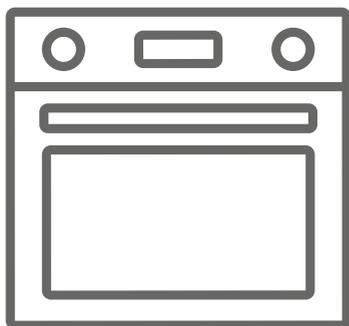




EN Built-in Oven / User Manual



IB609PYRONZ

Thank you for choosing this product.

This User Manual contains important safety information and instructions on the operation and maintenance of your appliance.

Please take the time to read this User Manual before using your appliance and keep this book for future reference.

Icon	Type	Meaning
	WARNING	Serious injury or death risk
	RISK OF ELECTRIC SHOCK	Dangerous voltage risk
	FIRE	Fire risk
	CAUTION	Injury or property damage risk
	IMPORTANT	Operating the system correctly

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1. SAFETY INSTRUCTIONS

- Carefully read all instructions before using your appliance and keep them in a convenient place for reference when necessary.
- This manual has been prepared for more than one model therefore your appliance may not have some of the features described within. For this reason, it is important to pay particular attention to any figures whilst reading the operating manual.

1.1. General Safety Warnings

- This appliance can be used by children aged from 8 years and above and by 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 should not play with the appliance. Cleaning and user maintenance should not be made by children without supervision.

 **WARNING:** The appliance and its accessible parts become hot during use. Care should be taken to avoid touching heating elements. Keep children less than 8 years of age away unless they are continually supervised.

  **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.

- Do not operate the appliance with an external timer or separate remote-control system.
- During use the appliance will get hot. Care should be taken to avoid touching heating elements inside

the oven.

- Handles may get hot after a short period during use.
- Do not use harsh abrasive cleaners or scourers to clean oven surfaces. They can scratch the surfaces which may result in shattering of the door glass or damage to surfaces.
- Do not use steam cleaners for cleaning the appliance.

 **WARNING:** To avoid the possibility of electric shock, make sure that the appliance is switched off before replacing the lamp.

 **CAUTION:** Accessible parts may be hot when cooking or grilling. Keep young children away from the appliance while it is in use.

- During pyrolytic operations, remove any excess spillage, oven shelves, shelf supports, wire shelves and all accessories before cleaning.
- Your appliance is produced in accordance with all applicable local and international standards and regulations.
- Maintenance and repair work should only be carried out by authorised service technicians. Installation and repair work that is carried out by unauthorised technicians may be dangerous. Do not alter or modify the specifications of the appliance in any way. Inappropriate hob guards can cause accidents.
- Before connecting your appliance, make sure that the local distribution conditions (nature of the gas and gas pressure or electricity voltage and frequency) and the specifications of the appliance are compatible. The specifications for this appliance are stated on the label.

 **CAUTION:** This appliance is designed only for

cooking food and is intended for indoor domestic household use only. It should not be used for any other purpose or in any other application, such as for non-domestic use, in a commercial environment or for heating a room.

- Do not use the oven door handles to lift or move the appliance.
- All possible measures have been taken to ensure your safety. Since the glass may break, care should be taken while cleaning to avoid scratching. Avoid hitting or knocking the glass with accessories.
- Make sure that the supply cord is not trapped or damaged during installation. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to prevent a hazard.
- Do not let children climb on the oven door or sit on it while it is open.
- Please keep children and animals away from this appliance.

1.2. Installation Warnings

- Do not operate the appliance before it is fully installed.
- The appliance must be installed by an authorised technician. The manufacturer is not responsible for any damage that might be caused by defective placement and installation by unauthorised people.
- When the appliance is unpacked, make sure that it has not been damaged during transportation. In the case of a defect do not use the appliance and contact a qualified service agent immediately. The materials used for packaging (nylon, staplers, styrofoam, etc.) may be harmful to children and they

- should be collected and removed immediately.
- Protect your appliance against atmospheric effects. Do not expose it to effects such as sun, rain, snow, dust or excessive humidity.
 - The material around the appliance must be able to withstand a minimum temperature of 100°C.

1.3. During Use

- When you first use your oven you may notice a slight smell. This is perfectly normal and is caused by the insulation materials on the heater elements. We suggest that, before using your oven for the first time, you leave it empty and operate it at maximum temperature for 45 minutes. Make sure that the environment in which the product is installed is well ventilated.
- Take care when opening the oven door during or after cooking. The hot steam from the oven may cause burns.
- Do not put flammable or combustible materials in or near the appliance while it is operating.
- Always use oven gloves to remove and replace food in the oven.



Do not leave the cooker unattended while cooking with solid or liquid oils. They may catch fire under extreme heating conditions. Never pour water on to flames that are caused by oil, instead switch the cooker off and cover the pan with its lid or a fire blanket.

- If the product will not be used for a long period of time, turn the main control switch off. Turn the gas valve off when a gas appliance is not in use.
- Make sure the appliance control knobs are always in the “0” (stop) position when it is not in use.

