

MODEL
GGSPPO4200B

V 1.2 | 0922



ESSENTIALS FOR LIFE

User Manual

Portable Pizza Oven

SÔLT

SÖLT

Welcome

Congratulations on purchasing your new Portable Pizza Oven! The Sôlt brand is proudly distributed within Australia by Residentia Group Pty Ltd.

Residentia Group

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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 Pizza Oven features, and importantly taking care of your appliance when cleaning, 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 calling us on 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 Sôlt appliance and we look forward to being of service to you.

Kind Regards,
The Residentia Team

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Customer Care

Sôlt recommends the use of original spare parts. When contacting our customer service team, please ensure that you have the following information at hand (which can be found on your appliances' rating plate).

- Model Number
- Serial Number

Safety Instructions

IMPORTANT SAFETY INFORMATION & WARNINGS

WARNING

- DO NOT SPRAY AEROSOLS IN THE VICINITY OF THIS APPLIANCE WHILE IT IS IN OPERATION. DO NOT USE OR STORE FLAMMABLE MATERIALS IN OR NEAR THIS APPLIANCE.
- DO NOT PLACE ARTICLES ON OR AGAINST THIS APPLIANCE.
- DO NOT MODIFY THIS APPLIANCE.
- FOR OUTDOOR USE ONLY.

IMPORTANT! Do not attempt to assemble and use this pizza oven unless you have read this entire user manual and have familiarised yourself with all steps and requirements thoroughly. Please keep this manual in a handy place as it has answers for questions that may arise during your future use.

- DO NOT INSTALL IN, OR CONNECT TO THE CONSUMER PIPING OR GAS SUPPLY SYSTEM OF A BOAT OR CARAVAN.

DANGER

If you smell gas:

- Shut gas off to the appliance.
- Extinguish any open flame.
- Ensure the appliance door remains open and with clear ventilation.
- If odour continues, keep away from the appliance and immediately call your fire department.
- Failure to follow these instructions could result in a fire or explosion which could cause property damage, personal injury or death.

DANGER

- This instruction manual contains important information necessary for the proper assembly and safe use of the appliance.
- Read and follow all warnings and instructions before assembling and using the appliance.
- Follow all warnings and instructions when using the appliance.
- Keep this manual for future reference.
- Never operate this appliance in enclosed areas.
- Never operate this appliance unattended.
- Never operate this appliance within 1m of any structure or combustible material and at least 3m away from objects that may spark or ignite gas (i.e. other gas cylinders, live electrical appliances, pilot lights of gas water heaters, etc).
- Never operate this appliance within 7.5m of any flammable liquid.
- Do not fill cooking vessel beyond the limitation of the door dimensions.

- Heated liquids remain at scalding temperatures long after the cooking process has finished. Never touch the cooking appliance until all elements have cooled to 45°C or less.
- If a fire should occur, keep away from the appliance and immediately call your fire department. Do not attempt to extinguish an oil or a grease fire with water.
- Some parts of this appliance may have sharp edges- wear suitable protective gloves if necessary for handling.
- Never use the protective cover/carry bag unless the appliance has completely cooled.
- Never move the appliance during use or once operating.
- Accessible parts may be very hot during operation- always keep children away during and after use.
- Always ensure that the gas supply is returned to the off position at the gas cylinder after use.
- Do not modify the appliance or its connections in any way- this may be dangerous.
- Ensure the surface you are operating the appliance on is not flammable and suitably protected.
- This appliance is only intended to be used with LPG gas. Do not use lava rocks, briquets, charcoal or other fuel sources.
- Never light the burner with the appliance opening/ door covered. Non-ignited gas accumulated inside the closed appliance may cause an explosion.
- Regularly check the appliance during operation to ensure that the burner flames remain ignited.
- Always turn off the gas supply when the appliance is not in use.
- Always turn of the gas supply at the gas cylinder and detach from the appliance before moving. Never move the appliance with the gas supply connected as this can damage your appliance or connection.

RISK OF FIRE

Most fires are caused by a build up of grease, or an improper gas connection. Ensure all people and pets are kept as far away as possible.

