ensure that the correct electrical connection has been made and that it complies with safety regulations.
4. The cable must not be bent or compressed.
5. The cable must be checked regularly and only replaced by a properly qualified person.



The bottom surface and the power cord of the hob are not accessible after installation.

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.



DISPOSAL: Do not dispose of 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 2012/19/EU 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 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.

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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

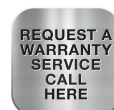
- | Washing machines
- | Clothes dryers
- | Dishwashers
- | Ovens
- | Cooktops
- | Steam ovens
- | Microwave ovens
- | Built in espresso coffee machines
- | Rangehoods
- | Freestanding ovens
- | Refrigerators & Freezers
- | Beverage Serving Cabinets
- | Water Dispensers
- | Vacuum Cleaners

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



Request a Warranty Service
www.kleenmaidwarranty.com.au

E: support@kleenmaid.com.au
www.kleenmaid.com.au