- The trays incline when pulled out. Take care not to spill or drop hot food while removing it from the oven.
- Do not place anything on the oven door when it is open. This could unbalance the oven or damage the door.
- Do not place heavy or flammable items (e.g. nylon, plastic bag, paper, cloth, etc.) into the drawer. This includes cookware with plastic accessories (e.g. handles).
- Do not hang towels, dishcloths or clothes from the appliance or its handles.

1.4. During Cleaning and Maintenance

- Make sure that your appliance is turned off at the mains before carrying out any cleaning or maintenance operations.
- Do not remove the control knobs to clean the control panel.
- To maintain the efficiency and safety of your appliance, we recommend you always use original spare parts and to call our authorised service agents in case of need.

Disposal of your old machine



This symbol on the product or on its packaging indicates that this product should not be treated as household waste. Instead it should be handed over to the applicable collection point for the recycling of electrical and electronic equipment. By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product. For more

detailed information about recycling of this product, please contact your local city office, your household waste disposal service or the retailer who you purchased this product from.

2. INSTALLATION AND PREPARATION FOR USE

! WARNING : This appliance must be installed by an authorised service person or qualified technician, according to the instructions in this guide and in compliance with the current local regulations.

- Incorrect installation may cause harm and damage, for which the manufacturer accepts no responsibility and the warranty will not be valid.
- Prior to installation, ensure that the local distribution conditions (electricity voltage and frequency) and the adjustments of the appliance are compatible. The adjustment conditions for this appliance are stated on the label.
- The laws, ordinances, directives and standards in force in the country of use are to be followed (safety regulations, proper recycling in accordance with the regulations, etc.).

2.1. Instructions for the Installer

General instructions

- After removing the packaging material from the appliance and its accessories, ensure that the appliance is not damaged. If you suspect any damage,

do not use it and contact an authorised service person or qualified technician immediately.

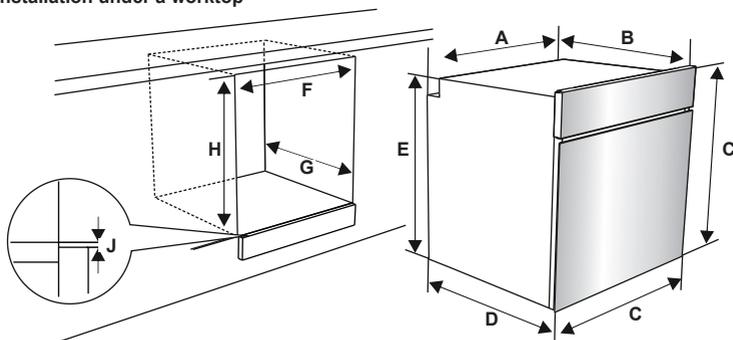
- Make sure that there are no flammable or combustible materials in the close vicinity, such as curtains, oil, cloth etc. which may catch fire.
- The worktop and furniture surrounding the appliance must be made of materials resistant to temperatures above 100°C.
- The appliance should not be installed directly above a dishwasher, fridge, freezer, washing machine or clothes dryer.

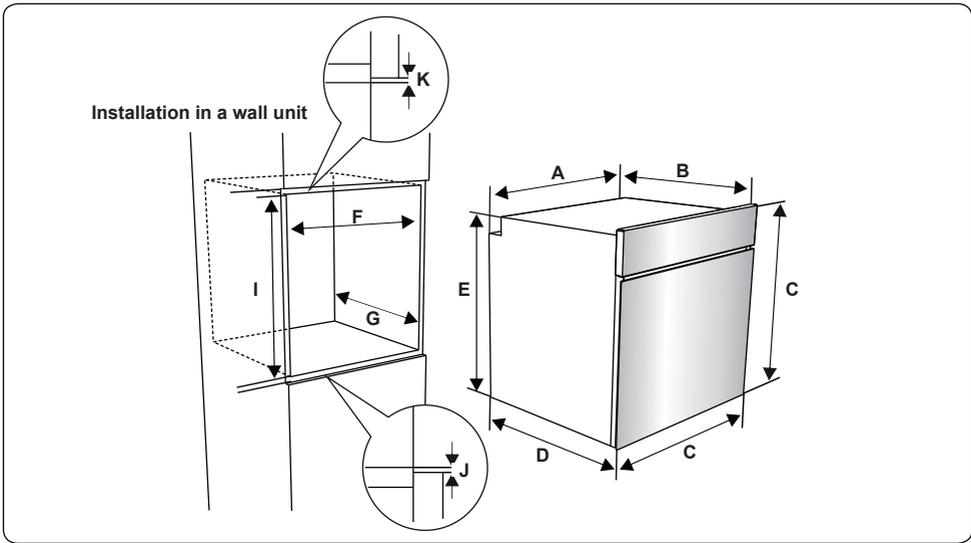
2.2. Installation of the Oven

The appliances are supplied with installation kits and can be installed in a worktop with the appropriate dimensions. The dimensions for hob and oven installation are given below.

