

Model/s
ERC603S
ERC903S

Version
V1.1 0922

Everything you need
for your 60 & 90cm
Canopy Rangehood
is in this User Manual

esatto

Welcome

Residentia Group

—

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—

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—

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Congratulations on purchasing your new Rangehood. The Esatto brand is proudly distributed within Australia by Residentia Group Pty Ltd.

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

At Residentia Group, we are customer obsessed and our Support Team are there to ensure you get the most out of your appliance. Should you want to learn more about your new rangehood, it's features or importantly taking care of the appliance, our Support Team are here to help.

You can use our online Support Centre at anytime by visiting:
<http://support.residentiagroup.com.au>

Or you can contact us via phone by dialing: 1300 11 HELP (4357).

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

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

Kind Regards,
The Residentia Team

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Safety Instructions

IMPORTANT SAFETY INSTRUCTIONS READ CAREFULLY AND KEEP FOR FUTURE REFERENCE

Read this manual thoroughly before first use, even if you are familiar with this type of product. The safety precautions enclosed herein reduce the risk of fire, electric shock and injury when correctly adhered to. Make sure you understand all instructions and warnings.

Keep the manual in a safe place for future reference, along with the completed warranty card and purchase receipt. If you sell or transfer ownership of this product, pass on these instructions to the new owner.

Always follow basic safety precautions and accident prevention measures when using an electrical appliance. The following statements you will see in this booklet have these meanings:

WARNING: Indicating information concerning your personal safety.

CAUTION: Indicating information on how to avoid damaging the appliance or cabinetry.

IMPORTANT: Indicating tips and information about use of the appliance.

USAGE CONDITIONS AND RESTRICTIONS

- **Domestic use only:** This appliance is intended for indoor household use only. It is not intended for commercial, industrial or outdoor use. It is not intended for use in a recreational vehicle.
- **Purpose:** Do not use this appliance for anything other than its intended purpose. Other uses are not recommended and may cause fire, electric shock or personal injury.
- **Attachments:** The use of attachments is not recommended by the appliance manufacturer and distributor as they may be hazardous.
- **Improper use:** Damage due to improper use, or repairs made by unqualified personnel will void your warranty. We assume no liability for any eventual damages caused by misuse of the product or noncompliance with these instructions.

BEFORE USING YOUR APPLIANCE

This manual explains the proper use of your new Esatto rangehood. Please read this manual carefully before using the product. This manual should be kept in a safe place for handy reference. This rangehood is a domestic appliance which has been manufactured and tested to comply with Australian and New Zealand Standard AS/NZS 60335.2.31.

This rangehood must only be installed in accordance with the instructions provided. Incorrect installation may cause harm to persons, damage property and void the product's warranty.

Read the following carefully to avoid damage or injury.

IMPORTANT: Check for any damage or marks. If you find the appliance is damaged or marked, you must report it within 7 days if you wish to claim for damage/ marks under the manufacturer's warranty. This does not affect your statutory rights.

WARNING: Follow these instructions carefully to avoid injury, electric shock or fire.

- Young children should be supervised to ensure they do not play with the rangehood.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety.
- Ensure the rangehood is switched off before carrying out maintenance, to avoid any possibility of electric shock.
- Do not flambé under the rangehood.
- This rangehood is not suitable for use over barbecues.
- This rangehood cannot be installed for external use—only to be installed indoors.
- The rangehood and filters must be cleaned regularly to keep in good working order.
- The exhaust from the rangehood must not be discharged into any heating flue, which may carry combustion products from other sources. (Figure 1)
- Exhaust air must not be discharged into a wall cavity, unless the cavity is designed for the purpose.
- There shall be adequate ventilation of the room when the rangehood is used at the same time as appliances burning gas or other fuels (not applicable that only discharge the air back into the room).
- Regulations concerning the discharge of air have to be fulfilled.
- There must be adequate ventilation of the room when the rangehood is used at the same time as appliances burning gas or other fuels.
- Your new rangehood is guaranteed against electrical or mechanical defects, subject to certain exclusions that are noted in the Warranty Terms and Conditions (at the rear of this user manual). The foregoing does not affect your statutory rights.
- Always cover lit gas burners with pots or pans when rangehood is in use.
- Always switch off gas burners before you remove pots or pans.
- Do not leave lit gas burners exposed due to the risk of fire. (Figure 2)

