

Model/s  
EMC25BF

Version  
V1.3 | 0523

Everything you need  
for your 28L Built-in  
Microwave is in this  
User Manual

**esatto**

# Welcome

**Residentia Group**

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Congratulations on purchasing your new 28L Built-in Microwave. 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](http://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 microwave, its 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 Warnings

**This microwave 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.**

**IMPORTANT:** Please ensure that you read the entire instructions carefully before beginning the installation of your microwave oven. Always retain this instruction user manual.

## **WARNING:**

**Always abide by the following precautions to avoid possible exposure to excessive microwave energy.**

- Do not attempt to operate this microwave oven with the door open, as this can result in harmful exposure to microwave energy. It is important not to break or tamper with the safety interlocks.
- Do not place any objects between the microwave oven face and the door, or allow food residue to accumulate on sealing surfaces.
- If the door or door seals are damaged, the microwave oven must not be operated until it has been repaired by an authorised repair agent.

## **Addendum**

If the appliance is not maintained in a good state of cleanliness, its surface could be degraded and affect the lifespan of the appliance. This could in turn lead to a dangers and hazards.

**IMPORTANT:** To reduce the risk of fire, electric shock, injury to persons or exposure to excessive microwave oven energy when using your appliance, follow these basic precautions:

- Liquids and other foods must not be heated in sealed containers, as they are liable to explode.
- It is hazardous for anyone other than a competent person to carry out any service or repair operation that involves the removal of the cover providing protection against exposure to microwave energy.
- This appliance should only be used by competent persons. Children above the age of 8 can use the appliance under strict adult supervision and instruction.
- This microwave is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities.
- Cleaning of the microwave oven should only be undertaken by competent adults and not children.
- Keep the appliance and its cord out of reach of children, less than 8 years old.
- Only use utensils that are suitable for use within microwaves.
- The microwave should be cleaned after each use and any food deposits removed.
- When heating food in plastic or paper containers, always keep an eye on the microwave due to the possibility of ignition.
- If smoke is emitted, immediately switch off or unplug the microwave and keep the door closed in order to stifle any flames.
- Never overcook food.
- Do not use the microwave cavity for storage purposes.
- Always remove any wire twist-ties and metallic handles from paper, or plastic containers/bags before placing them within the microwave.

- Install or locate this microwave in accordance to the installation instructions provided. It is of great importance to positing with the required ventilation for the microwave.
- Eggs within their shell or hand-boiled eggs should not be heated within microwave, as they may explode (even after microwave heating has ended).
- This appliance is intended to be used indoors only and within domestic environments only, including residential homes, staff kitchens, bed & breakfasts, etc. It is not intended for use within a commercial kitchen.
- If the supply cord is damaged it must be replaced by the manufacturer, its authorised service agent or a similarly qualified person.
- Never use or install this appliance near water.
- The temperature of accessible surfaces may be high when the appliance is operating. The surfaces are liable to get hot during use, meaning it's important to keep the power supply cord away from these heated surfaces and away from any vents on the microwave.
- The contents of feeding bottles and baby food jars should be stirred/shaken and the temperature must be checked before consumption in order avoid risk of burns.
- Microwave heating of beverages can result in delayed eruptive boiling, therefore care must be taken when handling containers.
- **WARNING:** Liquids and other foods must not be heated in sealed containers since they are liable to explode.
- The microwave is not intended to be operated by means of an external timer or separate remote control system.
- Steam cleaner is not to be used on this appliance.
- During operation, the internal components will become hot and care should always be taken to avoid making contact with the inside of the microwave.
- The microwave is only intended for heating food and beverages only.
- **WARNING:** Ensure that the appliance is switched off before replacing the light globe to avoid the possibility of electric shock.
- **WARNING:** It is hazardous for anyone other than a authorised person to carry out any service or repair operation that involves the removal of a cover which gives protection against exposure to microwave energy.
- When heating food in plastic or paper containers, keep an eye on the microwave due to the possibility of ignition.
- The microwave is intended for heating food and beverages. Drying of food or clothing and heating of warming pads, slippers, sponges, damp cloth and similar may lead to risk of injury, ignition or fire.
- The microwave oven is intended to be used built-in.
- Care should be taken not to displace the turntable when removing containers from the appliance (for built-in appliances being used equal or higher than 900mm above the floor and having detachable turntables).
- Metallic containers for food and beverages are not allowed during microwave cooking.
- Be sure to unplug the appliance from the power supply before any cleaning mainteance.