If you are able, turn the gas off at the cylinder or the on/off valve where applicable. Use a fire extinguisher if possible. If water is the only fire retardant available, thoroughly soak the area around the appliance. When spraying water on the Pizza Oven itself, do not use a strong jet of water, as this may cause splashing of burning grease, resulting in a further spreading of the fire.

IMPORTANT! Regularly clean your appliance between uses to ensure that residual food or grease won't lead to a fire. Damage to the appliance can occur where the appliance is not cleaned regularly.

CAUTION! Do not use water to extinguish a grease fire as it may cause an injury. Immediately turn the gas cylinder to the off position as well as the appliance knob to the off position, in the event of a grease fire.

CARBON MONOXIDE

Carbon Monoxide is a highly poisonous gas which can be produced when the device isn't receiving enough ventilation. We therefore recommend using the gas pizza oven in a well ventilated area away from direct wind and to never cover the oven mouth.

It is difficult to know if your device is producing Carbon Monoxide as it is an odourless and colourless gas. It can, however cause these symptoms when you are exposed to it:

- Tightness across the forehead Headache, Weakness, Dizziness, Nausea, Vomiting, Coma, intermittent convulsions, Depressed heart action, slowed respiration.

IF THE EXPOSURE HAS BEEN SEVERE IT MAY CAUSE DEATH.

WARNING! Contact your local municipality for any building codes regulating the installation of outdoor barbecue appliances. Outdoor installations must conform to Australian Standards Code AS/NZS 5601 as well as the requirements of any local council, gas electricity authority or other statutory regulation.

Spanner tighten all gas fittings as per instructions. Do not modify the appliance. Parts sealed by the manufacturer or the company shall not be manipulated.

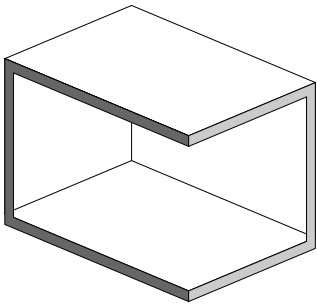
Partial Enclosures

INSTALLATION POSITIONING

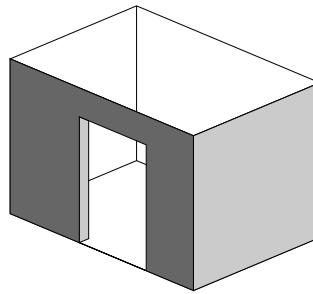
The appliance shall only be used in an above ground, open air situation with natural ventilation, without stagnant areas, where gas leakage and products of combustion are rapidly dispersed by wind and natural convection.

WARNING

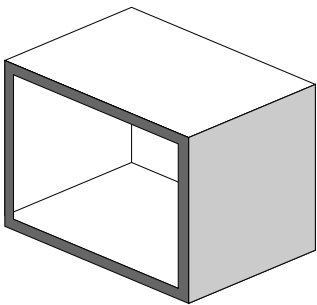
- Do not use the gas pizza oven in enclosed or on small balconies.
- Any enclosure in which the appliance is used shall comply with one of the following:



Within a partial enclosure that includes an overhead cover and no more than two walls. A common example is an outdoor gazebo.

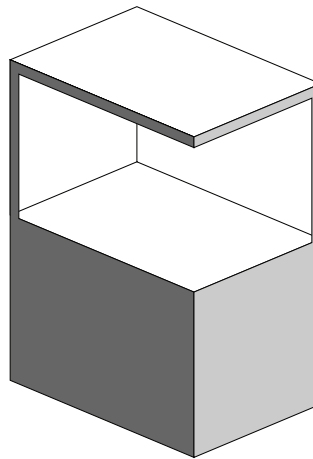


Any enclosure with walls on all sides but at least one permanent opening at ground level and no overhead cover.