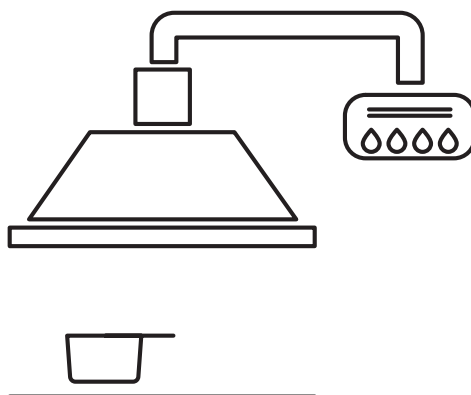


Figure 1

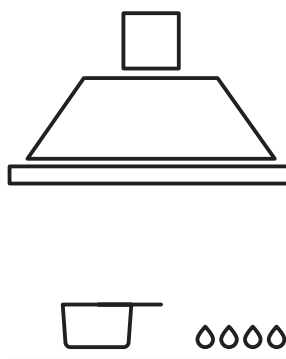


Figure 2

Safety Instructions (Continued)

ELECTRICAL CONNECTION

- Check that the mains voltage matches with the voltage on the data plate inside the rangehood.
- Check that the installation complies with standards of local building, gas and electrical authorities.
- Before connecting to the mains supply ensure that the mains voltage corresponds to the voltage on the rating plate inside the rangehood.
- Only plug this unit into a properly earthed outlet. If in doubt seek advice from a suitably qualified person or service agent.

WARNING: If the supply cord is damaged, it must be replaced by the manufacturer or its service agent or similarly qualified person in order to avoid a hazard.

WARNING: All electrical work must be done in accordance with local and national electrical codes as applicable and should be undertaken by licenced and qualified persons only. Failure to follow these instructions can result in death, fire or electrical shock.

SAFETY WARNINGS: FOR THE INSTALLER

When installing the rangehood, make sure you adhere to the minimum and maximum distances from the rangehood base to the cooktop surface (as per table on page 10).

Exhaust flue installation:

The following rules must be strictly followed to obtain optimal air extraction.

- Keep exhaust flue short and straight.
- Do not reduce the size or restrict exhaust flue.
- Keep bends in the exhaust flue to a minimum; the more bends the lower the extraction performance.
- When using flexible flue always install duct with helix pulled taut to minimise pressure loss.
- Failure to observe these basic instructions will drastically reduce the performance and increase the noise levels of the rangehood.

Exhaust air must not be discharged into a wall cavity, unless the cavity is designed for that purpose. The exhaust from the rangehood must not be discharged into any heating flue, which may carry combustion products from other sources.

NOTE: Some installations may require the expandable/telescopic ducting to be cut to length. Cut with sharp tin snips or a fine-tooth hack saw blade, taking care not to distort or dent the exhaust cover. Where using expandable ducting, it's important to have the ducting fully taught to maximise efficiency of the airflow.

Important notice regarding the extraction mode.

WARNING: Risk of poisoning from exhaust gases sucked back. Never operate the device in extraction mode simultaneously with an open flue appliance when there is not adequate airflow guaranteed.

Open flue combustion equipment (for example, gas, oil, wood or coal-fired heaters, tankless water heaters, water heaters) pulls combustion air from the room and runs it through an exhaust pipe or chimney to the outside. In the extraction mode, indoor air is removed from the kitchen and the adjacent rooms — without sufficient air intake this creates a vacuum. Toxic gases from the chimney or extraction flue can thereby be sucked back into the living spaces.

- Always ensure that a sufficient supply of fresh air is guaranteed and that the air can circulate.
- An air supply / extractor box alone does not ensure compliance with the limit value.

Safe operation is only possible when the negative pressure in the room where the appliance is located does not exceed 4 Pa (0.04 mbar). This can be achieved when the air required for combustion can flow through openings that are not closable, for example in doors, windows, in conjunction with an air supply / extractor box or through other technical measures. In any case, consult a qualified chimney sweep who can assess the entire ventilation of your house and propose appropriate measures for adequate ventilation.

If the rangehood is used exclusively in the recirculation mode, unrestricted operation is possible.