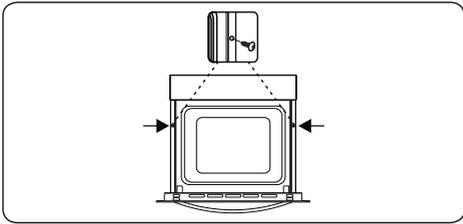
A (mm)	557	min./max. F (mm)	560/580
B (mm)	550	min. G (mm)	555
C (mm)	595	min. H/I (mm)	600/590
D (mm)	575	min. J/K (mm)	5/10
E (mm)	574		

Installation under a worktop





1. After making the electrical connections, insert the oven into the cabinet by pushing it forward. Open the oven door and insert 2 screws in the holes located on the oven frame. While the product frame touches the wooden surface of the cabinet, tighten the screws.



2.3. Electrical Connection and Safety

! WARNING: The electrical connection of this appliance should be carried out by an authorised service person or qualified electrician, according to the instructions in this guide and in compliance with the current local regulations.

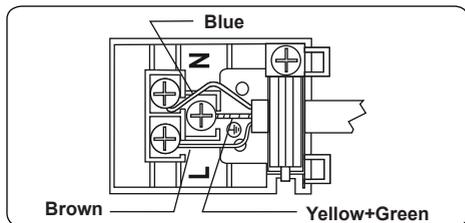
! WARNING: THE APPLIANCE MUST BE EARTHED.

- Before connecting the appliance to the power supply, the voltage rating of the appliance (stamped on the appliance identification plate) must be checked for correspondence to the available mains supply voltage, and the mains electric wiring should be capable of handling the

appliance's power rating (also indicated on the identification plate).

- During installation, please ensure that isolated cables are used. An incorrect connection could damage your appliance. If the mains cable is damaged and needs to be replaced this should be done by a qualified personnel.
- Do not use adaptors, multiple sockets and/or extension leads.
- The supply cord should be kept away from hot parts of the appliance and must not be bent or compressed. Otherwise the cord may be damaged, causing a short circuit.
- If the appliance is not connected to the mains with a plug, a multi-pole isolator switch (with at least 3 mm contact spacing) must be used in order to meet the safety regulations.
- The appliance is designed for a power supply of 220-240V ~ and 380-415V 3N~. If your supply is different, contact the authorised service person or a qualified electrician.
- The power cable (H05VV-F) must be long enough to be connected to the appliance, even if the appliance stands on the front of its cabinet.
- Ensure all connections are adequately tightened.

- Fix the supply cable in the cable clamp and then close the cover.
- The terminal box connection is placed on the terminal box.

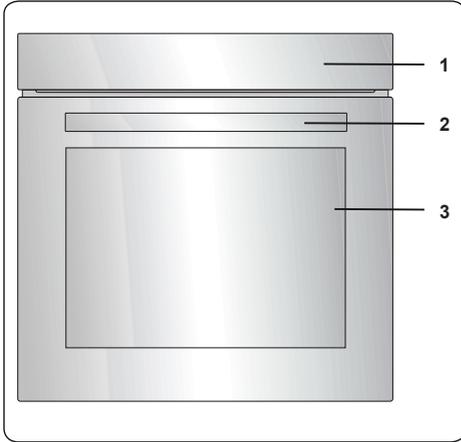


3. PRODUCT FEATURES



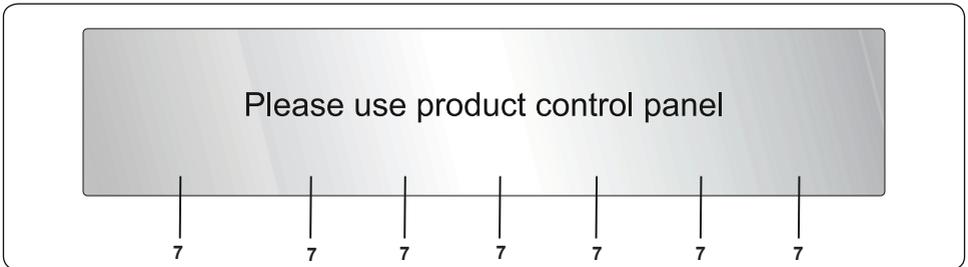
Important: Specifications for the product vary and the appearance of your appliance may differ from that shown in the figures below.

List of Components



1. Control Panel
2. Oven Door Handle
3. Oven Door

Control Panel



4. Timer
5. Oven Function Control Knob
6. Oven Thermostat Knob

4. USE OF PRODUCT

4.1. Oven Controls

Oven function control knob

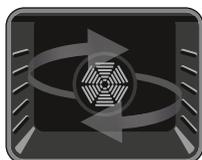
Turn the knob to the corresponding symbol of the desired cooking function. For the details of different functions see 'Oven Functions'.