The appliance may be within a partial enclosure that includes an overhead cover and more than two walls, the following shall apply:

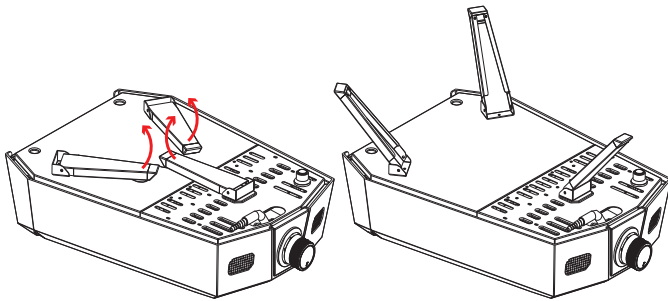
- at least 25% of the total wall area is completely open;
- and
- at least 30% of the remaining wall area is open and unrestricted.



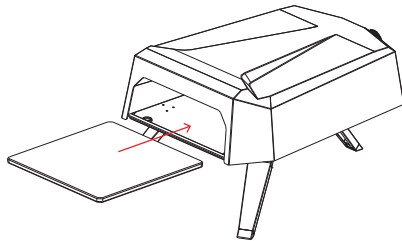
In the case of balconies, at least 20% of the total of the side, back and front wall areas shall be and remain open and unrestricted.

Setting Up Your Oven

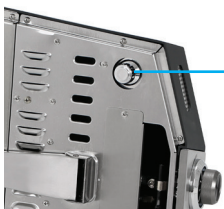
- **TIP!** Ask for the assistance of a friend. Setting up your pizza oven is much easier with an extra set of hands.
- Place a soft matt or rug down to protect the exterior of your pizza oven during the setup process.
- Remove all packaging elements.
- Place your pizza oven with the mouth facing downwards on to your matt/blanket. Whilst the pizza oven is standing on its mouth, open the three folding legs outwards.



- Stand the oven upright on its legs and remove the soft matt/blanket as this is no longer required. Insert the pizza stone into the appliance base as shown below and push it into the holder.



- Unscrew the black electronic ignition and insert a compatible battery (1 x AA) inside. Re-screw the cover back on. This will be used to ignite your appliance.

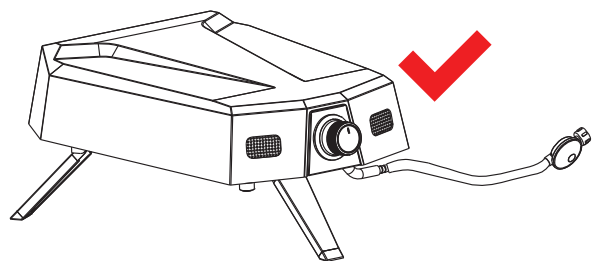
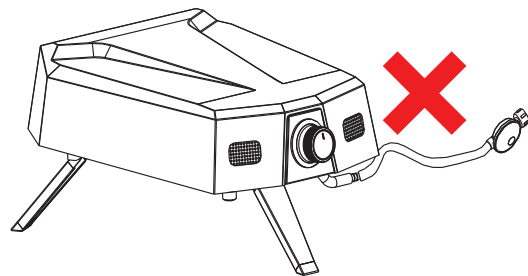


Unscrew this cover to access the battery

Note: Regularly check your ignitor battery to ensure it has charge and replace when required. The AA Battery is not supplied with the appliance.

Installation Guide

- This appliance shall only be used in an above ground open-air situation with natural ventilation, without stagnant areas, where gas leakage and products of combustion are rapidly dispersed by wind and natural convection. This appliance must not be used indoors. Do not use your appliance in garages, porches, sheds or other enclosed areas. The appliance is not intended to be installed in or used on recreational vehicles (e.g. boats, trucks and tents) and should not be placed close to or under any surfaces that will burn or are sensitive to heat. Do not block/ obstruct the flow of air and combustion around the appliance housing while in use.
- A fairly protected location is desirable for pleasant and efficient cooking. Try to keep the barbecue sheltered from strong winds as this will drastically reduce cooking efficiency. If this is unavoidable, position the appliance to face away from the direction of the wind. Keep the appliance level. Check frequently that the burner remains alight when used in conditions of strong wind. Make sure the minimum distances of the appliance to any wall or combustible surface are met, and that the supporting surface can withstand heat. When using the appliance, take care that the appliance feet are locked in their correct open position & the hose is not touching any hot surface.