UNPACKING

During transportation, protective packaging was used to protect the appliance against any damage. After unpacking, please dispose of all elements of packaging in a way that will not cause damage to the environment.

All materials used for packaging the appliance are environmentally friendly; they are 100% recyclable and are marked with the appropriate symbol.

CAUTION: During unpacking, the packaging materials (polythene bags, polystyrene pieces, etc.) should be kept out of reach of children.

DISPOSAL OF THE APPLIANCE

Old appliances should not simply be disposed of with normal household waste and should be delivered to a collection and recycling centre for electric and electronic equipment. A symbol shown on the product, the instruction manual or the packaging shows that it is suitable for recycling.

Materials used inside the appliance are recyclable and are labelled with information concerning this. By recycling materials or other parts from used devices you are making a significant contribution to the protection of our environment.

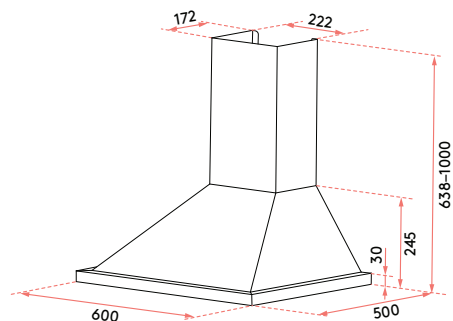
Information on appropriate disposal centres for used devices can be provided by your local authority.



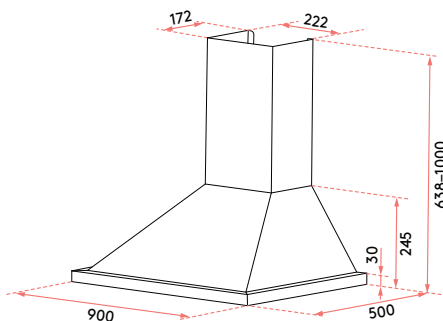
Product Overview

YOUR RANGEHOOD

ERC603S



ERC903S

*Figure 3*

Model/s	ERC603S	ERC903S
Product Dimensions (W, D, H):	600mm, 500mm, 638-1000mm	900mm, 500mm, 638-1000mm
Extraction:	750m ³ /hr	750m ³ /hr
Weight (Net):	10.61kg	12.23kg
Speed Settings:	3	3
Lighting:	2 × 0.5W LED	2 × 0.5W LED
Aluminium Filters	2	3
Power Supply:	220-240 Volts 50/60Hz	220-240 Volts 50/60Hz
Max Noise Rating:	72dB(A)	72dB(A)

Note: The images in this user manual are for reference only. Your appliance may appear differently.

RANGEHOOD COMPONENTS

Your Esatto Box Canopy Rangehood is supplied with:

- 1 × Rangehood
- 1 × Expandable 150mm pipe
- 1 × One-way valve (2pcs)
- 1 × Packet of screws and wall plugs
- 2 × Flue pieces (upper and lower chimney)
- 1 × Wall Bracket ("hook")
- 1 × Lower Chimney Bracket
- 1 × Outside Chimney bracket
- 1 × User Manual
- 1 × Quick Start Guide

ADDITIONAL ITEMS REQUIRED FOR INSTALLATION

- Duct tape or cable ties
- Ducting relevant to your installation requirements (including any rigid bends, vents and/or adapters)
- Drill and/or screwdriver
- Spirit Level
- Tape Measure
- Jigsaw
- Ladder
- Pencil

OPTIONAL ACCESSORIES

Residentia Group sell the following optional accessories, which can be purchased separately by contacting our After Sales Support Team.

- Carbon Filter
- Various ducting solutions (rigid ducting, adapters, vents/outlets and elbow bends)

Installation Instructions

WARNING: Before starting the installation, please refer to the Safety Information section.

- Always switch the power off prior to beginning the installation.
- Stainless steel is very easily damaged during installation.
- Wherever possible, protect the rangehood with the cardboard box or plastic.
- A power point must be located within 1.5m of the power cord exit from the rangehood, and it should be always accessible to allow isolation from power during cleaning or maintenance.
- A 150mm round ducting adapter is supplied, however all other ducting accessories are not.
- All ducting must comply with building codes and local requirements.
- If you are re-circulating the air, rather than ducting, please ensure that the side outlet grilles are not obstructed in any way as this will affect the efficiency of the rangehood.
- Ensure that the rangehood is mounted in a level position, both horizontally and vertically. This is essential to ensure the rangehood operates correctly and prevents grease build up at one end.