# Safety Warnings (Continued)

## TO REDUCE THE RISK OF INJURY TO PERSONS, GROUNDING INSTALLATION.

### **DANGER! Electric Shock Hazard:**

Touching some of the internal components can cause serious personal injury or death. Do not disassemble this appliance.

### **WARNING: Electric Shock Hazard:**

- Improper use of the grounding can result in electric shock.
  - Do not plug into an outlet until appliance is properly installed and grounded.
  - This appliance must be grounded. In the event of an electrical short circuit, grounding reduces the risk of electric shock by providing an escape wire for the electric current.
  - This appliance is equipped with a cord having a grounding wire with a grounding plug. The plug must be plugged into an outlet that is properly installed and grounded.
  - Consult a qualified electrician or serviceman if the grounding instructions are not completely understood or if doubt exists as to whether the appliance is properly grounded.
  - If it is necessary to use an extension cord, use only a 3-wire extension cord.
1. A short power-supply cord is provided to reduce the risks resulting from becoming entangled in or tripping over a longer cord.
  2. If a long cord set or extension cord is used:
    - The marked electrical rating of the cord set or extension cord should be at least as great as the electrical rating of the appliance.
    - The extension cord must be a grounding-type 3-wire cord.
    - The long cord should be arranged so that it will not drape over the counter top or tabletop where it can be pulled on by children or tripped over unintentionally.

### **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**

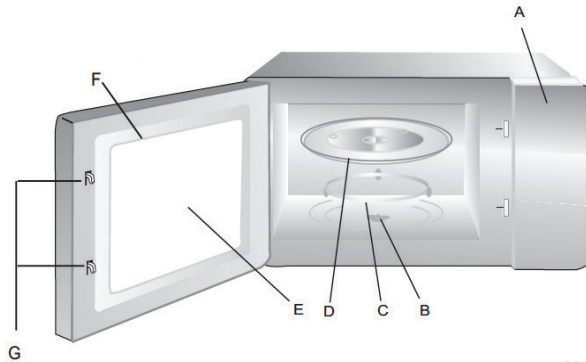
Old appliances should not simply be disposed of with normal household waste, but should be delivered to a collection and recycling centre for electric and electronic equipment. A symbol shown on the product, the instruction manual or the packaging shows that it is suitable for recycling.

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.

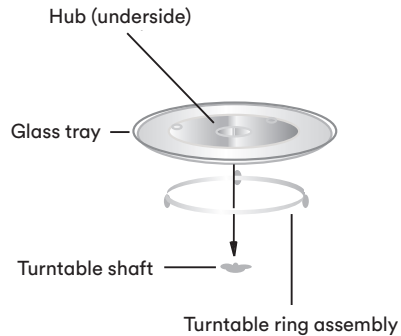
Information on appropriate disposal centres for used devices can be provided by your local authority.

# Your Esatto Microwave

## Parts and Accessories



- A. Control panel
- B. Turntable shaft
- C. Turntable assembly ring
- D. Glass turntable
- E. Observation window
- F. Door assembly
- G. Safety interlock system



### Microwave components

Your Esatto Microwave is supplied with:

- 1 × Microwave
- 1 × Glass turntable
- 1 × Turntable assembly ring
- 1 × Bottom Cabinet Installation Template
- 1 × Mounting plate and 3 × screws
- 1 × User Manual
- 1 × Quick Start Guide

### Turntable installation

- Never place the glass tray upside down. The glass tray should never be restricted.
- Both glass tray and turntable ring assembly must always be used during cooking.
- All food and containers of food are always placed on the glass tray for cooking.
- If glass tray or turntable ring assembly cracks or breaks, contact your nearest authorised service center

Model	EMC25BF
Rated Voltage	230-240V~ 50Hz
Rated Input Power (microwave)	1450W
Rated Output Power (microwave)	900W
Microwave oven capacity	28L
Turntable diameter	Ø315mm
External dimensions	595mm × 400mm × 388mm