Oven thermostat knob

After selecting a cooking function, turn this knob to set the desired temperature. The oven thermostat light will illuminate whenever the thermostat is in operation to heat up the oven or maintain the temperature.

Oven Functions

* The functions of your oven may be different due to the model of your product.



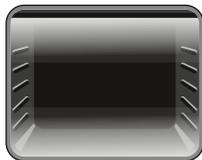
Defrost Function: The oven's warning lights will switch on and the fan will start to operate. To use the defrost function, place your frozen food in the oven

on a shelf in the third slot from the bottom. It is recommended that you place an oven tray under the defrosting food to catch the water accumulated due to melting ice. This function will not cook or bake your food, it will only help to defrost it.



Turbo Function: The oven's thermostat and warning lights will switch on, and the ring heating element and fan will start operating.

The turbo function evenly disperses the heat in the oven so all food on all racks will cook evenly. It is recommended that you preheat the oven for about 10 minutes.



Static Cooking Function: The oven's thermostat and warning lights will switch on, and the lower and upper heating elements will start operating. The

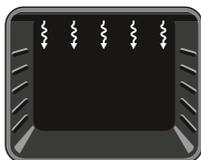
static cooking function emits heat, ensuring even cooking of food. This is ideal for making pastries, cakes, baked pasta, lasagne and pizza. Preheating the oven for 10 minutes is recommended and it is best to use only one shelf at a time in this

function.



Fan Function: The oven's thermostat and warning lights will switch on, and the upper and lower heating elements and fan will start operating.

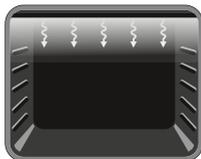
This function is good for baking pastry. Cooking is carried out by the lower and upper heating elements within the oven and by the fan, which provides air circulation, giving a slightly grilled effect to the food. It is recommended that you preheat the oven for about 10 minutes. The fan and lower heating function is ideal for baking food, such as pizza, evenly in a short period of time. The fan evenly disperses the heat of the oven, while the lower heating element bakes the food.



Grilling Function: The oven's thermostat and warning lights will switch on, and the grill heating element will start operating. This function is used for

grilling and toasting foods on the upper shelves of the oven. Lightly brush the wire grid with oil to stop food sticking and place food in the centre of the grid. Always place a tray beneath the food to catch any drips of oil or fat. It is recommended that you preheat the oven for about 10 minutes.

Warning: When grilling, the oven door must be closed and the oven temperature should be adjusted to 190°C.

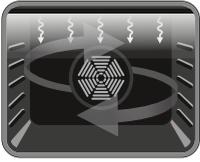


Faster Grilling Function: The oven's thermostat and warning lights will switch on, and the grill and upper heating elements will start

operating. This function is used for faster grilling and for grilling food with a larger surface area, such as meat. Use the upper shelves of the oven. Lightly brush the wire grid with oil to stop food sticking and place food in the centre of the grid. Always place a tray beneath the food to catch any drips of oil or fat. It is recommended that you preheat the oven for about 10 minutes.

Warning: When grilling, the oven door must be closed and the oven temperature should be adjusted to

190°C.



Double Grill and Fan Function: The oven's thermostat and warning lights will switch on, and the grill, upper heating elements and fan will

start operating. This function is used for faster grilling of thicker food and for grilling of food with a larger surface area. Both the upper heating elements and grill will be energised along with the fan to ensure even cooking. Use the upper shelves of the oven. Lightly brush the wire grid with oil to stop food sticking and place food in the centre of the grid. Always place a tray beneath the food to catch any drips of oil or fat. It is recommended that you preheat the oven for about 10 minutes.

Warning: When grilling, the oven door must be closed and the oven temperature should be adjusted to 190°C.

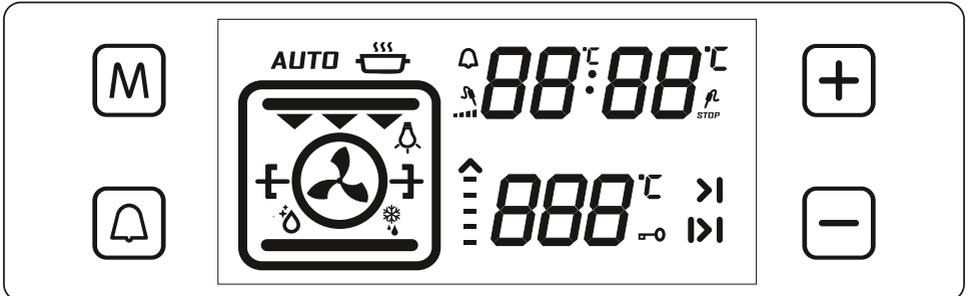


Pyrolytic Cleaning Function: This function allows you to clean the inside of the oven thoroughly.

Warning: Before activating the pyrolytic cleaning function, remove any excessive spillage and make sure that the oven is empty. Do not leave anything inside the oven cavity in order to prevent damage.