IMPORTANT: Never use a silicone around your rangehood or flue pieces. Never install the rangehood or flue pieces into the plaster ceiling which prevents easy access to the rangehood for servicing requirements.

IMPORTANT: Before installing your rangehood, please record the details of your rangehood's rating label (located within the rangehood, behind the aluminium grease filters) into the form on page 19. This will be helpful should you need to contact our service team in the future.

POSITIONING THE RANGEHOOD

IMPORTANT: The height of the rangehood underside must be a minimum of 600mm* to a maximum 650mm from the top of your cooktop surface (for gas cooktops this is the top of the gas burner).

* If the installation instructions for your cooktop specify a greater distance than the minimum, then that shall be the minimum height for installation.

COOKTOP FUEL TYPE:	DIMENSION A	
	Minimum*	Maximum
Gas (multiple burners with maximum 45.4 MJ/h total output and no single burner exceeding 16.2 MJ/h output)	600mm	800mm
Gas (multiple burners with total output greater than 45.4 MJ/h but less than 77.8 MJ/h, and no single burner exceeding 17.3 MJ/h output)	760mm	800mm
Gas (single burner not exceeding 21.6 MJ/h output)	650mm	800mm
Gas (single burner with an output greater than 21.6 MJ/h but not exceeding 29.2 MJ/h)	760mm	800mm
Electric	600mm	800mm

INSTALLATION PREPARATION

Before beginning the installation of your rangehood, the method of ducting should be considered. This rangehood cannot be operated in recirculation mode. We recommend to duct wherever possible.

Please follow the below tips on how to correctly duct your rangehood:

- Always use correctly sized ducting.
- Do not reduce the size of the ducting.
- Always use solid ducting.
- Always use non-flammable ducting.
- Always duct to the outside atmosphere.
- Avoid use flexible ducting.
- Do not duct into the ceiling space. Always vent to the outside atmosphere.
- Avoid sharp 90 degree bends as much as possible. Use 45 degree bends instead wherever possible.
- Duct to the outside atmosphere using the shortest duct run possible.
- Use cylindrical ducting whenever possible.

Ducting Options

- Into your ceiling cavity and then vented through your eaves.
- Straight up and through the roof.
- Through your wall.

WALL MOUNTING INSTALLATION

Prepare for installation

1. If you have an outlet to the outside, your rangehood can be connected as below picture by means of an extraction duct (enamel, aluminum, flexible pipe or inflammable material with an interior diameter of 150mm)
2. Before installation, ensure that turn the unit off and unplugged from the outlet.
3. The rangehood should adhere to the minimum and maximum distances from the rangehood base to the cooktop surface (as per the Position the Rangehood section on page 8).
4. Install the wall bracket hook in a suitable place. Once the installation height is fixed and level, the fixed position of the inside chimney bracket is the place of chimney. (Figure 4)
5. Fix the outside chimney bracket on the outside chimney, and be sure that the inside chimney can be adjusted the height in it freely as well as fixing the extensible pipe. Next, install the extensible pipe and chimney on the rangehood. (Figure 5)
6. Lift up the rangehood and hang onto the wall bracket hook. (Figure 6)
7. Adjust the height of the inside chimney to the position of the inside chimney bracket and fix on it by screw, after adjusting the position, fix the body to the wall with the safety screws to secure it. (Figure 7)
8. Fix the one-way-valve to the air outlet of the rangehood. Then attached the exhaust pipe onto the one-way-valve as shown below.