Gas Safety

ONLY USE THE HOSE ASSEMBLY SPECIFIED BY THE MANUFACTURER ON THIS APPLIANCE. REPLACEMENT HOSE ASSEMBLIES MUST BE THOSE SPECIFIED BY THE MANUFACTURER.

This is a limitative configured appliance for LPG gas. Do not attempt to use other type gas supply unless the grill has been reconfigured for other gas use. The installation of this appliance must conform to local codes.

Make sure that both gas cylinder and gas hose do not come in contact with any high temperature parts.

WARNING

Prior to use, check the oven and burner and venturi for blockages (eg, food residue or insect nests - Wasps, Bees or Ants.) If an insect nest is found they can be dangerous and must be cleaned out thoroughly. Please refer to the cleaning and maintenance sections at the end of this chapter for guidance on how to do this.

Should the appliance go out for any reason, turn off the control knob and the cylinder gas valve. Wait 5 minutes before attempting to relight the appliance.

Some foods produce flammable fats and juices. Attend to an operating Pizza Oven at all times - it should never be left unattended. Damage caused by fat and grease fires is not covered by warranty. If a grease or fat fire should occur, immediately turn off burner knob and the gas cylinder valve until the fire is out. Remove all food from the appliance.

A leak test must be carried out prior to using the appliance for the first time and whenever the gas cylinder is refilled or whenever the gas hose and regulator have been disconnected from the gas cylinder or appliance. Apply soapy water to the entire hose assembly, including the gas bottle's valve and regulator, using a spray bottle or sponge. Pressurise the system without turning on your Pizza Oven (i.e. slowly open the gas supply on your gas bottle). If you see bubbles or smell rotten eggs, you have a leak.

Tip! Dishwashing liquid/soap is formulated to make lots of bubbles and ideal for mixing with water to make your soapy liquid for this leak test.

Please take a moment to review all of the safety requirements before operating the appliance when using gas.

- Do not disconnect any gas fittings while the appliance is operating.
- Check all gas hose lines and connections for cuts, cracks and other damage. Gas cylinders must not be

- stored in enclosed areas.
- Keep the fuel supply hose away from heated surfaces or direct sunlight. Do not use any additional flammable substance whilst operating with gas.
- Do not touch! The Pizza Oven can get extremely hot when in operation. Be sure to wear protective gloves.
- Keep the cylinder outdoors in its upright position.
- Do not connect multiple gas canisters to Pizza Oven or store a spare within the same vicinity.
- Only use a regulator certified to AS 4621 and a hose assembly certified to AS/NZS 1869, between the gas cylinder and the pizza oven.
- Do not position the gas canister under the oven. Never use a naked flame to check for gas leaks. Do not use natural gas! It can damage the oven.
- Maximum length of hose cannot exceed 1.5m.
- National requirements state how often to replace the hose.
- Never fill the cylinder beyond 80 percent full.
- Make sure the flexible tube is not twisting when the appliance is in operation.

CONNECTING TO GAS

Step 1: Check that the gas you have is Propane LPG.

IMPORTANT! The gas cylinder used must have a safety collar to protect the valve assembly. Do not use a cylinder that is rusty, dented, has a damaged valve or has past any expiry dates.

Note: Only certified gas regulators to AS 4621 and certified hose assemblies to AS/NZS 1869, may be used.

Note: Your gas cylinder capacity should be a minimum 4kg and maximum 9kg. The length of the gas supply hose must not exceed 1.5m.

IMPORTANT! It is recommended that you replace the hose every 5 years. Some countries may have different requirements, therefore you must adhere to their specified time period.