- Before activating the pyrolytic cleaning function, remove the wire oven shelves and shelf supports (if available) and ensure the oven door is closed.
- The oven door will lock when the pyrolytic function starts.
- When the pyrolytic cleaning function is on, it is advisable not to use a hob if it is fitted above the oven. This could cause overheating and damage to both appliances.
- During the pyrolytic cleaning cycle the oven door will become hot. Children should be kept away until it has cooled.
- At the end of pyrolytic cleaning process, the display will show the time of day.

4.2. Use of the Pyrolytic Visio Touch Programmer



Function Description	
	Mode key
	Alarm key
	Time setting key
	Time setting/Temperature settings for meat probe/ Key lock key
	Oven function display
	Timer display
	Temperature display
	Pyrolytic cleaning

Adjusting the Time of Day

When the oven is switched on for the first time after installation, "0.00" will flash on the display. Press the "M" sensor button, or the "+" and "-" buttons simultaneously. The colon ":" on the display will flash. You can adjust and set the time of day using the "+" and "-" sensor button. The time must be set to enable use of the oven functions.

Adjusting the Cooking Time

Adjusting the Minute Minder

To set a Minute Minder timer, press the alarm sensor button "A", "0.00" will appear on the Timer display and the "A" symbol will flash. Use the "+" and "-" sensor buttons to adjust the desired warning time period while the "A" symbol is flashing. Once you have completed setting the time period, wait until the "A" symbol stops flashing and remains illuminated. The audible warning time will be set.

When the timer reaches zero, an audible warning will sound and the "A" symbol will flash on the screen. Pressing "+" or "-" will stop the audible warning and the symbol will disappear from the screen.

Adjusting the Cooking Duration Time

This function helps you to cook for a fixed period of time. Prepare the food for cooking and put it in the oven. Then, select the desired cooking function and the

temperature. Press the "M" sensor until you see the Duration Time symbol ">|" and "AUTO" appear on the Timer display screen. Set the required cooking period using the "+" and "-" sensor buttons while the timer is in this position. When you have completed the adjustment, wait until the current time of day is displayed on the screen and until the Duration Time symbol remains illuminated.

When the timer reaches zero, the oven will switch off, an audible warning will sound and "AUTO" will flash on the screen. Press any sensor button on the control unit to stop the warning sound, "AUTO" will continue to flash. Press the "+" and "-" buttons simultaneously to exit "AUTO" mode.

Adjusting the Cooking End Time

This function is used to begin cooking after a certain period of time and for a specific duration of time. Prepare the food for cooking and put it in the oven. Then, select the desired cooking function and the temperature.

Press the "M" sensor button until you see the Duration Time symbol ">|" and "AUTO" appear on the Timer display screen. Set the required cooking period using the "+" and "-" sensor buttons while the timer is in this position. Then, press the "M" sensor button until the ">|" symbol is displayed, the time of day and the Cooking Duration Time symbol will flash. Adjust the cooking finish time using the "+" and "-" buttons while the timer is in this position. When you have completed the adjustment, wait until the current time of day and ">|" remain illuminated on the Timer display.

The oven will calculate the operating time by deducting the cooking period from the set finishing time, at which it will stop operating. The timer will give an audible warning and "AUTO" will continue to flash. Press any timer button to stop the warning sound, and press the "+" and "-" buttons simultaneously to exit "AUTO" mode.

Digital Timer Sound Adjustment

Press and hold the "-" sensor button until you hear an audible 'beep' sound. After this, each time the "-" button is pressed, a different 'beep' tone will sound. There are three different types of sound. Select the desired tone and do not press any other buttons. After a short time, the selected warning sound will be saved.

Key Lock Function

The key lock is used to avoid unintentional

changes being made to the oven settings. Press and hold the “+” button until you see the key lock symbol on the display screen. To deactivate the key lock, press and hold the “+” button until the key lock symbol disappears from the display.

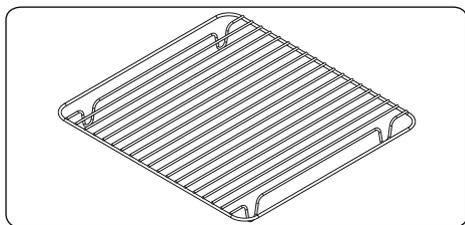
While the key lock is active, only the power button will be usable, all other buttons will remain locked.

If there is no oven activity for 6 hours while the oven is operating, the oven will automatically switch off.

4.3. Accessories

The Wire Grid for Deep Trays

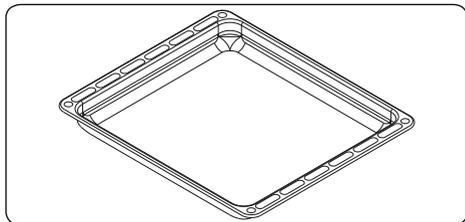
Make sure the wire grid is correctly placed within a deep tray. It is recommended to use this accessory for grilling steaks, meatballs and similar food.