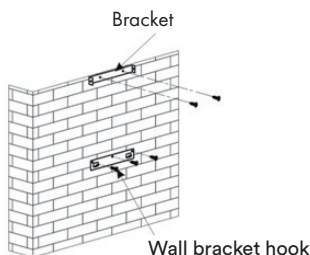
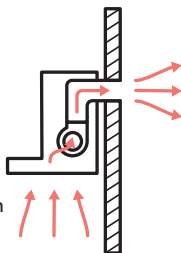


Figure 4

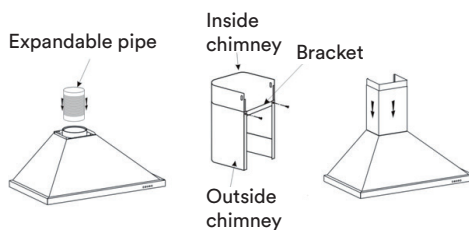


Figure 5

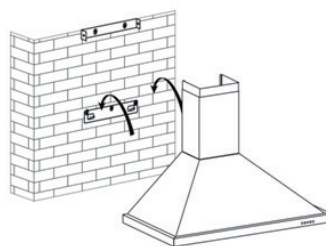


Figure 6

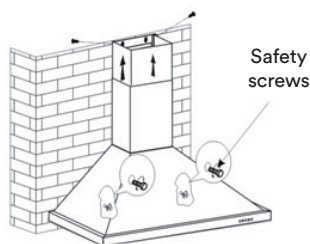
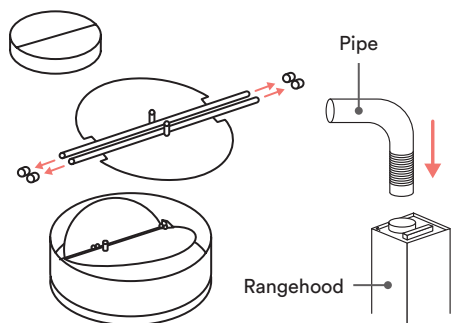


Figure 7

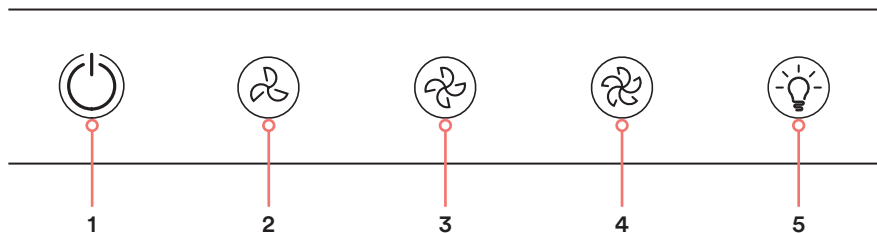
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But if you want to draw something, make notes or even write a recipe, it's all yours!

Operation Instructions

CAUTION:

- Do not touch the light for 30 minutes after using the appliance as it can be hot.
- Do not cover the globe with thermal insulation or other materials.

CONTROL PANEL

- 1. Power Button**
Press this button to turn off the fan.
- 2. Low Fan Speed Button**
Press this button to extracting at the lowest speed.
It is suitable for simmering and cooking without much steam.
- 3. Medium Fan Speed Button**
Press this button to extracting at a medium speed.
It is suitable for regular cooking.
- 4. High Fan Speed Button**
Press this button to extracting at the highest speed.
Use this fan speed for heavy smoke or steam to achieve the maximum exhaust efficiency.
- 5. Light Button**
Press this button to turn the light on and off.

Maintenance & Cleaning

PRIOR TO CLEANING YOUR RANGEHOOD

WARNING!

- Be sure to turn off the appliance and remove the plug before any maintenance is performed.
- Always let the appliance and its components cool down before cleaning them.
- Do not use abrasive wipes, chemicals or alcohol as these could damage the surface.
- Do not clean any Electrical/Electronic parts .
- Do not use any acid or corrosive detergents.
- Do not use any abrasive detergents or any alkaline dishwasher detergents!
- Maintenance and inspection should be undertaken on a frequent basis.
If there is any visible damage, a strong odour or excessive overheating of components, stop using the appliance.
- Clean the appliance in accordance with instructions. Failure to do so may result in a risk of fire.

RISK OF ELECTRIC SHOCK!

- Do not use a steam cleaner.