WARNING

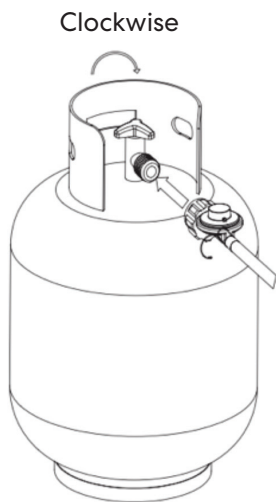
If at any point you smell gas:

- Shut off the gas at the cylinder.
- Rotate the control knob on your Pizza oven to the off position (clockwise), which should extinguish any open flames.
- If odour continues, move away from the pizza oven and gas supply, then contact your local fire brigade for further assistance.

- Step 2: Connect the regulator to the gas cylinder, following the instructions for your regulator accordingly. Don't force the regulator as this could damage the gas cylinder or regulator fitting.

CONNECTING THE LIQUID PROPANE CYLINDER

To connect the Liquid Propane gas supply cylinder: The cylinder valve should be in the "OFF" position. If not, turn the valve clockwise until it stops. Make sure the cylinder valve has the proper external male thread connector fitting to Type 27 and cylinder certified with AS 2469. Make sure the burner valves are in the "OFF" position. Inspect the valve connections and regulator assembly to the valve, use your hand to tighten the nut clockwise until it stops. Use of a wrench could damage the quick coupling nut and result in a hazardous situation. Open the cylinder valve fully by turning the valve counter-clockwise. Before lighting the burner, use a soap and water solution to check all the connections for leaks. If a leak is found, turn the cylinder valve "OFF" and retighten connection. If leak persists then do not use the oven until a local Liquid Propane dealer can make repairs.



WARNING!

1. Do not store a spare LP gas cylinder under or near this appliance.
2. Never fill the cylinder beyond 80 percent full
3. If the information in item 1&2 is not followed exactly, a fire causing death or serious injury may occur.

CAUTION: Place dust cap on cylinder valve outlet whenever the cylinder is not in use. Only install the type of dust cap on the cylinder valve outlet that is provided with the cylinder valve. Other types of caps or plugs may result in leakage of propane.

WARNING

DO NOT USE AN ADAPTOR AT THE CYLINDER CONNECTION

DISCONNECTING THE GAS

After cooking, turn off the gas from the gas cylinder before turning off your Pizza Oven. This will allow any gas left within the burner and/or hose assembly to be used up safely.

Once the flames are fully extinguished within the pizza oven (upto 2 mins), you can rotate the Pizza Oven control knob to the off position (clockwise).

It is now safe to disconnect the Regulator and hose assembly from your gas cylinder.

First Use

To burn off any residual manufacturing oils, it's important to run your Pizza Oven for a period of time without cooking.

IMPORTANT: Ensure hose and connections are leak tight and before beginning the ignition process.