# Installation Instructions

## INSTALLATION & CONNECTION

- This appliance is only intended for domestic use.
- This oven is intended for built-in use only. It is not intended for counter-top use or for use inside a cupboard.
- Please observe the installation instructions within this User Manual.
- The appliance can be installed in a 60cm wide wall-mounted cupboard.
- The appliance is fitted with a plug and must only be connected to a properly installed earthed socket.
- The mains voltage must correspond to the voltage specified on the rating plate.
- The socket must be installed and connecting cable must only be replaced by a qualified electrician. If the plug is no longer accessible following installation, an all-pole disconnecting device must be present on the installation side with a contact gap of at least 3mm.
- Adapters, multi-way strips and extension leads must not be used. Overloading can result in a risk of fire.

**THE ACCESSIBLE SURFACE MAY BE HOT DURING OPERATION.**



**Please read the User Manual carefully before installation**

## ELECTRICAL CONNECTION

### WARNING: Electric Shock Hazard

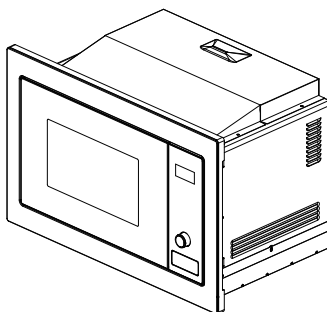
The oven is fitted with a plug and must only be connected to a properly installed earthed socket. The socket must only be installed and the connecting cable must only be replaced by a qualified electrician, and in accordance with the appropriate regulations. If the plug is no longer accessible following installation, an all-pole isolating switch must be present on the installation side with a contact gap of at least 3 mm.

The fitted cabinet must not have a back wall behind the appliance.


A gap must be maintained between the wall and the base of the unit above. Specific gap size could be referenced by the diagrams.

Do not cover ventilation slots and suction holes.

**Note:** Do not trap or bend the power cable.



 Screws

 Mounting Plate

 Plastic Screw Cover



**Typical installation tools required.**

You'll most likely require the following tools / equipment (not supplied) for the installation of your microwave.

- Electrical drill
- Tape Measure
- Screw-driver

It's important to carefully read the following installation instructions before beginning the installation of your microwave.

**IMPORTANT:** Please observe the installation instructions provided and note that this appliance should only be installed by a qualified technician.

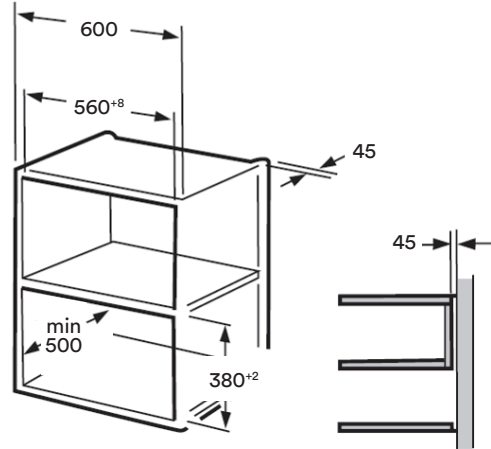
- Do not attempt to operate this microwave oven with the door open, as this can result in harmful exposure to microwave energy. It is important not to break or tamper with the safety interlocks.
- Do not place any objects between the microwave oven face and the door, or allow food residue to accumulate on sealing surfaces.
- If the door or door seals are damaged, the microwave oven must not be operated until it has been repaired by an authorised repair agent.

**Note:**

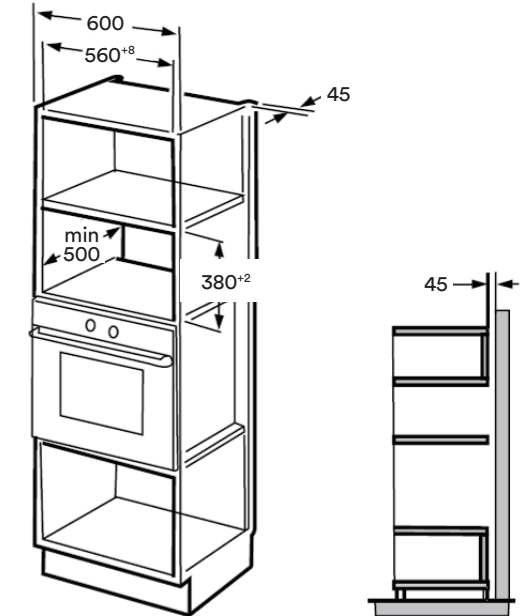
The mounting plate and bottom cabinet installation template is required for both installation method.