CLEANING OF THE RANGEHOOD

TASK	FREQUENCY
Clean the stainless surface with a soft cloth and lukewarm water. A cleaning fluid suitable for stainless steel may be used. NOTE: To prevent any criss-cross scratches, ensure that you wipe along the grain of the stainless steel.	Weekly
Clean the control panel with a soft cloth and warm water. Ensure that the cloth is clean and is not too wet. Use a dry soft cloth to remove any excess moisture.	Weekly
Cleaning the mesh filters	Monthly (See Cleaning the mesh filters for more details)
Cleaning the active carbon filter	Every 3 to 6 months (See Installing and replacing the carbon filter for more details)

CLEANING THE MESH FILTERS

1. Remove a mesh filter.

Cleaning option #1: Cleaning Manually (max 30°C)

- Soak the filter for about 3 minutes in water with a mild non-corrosive grease-removing detergent.
- Wash the filter separately from crockery and kitchen utensils.
- Brush the filter gently with a soft brush.

NOTE: Do not apply too much pressure to avoid damaging the filter

- Over time, fading and discolouration may happen.

This is normal and is not considered a warranty issue.

2. **Cleaning option #2: Cleaning using the dishwasher (max 30°C)**

- Place the filter in the dishwasher and run a program with a mild non-corrosive grease-removing detergent. NOTE: It is advisable not to use rinse aids.
- Wash the filter separately from crockery and kitchen utensils.
- Brush the filter gently with a soft brush.

NOTE: Do not apply too much pressure to avoid damaging the filter

- Over time, fading and discolouration may happen.

This is normal and is not considered a warranty issue.

3. Leave the filter to dry naturally out of direct sunlight.

4. Put the filter back in its correct position.

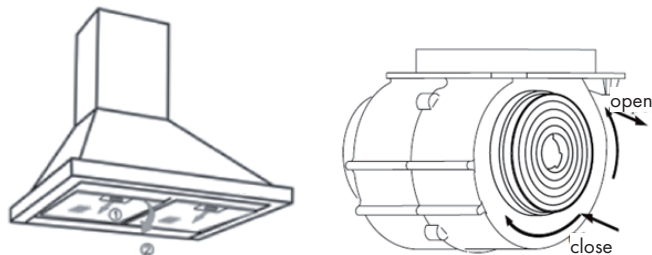
INSTALLING AND REPLACING THE CARBON FILTER

The carbon filter is an optional spare part available to purchase by contacting our After Sales Support Team.

Do not clean or wash the carbon filters. If a carbon filter is used, we recommend replacing the carbon filter every 3 to 6 months.

To install and replace the carbon filter:

1. Disconnect the power supply from the wall socket.
2. Remove the grease filters.
3. Install or replace the active carbon filters located at both ends of the motor.
4. Place the grease filter back into position.
5. Reconnect power supply to the wall socket.



Troubleshooting

OPERATION IN CASE OF EMERGENCY

In the event of an emergency you should:

- Switch off all rangehood controls.
- Switch the rangehood off at the power outlet and immediately unplug.
- Call After Sales Support on 1300 11 4357 or email support@residentiagroup.com.au

Some minor faults can be fixed by referring to the instructions given in the table below.

IMPORTANT: If your appliance appears to be operating incorrectly, then you should disconnect it from your electrical supply and then contact After Sales Support.

WARNING: Do not attempt to repair the rangehood yourself.

Please note that if an engineer is asked to attend whilst the product is under warranty and finds that the problem is not the result of an appliance fault, then you may be liable for the cost of the call out charge.

The appliance must be accessible for the engineer to perform any necessary repair.

If your appliance is installed in such a way that an engineer is concerned that damage will be caused to the appliance or your kitchen, then they will not complete a repair. This includes situations where the rangehood has been tiled in or sealed in with a sealant.

Please refer to the conditions of that appear on the warranty card at the rear of this user manual.

FAULT	COMMON CAUSE	COMMON SOLUTIONS
The lights can be turned on, however the motor does not work	Fan switch is broken	Call After Sales Support for further guidance.
	The motor is broken	
Both the light and motor do not work	The fuse is broken	Reset or replace the fuse.
	The power supply cord is loose or disconnected	Reconnect the power supply to the wall socket.
Oil is leaking	The one-way-valve and exhaust pipe are not tightly seal	Disassemble the one-way-valve and seal with a sealant.
	There is a leakage between section and cover	Disassemble the section and seal with sealant.
The light is not working	The light globes are damaged or blown	Call After Sales Support for further guidance.
The is insufficient suction power or air is not extracted adequately.	The distance between the rangehood and the cooktop is too great.	Have your installer re-adjust the installation position, ensuring that the minimum distances are observed as per the building code and relevant standards.
	Ducting is loose, kinked, too long or too many bends.	Check that your rangehood has been ducted correctly and in accordance with the installation instructions.
The rangehood is no longer in a horizontal position	The screws are not tight enough	Tighten the screws and level the rangehood in a horizontal position.
The rangehood is vibrating against the wall or cupboard	The rangehood undermount is not fixed correctly.	Tighten the internal safety screws.