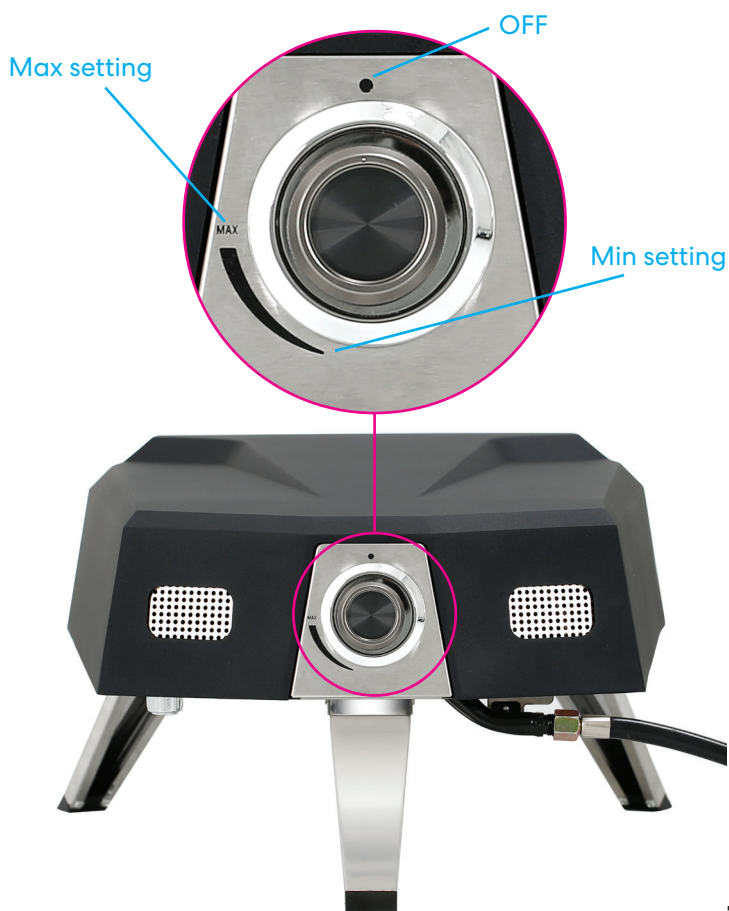
Igniting Your Pizza Oven

1. Turn on the gas supply at your gas cylinder.
2. Press and hold the control knob down and turn anticlockwise to the Max heating position. You will hear the ignitor 'clicking' and the burner should alight within your appliance. Hold down the knob for 15 seconds to ensure the burner is alight.

IMPORTANT: keep your face away from the opening.

IMPORTANT: If the burner does not light, turn the knob back to the OFF setting and wait 2 minutes for gas to dispel before repeating.

3. Turn the control knob down to the Low setting and run your appliance on this setting for 30 minutes.
4. Use your control knob to increase the power to approximately $\frac{3}{4}$ high power level and run for a further 15–20 minutes.



Using Your Pizza Oven

There is a lot of variability when it comes to cooking pizzas, including the type of dough, thickness, types of toppings, etc which will all vary your cooking time and optimum heat settings. It may take some trial and error to begin with! Our recommended setting through are as follows.

1. Heat up your pizza oven on high for at least 30 minutes before you are wanting to cook. This will allow the pizza stone to achieve a suitable temperature for cooking your pizzas.

Note: You can heat up the stone in as little as 10 minutes, however ensure that your base be very thin for this to work.

2. Turn down your pizza oven to between $\frac{3}{4}$ and $\frac{1}{2}$ power level.
3. Using your pizza peel (paddle), slide your first pizza into the oven.