The Deep Tray

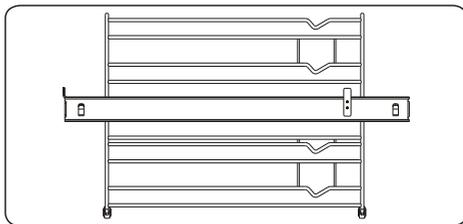
The deep tray is best used for cooking stews.

Put the tray into any rack and push it to the end to make sure it is placed correctly.



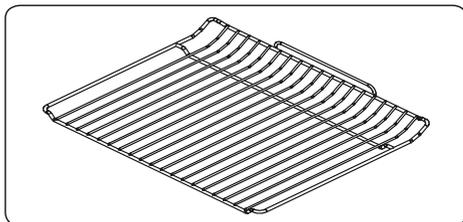
The Wire Rack with a Half Telescopic Rail

One of the shelves in the wire rack is telescopic; it extends half-way out, smoothly, on ball bearings to allow for easy access to your food.



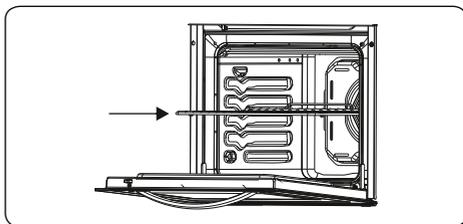
The Wire Grid

The wire grid is best used for grilling or for processing food in oven-friendly containers.



⚠ WARNING

Place the grid to any corresponding rack in the oven cavity correctly and push it to the end.



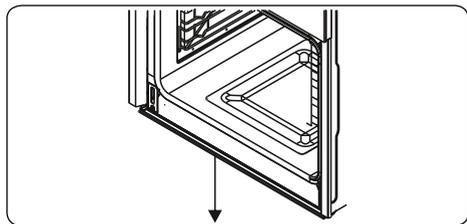
The Water Collector

In some cases of cooking, condensation may appear on the inner glass of the oven door. This is not a product malfunction.

Open the oven door into the grilling position and leave it in this position for 20 seconds.

Water will drip to the collector.

Cool the oven and wipe the inside of the door with a dry towel. This procedure must be applied regularly.



5. CLEANING AND MAINTENANCE

5.1. Cleaning

! WARNING: Switch off the appliance and allow it to cool before cleaning is to be carried out.

General Instructions

- Check whether the cleaning materials are appropriate and recommended by the manufacturer before use on your appliance.
- Use cream cleaners or liquid cleaners which do not contain particles. Do not use caustic (corrosive) creams, abrasive cleaning powders, rough wire wool or hard tools as they may damage the cooker surfaces.

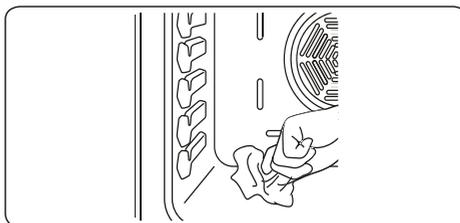
 Do not use cleaners that contain particles as they may scratch the glass, enamelled and/or painted parts of your appliance.

- Should any liquids overflow, clean them immediately to avoid parts becoming damaged.

 Do not use steam cleaners for cleaning any part of the appliance.

Cleaning the Inside of the Oven

- The inside of enamelled ovens are best cleaned while the oven is warm.
- Wipe the oven with a soft cloth soaked in soapy water after each use. Then, wipe the oven over again with a wet cloth and dry it.
- You may need to use a liquid cleaning material occasionally to completely clean the oven.



Pyrolytic cleaning

! WARNING: Before activating the pyrolytic cleaning function, remove any excessive spillage and make sure that the oven is empty. Do not leave anything inside the oven, such as wire grids, trays, or oven shelves and supports (if available), as they could be damaged during pyrolytic cleaning.

- The oven cavity is coated with a special enamel that is resistant to high temperatures. During the pyrolytic cleaning operation, the temperature inside the oven can reach about 475°C.
 - The oven door will automatically lock, for your safety, while the pyrolytic cleaning function is in operation. After the cleaning is complete, the cooling fan will begin operating and the oven will remain locked until it has cooled.
 - It is advisable to wipe the oven down with a sponge soaked in warm water, after each cooking operation or pyrolytic cleaning cycle has been carried out.
 - During the pyrolytic operation, a smell and some fumes will emanate due to the destruction of food residue within the oven. This is normal. Oven cleaning fumes could be fatal to birds, children and pets so all should be kept away until the operation is complete.
 - The area where the oven is installed should be kept well-ventilated, especially during the pyrolytic cleaning function, and any doors leading into the area should be closed to avoid passing the smell and fumes throughout.
- #### Cleaning the Glass Parts
- Clean the glass parts of your appliance on a regular basis.
 - Use a glass cleaner to clean the inside and outside of the glass parts. Then, rinse and dry them thoroughly with a dry

cloth.