**Built-in cabinetry methods**

1)



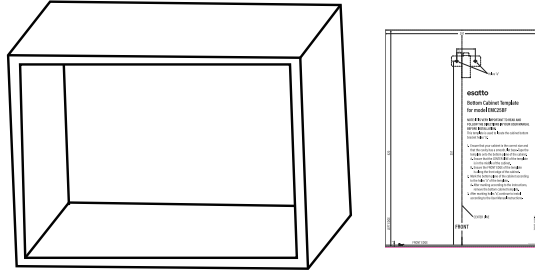
2)



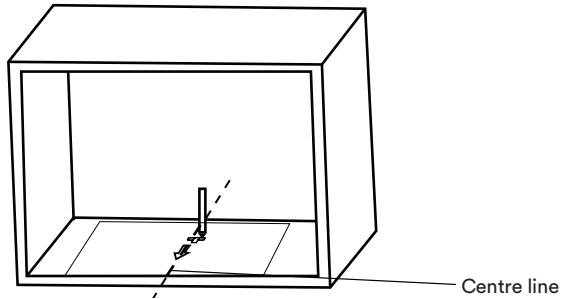
# Installation Instructions (Continued)

## 2. PREPARE THE CABINET

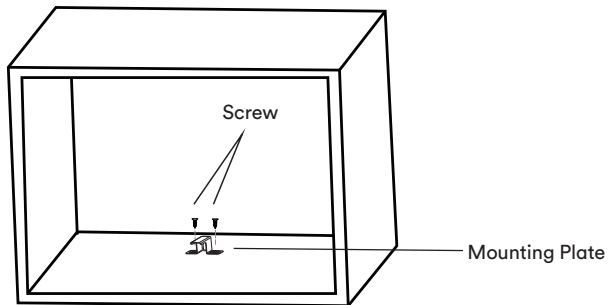
A) Read the instructions on the Bottom Cabinet Installation Template and position the template on to the base panel of your cabinet.



B) Make the marks on the bottom plane of the cabinet according to the "a" marks on the template.



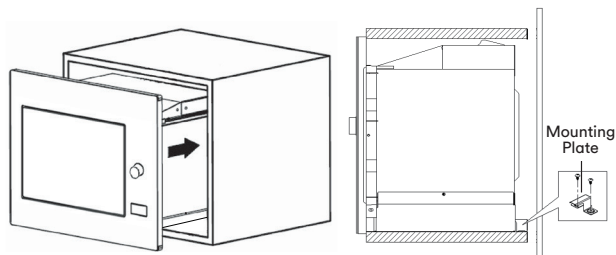
C) Remove the bottom cabinet template and fix the mounting plate with screws.



### 3. INSTALL THE MICROWAVE

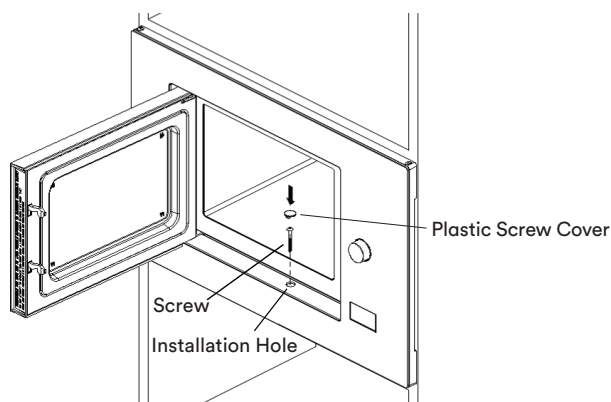
Install the microwave in to the cabinet.

- Make sure that the back of the microwaves is locked by the mounting plate.
- When installing the microwave, ensure that the power cord isn't kinked or trapped under the microwave.



### 4. FIX THE MICROWAVE IN TO PLACE

Open the door and fix the microwave into place using a screw, through the installation hole (indicated in the diagram below).