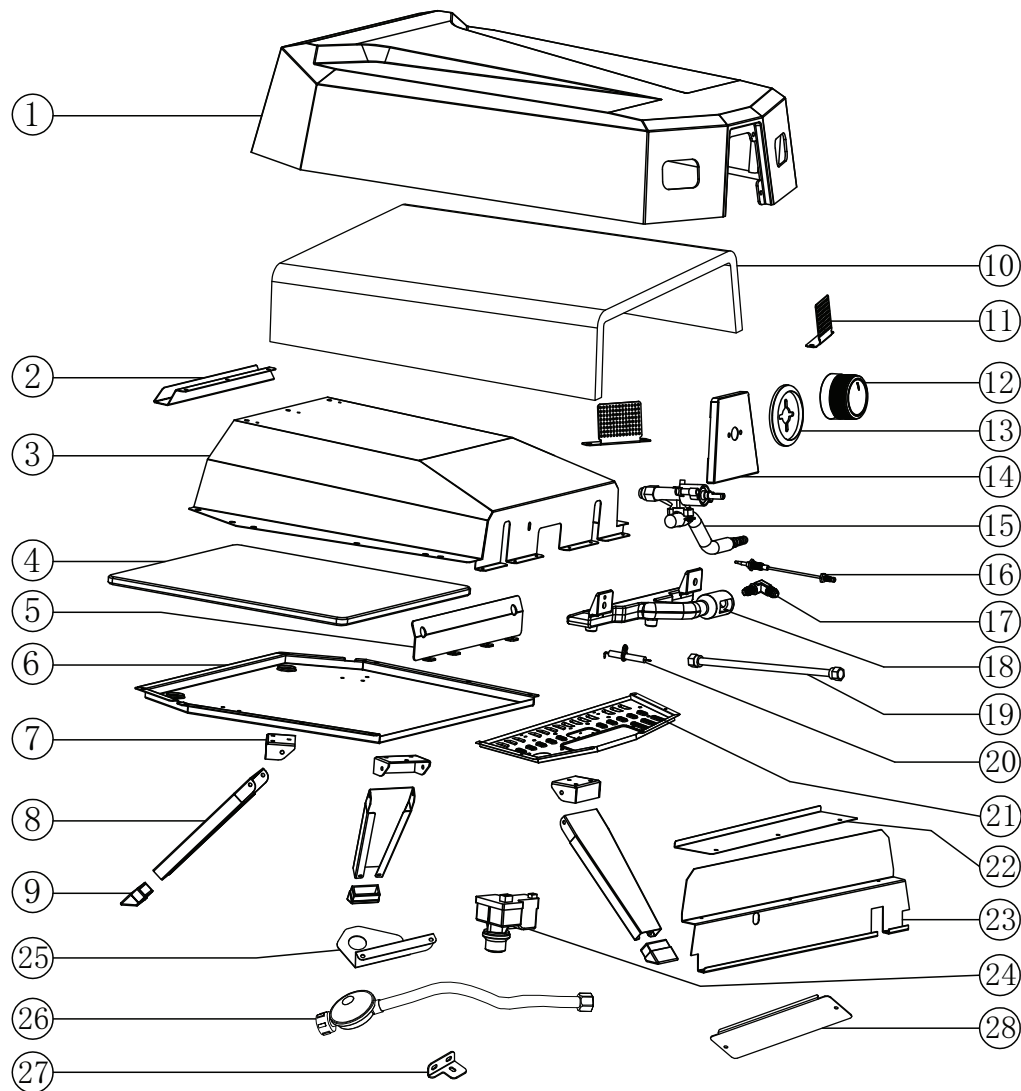
Tip! Rolling your pizza base on some flour will help ensure it slides from your pizza peel without sticking. Brushing your pizza paddle with some flour can also assist.

Note: Your cooking time will vary depending on the thickness of your pizza base, anywhere from 1 minutes (for very thin) to 2–3 minutes for thicker bases.

4. Halfway through cooking (typically 60 seconds), use your pizza paddle to remove your pizza. Rotate the base on your pizza paddle and re-insert into the oven. This will help to ensure your pizza cooks evenly.
5. Use your pizza peel to remove your cooked pizza from the oven. Typically, 90 seconds to 120 seconds.
6. Enjoy your delicious pizza.

Tip! We like to grate some fresh parmesan cheese over our freshly cooked pizza along with a pinch of salt and any fresh herbs (i.e. basil). Refer to our Solt Pizza Oven Recipe Guide for more tips, tricks and recipe ideas.

Oven Exploded Diagram



No.	Description	QTY
1	Outer Cabinet	1
3	Inner Cavity	1
5	Pizza Stone Baffle	1
7	Foot Mount	3
9	Foot Plug	3
11	Net Board	2
13	Control Knob Base Plate	1
15	Valve Assembly	1
17	Nozzle Assembly	1
19	Assembly	1
21	Front Floor	1
23	Heat Insulation Board	1
25	Fixed pulse piece	1
27	Valve tube retainer	1

No.	Description	QTY
2	Tail Plate	1
4	Pizza Stone	1
6	Bottom Plate	1
8	Foot	3
10	Insulating Cotton	1
12	Control Knob	1
14	Control Panel	1
16	Thermocouple	1
18	Burner Assembly	1
20	Ignition Needle	1
22	Heat Shield Stiffener	1
24	Pulse Igniter	1
26	Hose and Regulator	1
28	Maintenance Plate	1

Please contact our after-sales service team for any replacement part requirements. Only engage a qualified technician for any replacement or repair works.

Cleaning & Maintenance

Enamel Cleaning

Always use the mildest cleaning solution and soft cloth to clean the appliance and enamelled parts.