Cleaning the Stainless Steel Parts (if available)

- Clean the stainless steel parts of your appliance on a regular basis.
- Wipe the stainless steel parts with a soft cloth, soaked in only water. Then, dry them thoroughly with a dry cloth.



Do not clean the stainless steel parts while they are still hot from cooking.

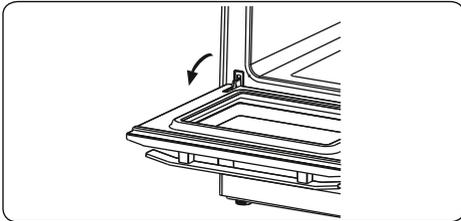


Do not leave vinegar, coffee, milk, salt, water, lemon or tomato juice on the stainless steel for a long time.

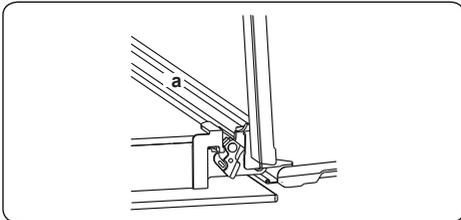
Removal of the Oven Door

Before cleaning the oven door glass, you must remove the inner glass, as shown below.

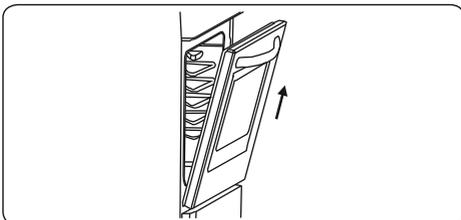
1. Open the oven door.



2. Open the saddle bracket (a) (with the aid of a screwdriver) up to the end position.

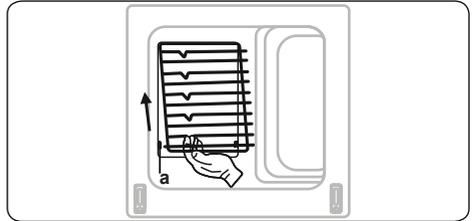


3. Close the door until it is almost in the fully closed position, and remove the door by pulling it towards you.



Removal of the Wire Shelf

To remove the wire rack, pull the wire rack as shown in the figure. After releasing it from the clips (a), lift it up.



5.2. Maintenance

! WARNING: The maintenance of this appliance should be carried out by an authorised service person or qualified technician only.

Changing the Oven Lamp

! WARNING: Switch off the appliance and allow it to cool before cleaning your appliance.

- Remove the glass lens, then remove the bulb.
- Insert the new bulb (resistant to 300 °C) to replace the bulb that you removed (230 V, 15-25 Watt, Type E14).
- Replace the glass lens, and your oven is ready for use.



The lamp is designed specifically for use in household cooking appliances. It is not suitable for household room illumination.

6. TROUBLESHOOTING&TRANSPORT

6.1. Troubleshooting



If you still have a problem with your appliance after checking these basic troubleshooting steps, please contact an authorised service person or qualified technician.

Problem	Possible Cause	Solution
Oven does not switch on.	Power is switched off.	Check whether there is power supplied. Also check that other kitchen appliances are working.
No heat or oven does not warm up.	Oven temperature control is incorrectly set. Oven door has been left open.	Check that the oven temperature control knob is set correctly.
Oven light (if available) does not operate.	Lamp has failed. Electrical supply is disconnected or switched off.	Replace lamp according to the instructions. Make sure the electrical supply is switched on at the wall socket outlet.
Cooking is uneven within the oven.	Oven shelves are incorrectly positioned.	Check that the recommended temperatures and shelf positions are being used. Do not frequently open the door unless you are cooking things that need to be turned. If you open the door often, the interior temperature will be lower and this may affect the results of your cooking.
The appliance door cannot be opened; the door lock symbol or signal lamp lights up on the display.	The appliance door is locked due to the pyrolytic function.	Wait until the cooking compartment has cooled and the door lock symbol goes out.
The timer buttons cannot be pressed properly.	There is foreign matter caught between the timer buttons. Touch model: there is moisture on the control panel. The key lock function is set.	Remove the foreign matter and try again. Remove the moisture and try again. Check whether the key lock function is set.
The oven fan is noisy.	Oven shelves are vibrating.	Check that the oven is level. Check that the shelves and any bake ware are not vibrating or in contact with the oven back panel.
After the "pyrolysis" cleaning cycle, it is not possible to select a function.	The oven cools itself by operating the cooling fan after "pyrolysis".	Verify whether the door locking device has switched off. If it has not, the oven is still in the cooling period. During the cooling fan period, no cooking function can be operated.

6.2. Transport

If you need to transport the product, use the original product packaging and carry it using its original case. Follow the transport signs on the packaging. Tape all independent parts to the product to prevent damaging the product during transport.

If you do not have the original packaging, prepare a carriage box so that the appliance, especially the external surfaces of the product, is protected against external threats.

Help and assistance

Please refer to the troubleshooting tips section within your user guide for help and guidance.