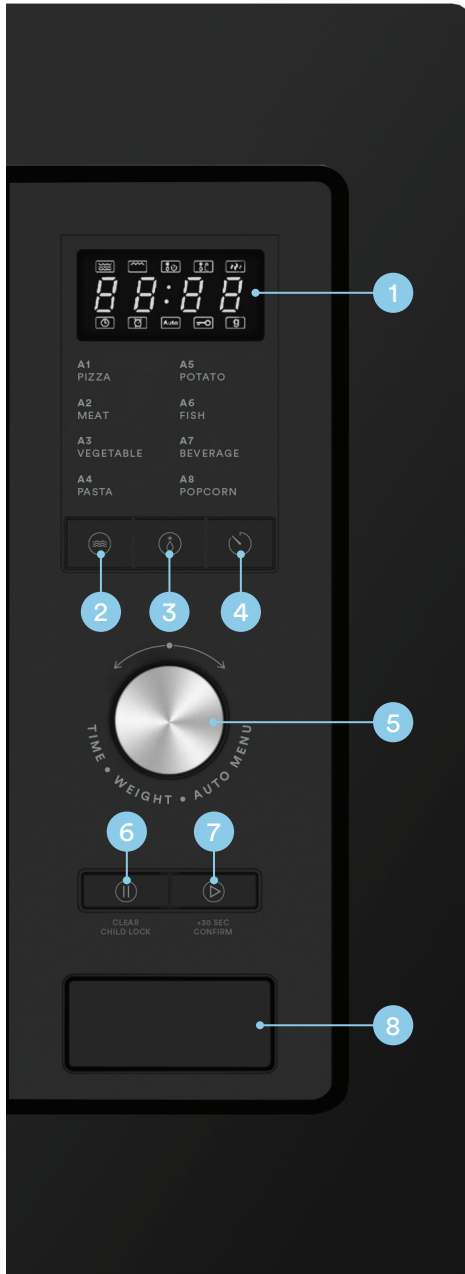
### 5. BEFORE THE FIRST USE

- Remove all packaging and clean the interior of the oven.
- Take out and wash the oven fittings with warm soapy water.

**Note:** There may be strong odour during the first use, which is the burning off of any chemical residues from its construction. This is normal for all microwaves.

**IMPORTANT:** The inside of the microwave should only be cleaned with a damp soft cloth and a small amount of washing liquid.

# Operating Instructions



## KEY

1. LED Timer
2. Microwave button
3. Defrost button
4. Time button
5. Selector knob
6. Stop/Clear/Child Lock button
7. Start/+30 Sec./Confirm
8. Open button

### SETTING THE CLOCK

When the microwave is first powered, the LED clock will display "0:00" and the alert will sound once.

- Press the Time button twice to select the clock function, the hour figures will flash.
- Turn the dial to adjust the hour figures (note that the time is set in 24 hour time, 0-23 hours).
- Press the Time button once again and the minute figures will flash.
- Using the dial again, adjust the minute figures to your desired time (i.e. 0-59 minutes).
- To finish setting the time, press the Time button once again. ":" will flash once and the time will be set.

**Note:** During setting the time, if you press the Time button the microwave will return to its previous status automatically.

### MICROWAVE COOKING

To use your microwave to heat your food or beverage, follow the process below:

- Start by pressing the Microwave button once. The LED display will show "P100" as a default power.
- Use the dial or press the Microwave button to select your desired power level, where "P100" indicates a 100% power level (maximum).
- Then press the Start/+30 Sec./Confirm button to confirm your selected power setting.
- Now use the dial to set your cooking time, from 0:05 (5 seconds) through to 95:00 (95 minutes). Then press the Start/+30 Sec./Confirm button to start cooking.

**Note:** When selecting your desired microwave power setting, you can select from the following microwave power levels: P100= 100%, P80= 80%, P50= 50%, P30= 30%, P10= 10%.

### QUICK START COOKING

Your microwave has a default "quick start" cooking option, without requiring the cooking function or power level to be set.

- Insert your food or beverage into the microwave and close the door.
- From your microwaves idle state, simply press the Start/+30 Sec./Confirm button to start your microwave cooking at 100% Power level. Each press of the button will increase the cooking duration by 30 seconds, up to a maximum of 95 minutes. You can also use the dial to set your desired time.