DO NOT USE AN ACID DETERGENT AND/OR ANTI-RUST CLEANER ON THE CONTROL PANEL. SUCH CLEANING PRODUCT MAY DAMAGE THE APPLIANCE OR REMOVE THE CONTROL PANEL PRINTING.

Cooking Area Cleaning (including pizza stone)

The easiest way to clean the grill is to clean immediately after turning off the flame and once your cooking has been completed.

WARNING

Keep in mind that your appliance will be hot after cooking! Always wear long safety gloves designed for heat (such as barbeque mitts) to protect your hands and arms from any heat, steam and hot parts.

Dip a wire bristle barbeque brush in water with a mild detergent and scrub the pizza stone. Dip the brush frequently in fresh water. Steam, created as water contacts the hot grill, assists the cleaning process by softening any food particles. The food particles will lift from the stone. It is completely normal for the stone to remain discoloured though and won't affect the product or future cooking.

Important! Never immerse a hot part in water.

Alternatively, allow your appliance to completely cool and remove the pizza stone for cleaning. Again use a mild detergent with some warm water and a barbecue brush to scrub the stone.

Appliance Burner Cleaning

1. Be sure the gas cylinder valve is firmly in the off position and that the appliance control knob is also in the Off position. Make sure the appliance is completely cool.
2. Clean the exterior of the burner with a wire brush. Clear stubborn scale with a metal scraper. Clear any clogged ports with a straightened paper clip. Never use a wooden toothpick as it may break off and clog the port.
3. Please note if insects or other obstructions are blocking the flow of gas through the burner, you will need to call our customer service line.

Troubleshooting



If you think you've got a problem with your Pizza Oven, follow the following troubleshooting steps to try and resolve it.

For replacement parts and servicing, contact our after sales service team on 1300 11 4357 or via email support@residentiagroup.com.au.

It is recommended to replace the gas hose every 5 years. Replacement hose assemblies and regulators can be purchased from your nearest hardware store.

Issue:	Potential Cause:	Solutions:
Weak flame	<ul style="list-style-type: none"> • Empty or low gas cylinder • Operation at high altitude • Cold gas cylinder 	<ul style="list-style-type: none"> • Try a different gas cylinder • Check the gas regulator and hose assembly
Noisy burner	<ul style="list-style-type: none"> • Debris is blocking the burner outlets • Debris in venturi 	<ul style="list-style-type: none"> • Clean the burner: read the cleaning & maintenance section of this user manual for steps.
Slow heat up	<ul style="list-style-type: none"> • Empty gas cylinder • Cold weather • Windy conditions 	<ul style="list-style-type: none"> • Try a different gas cylinder • Check the gas regulator and hose assembly to ensure its not damaged or kinked • Sheltered location

Technical Specification

 		<h2>Portable Pizza Oven</h2> <h1>SÔLT</h1>	
		Model	GGSPPO4200B
		GAS Type	Propane
		Burner Injector Size	1.1mm
		Burner Gas Pressure	2.75KPA
		Total Gas Consumption	15.12 MJ/h
		Date of Manufacture	
		Serial Number	
<p>Warning: For storage and cylinder exchange, disconnect hose at the cylinder only: DO NOT disconnect hose from the appliance</p> <p>Minimum clearances from pizza oven to combustible surfaces Sides: 1.0m; Back: 1.0m; Above: 1.5m</p>		<p>DO NOT install in or connect to the consumer piping or gas supply system of a boat or caravan</p>	

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Purchase Details

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

STORE DETAILS

STORE NAME | _____

ADDRESS | _____

TELEPHONE | _____ PURCHASE DATE | _____

PRODUCT DETAILS

MODEL NO. | _____

SERIAL NO.* | _____

Warranty Information

WARRANTY TERMS & CONDITIONS PIZZA OVEN

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 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.

Telephone contacts

- ▶ Service: Please call 1300 11 HELP (4357)
- ▶ Spare Parts: Please call 1300 11 SPARE (7727)

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.

**An initiative by
Residentia Group**



ESSENTIALS FOR LIFE

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