**Attach your receipt
to this page**



Purchase Details

For your records, please record details of your purchase below and staple your receipt on the opposite page. Your serial number can be found on the rear of your Rangehood.

STORE DETAILS

STORE NAME | _____

ADDRESS | _____

TELEPHONE | _____ PURCHASE DATE | _____

PRODUCT DETAILS

MODEL NO. | _____

SERIAL NO.* | _____

Warranty

WARRANTY TERMS AND CONDITIONS RANGEHOODS

This document sets out the terms and conditions of the product warranties for Residentia Group Appliances. It is an important document. Please keep it with your proof of purchase documents in a safe place for future reference should you require service for your Appliance.

1. **IN THIS WARRANTY**
 - (a) 'acceptable quality' as referred to in clause 10 of this warranty has the same meaning referred to in the ACL;
 - (b) 'ACL' means Trade Practices Amendment (Australian Consumer Law) Act (No.2) 2010;
 - (c) 'Appliance' means any Residentia Group product purchased by you accompanied by this document;
 - (d) 'ASR' means Residentia Group authorised service representative;
 - (e) 'Residentia Group' means Residentia Group Pty Ltd of 165 Barkly Ave, Burnley VIC 3121, ACN 600 546 656 in respect of Appliances purchased in Australia;
 - (f) 'major failure' as referred to in clause 10 of this warranty has the same meaning referred to in the ACL and includes a situation when an Appliance cannot be repaired or it is uneconomic for Residentia Group, at its discretion, to repair an Appliance during the Warranty Period;
 - (g) 'Warranty Period' means:
 - (i) where the Appliance is used for personal, domestic or household use (i.e. normal single family use) as set out in the instruction manual, the Appliance is warranted against manufacturing defects for 24 months, following the date of original purchase of the Appliance;
 - (h) 'you' means the purchaser of the Appliance not having purchased the Appliance for re-sale, and 'your' has a corresponding meaning.
2. This warranty only applies to Appliances purchased and used in Australia and is in addition to (and does not exclude, restrict, or modify in any way) any non-excludable statutory warranties in Australia.
3. During the Warranty Period Residentia Group or its ASR will, at no extra charge if your Appliance is readily accessible for service, without special equipment and subject to these terms and conditions, repair or replace any parts which it considers to be defective. Residentia Group or its ASR may use remanufactured parts to repair your Appliance. You agree that any replaced Appliances or parts become the property of Residentia Group. This warranty does not apply to light globes, batteries, filters, seals or similar perishable parts.
4. Parts and Appliances not supplied by Residentia Group are not covered by this warranty.