If you are still unable to resolve the problem, please contact our technical support team for assistance.

When contacting a member of our team, please provide:

- Product model number and serial number. Please note; model & serial numbers can be found on the product rating label.
- Date of purchase.
- Complete description of the problem.

This information will help our team assist you more quickly.

**Technical Help Line:
1300 556 816 (AU) / 09 274 8265 (NZ)**

Glen Dimplex Australia Pty Ltd

1340 Ferntree Gully Road

Scoresby, VIC 3179

Ph: 1300 556 816

Web: www.dimplex.com.au

Glen Dimplex New Zealand Ltd

38 Harris Road

East Tamaki, Auckland

Ph: 09 274 8265

Web: www.dimplex.co.nz



BELLING® PRODUCT WARRANTY

This warranty is provided in Australia by Glen Dimplex Australia Pty Limited ABN 69 118 275 460 of 1340 Ferntree Gully Road, Scoresby, Victoria 3179 (Phone number 1300 556 816), or in New Zealand by Glen Dimplex Australasia Ltd, New Zealand registration number 1506305, of 38 Harris Road, East Tamaki, Auckland, New Zealand (Phone number 09 2748265) (we, us our) in respect of the Belling® product which this warranty card has been included in the packaging for or otherwise supplied with **(the Belling® product)**.

1 Belling® express warranty

Subject to the exclusions below, we warrant that the Belling® product will not have any electrical or mechanical breakdowns within:

- (a) in the case of Belling® products used for personal, domestic or household purposes, a period of 24 months from the date the Belling® product is purchased as a brand new product from a retailer located in Australia or New Zealand; and
- (b) in the case of Belling® products used for purposes other than personal, domestic or household purposes (including business or commercial use), a period of 90 days from the date the Belling® product is purchased as a brand new product from a retailer located in Australia or New Zealand. Belling® Products are designed and intended for domestic use.

This express warranty is personal to the first person who acquires the Belling® product from the relevant retailer and claims under this warranty cannot be made by anyone other than this person.

The benefits conferred by this express warranty are in addition to the Consumer Guarantees referred to in section 3 and any other statutory rights you may have under the Australian Consumer Law, the New Zealand Consumer Guarantees Act and/or other applicable laws.

2 Warranty exclusions

This express warranty does not apply where:

- (a) the Belling® product has been installed, used or operated otherwise than in accordance with the product manual or other similar documentation provided to you with the Belling® product;
- (b) the Belling® product requires repairs due to damage resulting from accident, misuse, incorrect installation, improper liquid spillage, cleaning or maintenance, unauthorised modification, use on an incorrect voltage, power surges and dips, voltage supply problems, tampering or unauthorised repairs by any persons, use of defective or incompatible accessories or exposure to abnormally corrosive conditions;
- (c) the repair relates to the replacement of consumable parts such as fuses in plugs and bulbs or any other parts of the Belling® product which require routine replacement;
- (d) you are unable to provide us with reasonable proof of purchase for the Belling® product;

- (e) the breakdown occurs after the expiry of the express warranty period set out in section 1; or
- (f) the Belling® product was not purchased in Australia or New Zealand as a brand new product.

3 Consumer Guarantees

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.

If you acquired the goods in New Zealand, similar provisions of the Consumer Guarantees Act 1993 may apply, but may be excluded if you acquired the goods for the purpose of a business.

4 How to make a claim

You may make a claim under this warranty by visiting our website (www.glendimplex.com.au in Australia, www.glendimplex.co.nz in New Zealand), contacting our customer care line on 1300 556 816 in Australia, 09 2748265 in New Zealand) or visiting a Glen Dimplex service centre.

To make a valid claim under this warranty, you must:

- (a) lodge the claim with us as soon as possible and no later than 14 days after you first become aware of the breakdown;
- (b) provide us with the Belling® product serial number;
- (c) provide us with reasonable proof of purchase for the Belling® product; and
- (d) if required by us, provide us (or any person nominated by us) with access to the premises at which the Belling® product is located at times nominated by us (so that we can inspect the Belling® product).

5 Warranty claims

If you make a valid claim under this warranty and none of the exclusions set out in section 2 apply, we will, at our election, either repair the Belling® product or replace the Belling® product with a product of identical specification (or where the product is superseded or no longer in stock, with a product of as close a specification as possible).

Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

Belling® products are designed and supplied for normal domestic use. We will not be liable to you under this warranty for business loss or damage of any kind whatsoever.

6 Costs of warranty claim

Where you make a claim under this warranty, a Glen Dimplex authorised repairer may need to attend your premises to inspect the Belling® product. For Belling® products located in Australia, we may charge you a service call fee if a repairer will be required to travel more than 30 kilometers from the nearest Glen Dimplex service centre to your location. You may obtain details on the location of our service centres and our service call fees by visiting our website (www.glendimplex.com.au in Australia, www.glendimplex.co.nz in New Zealand) or calling our customer care line on (1300 556 816 in Australia, 09 2748265 in New Zealand)



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