5. You will bear the cost of transportation, travel and delivery of the Appliance to and from Residentia Group or its ASR. If you reside outside of the service area, you will bear the cost of:
 - (a) travel of an authorised representative;
 - (b) transportation and delivery of the Appliance to and from Residentia Group or its ASR, in all instances, unless the Appliance is transported by Residentia Group or its ASR, the Appliance is transported at the owner's cost and risk while in transit to and from Residentia Group or its ASR.
6. Proof of purchase is required before you can make a claim under this warranty.
7. You may not make a claim under this warranty unless the defect claimed is due to faulty or defective parts or workmanship. Residentia Group is not liable in the following situations (which are not exhaustive):
 - (a) the Appliance is damaged by:
 - (i) accident
 - (ii) misuse or abuse, including failure to properly maintain or service
 - (iii) normal wear and tear
 - (iv) power surges, electrical storm damage or incorrect power supply
 - (v) incomplete or improper installation
 - (vi) incorrect, improper or inappropriate operation
 - (vii) insect or vermin infestation
 - (viii) failure to comply with any additional instructions supplied with the Appliance;
 - (b) the Appliance is modified without authority from Residentia Group in writing;
 - (c) the Appliance's serial number or warranty seal has been removed or defaced;
 - (d) the Appliance was serviced or repaired by anyone other than Residentia Group, an authorised repairer or ASR.
8. This warranty, the contract to which it relates and the relationship between you and Residentia Group are governed by the law applicable where the Appliance was purchased.
9. To the extent permitted by law, Residentia Group excludes all warranties and liabilities (other than as contained in this document) including liability for any loss or damage whether direct or indirect arising from your purchase, use or non use of the Appliance.
10. For Appliances and services provided by Residentia Group in Australia, the Appliances come with a guarantee by Residentia Group that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Appliance repaired or replaced if the Appliance fails to be of acceptable quality and the failure does not amount to a major failure. The benefits to you given by this warranty are in addition to your other rights and remedies under a law in relation to the Appliances or services to which the warranty relates.
11. At all times during the Warranty Period, Residentia Group shall, at its discretion, determine whether repair, replacement or refund will apply if an Appliance has a valid warranty claim applicable to it.
12. Missing parts are not covered by warranty. Residentia Group reserves the right to assess each request for missing parts in a case by case basis. Any parts that are not reported missing in the first week after purchase will not provide free of charge.
13. To enquire about claiming under this warranty, please follow these steps:
 - (a) carefully check the operating instructions, user manual and the terms of this warranty;
 - (b) have the model and serial number of the Appliance available;
 - (c) have the proof of purchase (e.g. an invoice) available;
 - (d) telephone the numbers shown below.
14. You accept that if you make a warranty claim, Residentia Group and its ASR may exchange information in relation to you to enable Residentia Group to meet its obligations under this warranty.

IMPORTANT

Before calling for service, please ensure that the steps in point 13 have been followed.

CONTACT SERVICE

→ Service: 1300 11 HELP (4357)

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

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Warranty (NZ)

NEW ZEALAND WARRANTY TERMS & CONDITIONS RANGEHOOD APPLIANCES

To help care for your investment, be sure to register your appliance online. Registration will help you if you need to arrange service in the future, and serves as a record of your purchase—including critical information like model number and serial number – that you can refer to at any time. Simply visit the below website, or ask your retailer for help: www.esatto.house/nz/registration

WARRANTY

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

* The conditions above mentioned are:

1. That the purchaser carefully follows all instructions packed with the product;
2. That the purchaser and/or installer carefully follows the installation instructions provided and complies with electrical wiring regulations, gas and/or plumbing codes;
3. That the purchaser carefully follows instructions provided in the owner's handbook relating to the proper use and care of the product and does not use the product for any purpose other than the domestic use for which it has been designed;
4. Commercial use of the product for professional or industrial purposes will void this warranty;
5. That the product was purchased and installed in New Zealand;
6. That this warranty does not extend to:
 - a) optional glass lids for hobs apart from claims which relate to mechanical or physical damage thereof at the date of purchase;
 - b) 'consumable' parts such as light bulbs or filters;
 - c) damage to ceramic glass caused by liquid or solid spill-overs, lack of maintenance, or impact;
 - d) damage to surface coatings caused by cleaning or maintenance using products not recommended by the owner's handbook;
 - e) defects caused by normal wear and tear, accident, negligence, alteration, misuse or incorrect installations;
 - f) a product dismantled, repaired or serviced by any serviceman other than an authorised service agent;
 - g) a product not in possession of the original purchaser;
 - h) damage caused by power outages or surges
 - i) damage caused by pests (eg. rats, cockroaches etc.)
7. That if the product is a freestanding microwave oven or small appliance it must be returned to the dealer/retailer for servicing. These products, unless stated otherwise, have a 12 month warranty from original date of purchase with 24 months on the microwave magnetron; Waste disposers have a 12 month warranty.
8. The provision of service under this warranty is limited by a 25km boundary from the retailer where the product was purchased except for microwaves. Such travelling outside of these limits will incur commercial cost to be paid by you, regulated by the number of kilometres travelled beyond the 25km limit (50km return trip). Microwaves are to be delivered to the nearest authorised service agent by the customer.

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

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

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

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

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

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



esatto
everything
you need



A RESIDENTIA
GROUP INITIATIVE