### DEFROST BY WEIGHT OR TIME

Your microwave has the ability to defrost your food or liquids by either weight or time. The microwave's defrost power level cannot be changed.

To use the Defrost by Weight function:

- Press the Defrost button once. Your microwave will display "dEF1", indicated Defrost by Weight.
- Use the dial to select your weight of food from 100 to 1000 grams.
- Press the Start/+30 Sec./Confirm button to start defrosting.

To use the Defrost by Time function:

- Press the Defrost button twice. Your microwave will display "dEF2", indicated Defrost by Time.
  - Use the dial to select your desired defrost time, where 95 minutes is the maximum.
  - Press the Start/+30 Sec./Confirm button to start defrosting.
- The defrost power is P30 (30% power level)

### KITCHEN TIMER

Your microwave has a built in reminder kitchen timer that can be set up to a maximum of 95 minutes.

- Press the Time button once and the LED display will show 00:00.
- Use the dial to select your desired time in minutes. I.e. 34:00 indicates 34 minutes.
- Press the Start/+30 Sec./Confirm button once to confirm the timer.
- Once your kitchen timer is reached, the microwave buzzer will sound 5 times and return to displaying the clock (if set)

# Operating Instructions (Continued)

## TIME OR POWER ENQUIRY

During cooking, you can view your selected power level or the time at any time.

- To view the current power level being used, press the Microwave button, and the power level will be displayed for 3 seconds.
- To view the current time, press the Time button, and the time will be displayed in 24 hour format for 3 seconds.

## CHILD-LOCK FUNCTION

For safety reasons, your microwave includes a Child-lock function.

To activate:

- Simply press and hold the “Stop | Clear” button for 3 seconds. There will be a long beep and a key light will appear.

To de-activate:

- Simply press and hold the “Stop | Clear” button for 3 seconds. There will be a long beep and the key symbol will disappear.

## MULTI-SELECTION COOKING

Your microwave allows you to select up to 2 cooking functions to be used consecutively. For example you may wish to defrost food prior to using a cooking function.

- Start by setting your desired Defrost function (using the method outlined above in the ‘Defrost by Weight or Time’ section, although don’t press the Start/+30 Sec./Confirm button at this stage.
- Now press the Microwave button, the screen will display “P100”.
- Press Microwave again or turn the dial to select your desired microwave power level.
- Press the Start/+30 Sec./Confirm button to confirm and then use the dial to select your cooking time.
- Press the Start/+30 Sec./Confirm button, the buzzer will sound once and the defrosting time will begin to countdown.

The buzzer will sound once again when the microwave enters the second cooking phase. Upon finishing both functions, the microwave buzzer will sound five times.

**PRESET AUTO MENU**

Your microwave includes a variety of default cooking pre-sets to suit various food types.

- From the idle state, turn the dial to the right to choose your preset cooking option. “A-1” through to “A-8” will be displayed. Refer to the table below.
- Press the Start/+30 Sec./Confirm button to confirm your selection.
- Now use the dial to set your weight in grams, as per the options in the table below.
- To finalise your selection and to begin cooking, simply press the Start/+30 Sec./Confirm button.

Menu Item:	Preset/Food Type:	Weight (Display):
A-1	Pizza	<ul style="list-style-type: none"> <li>• 200g (200)</li> <li>• 400g (400)</li> </ul>
A-2	Meat	<ul style="list-style-type: none"> <li>• 250g (250)</li> <li>• 350g (350)</li> <li>• 450g (450)</li> </ul>
A-3	Vegetable	<ul style="list-style-type: none"> <li>• 200g (200)</li> <li>• 300g (300)</li> <li>• 400g (400)</li> </ul>
A-4	Pasta	<ul style="list-style-type: none"> <li>• 50g, with 450ml of cold water (50)</li> <li>• 100g, with 800ml of cold water (100)</li> </ul>
A-5	Potato	<ul style="list-style-type: none"> <li>• 200g (200)</li> <li>• 400g (400)</li> <li>• 600g (600)</li> </ul>
A-6	Fish	<ul style="list-style-type: none"> <li>• 250g (250)</li> <li>• 350g (350)</li> <li>• 450g (450)</li> </ul>
A-7	Beverage	<ul style="list-style-type: none"> <li>• 1 cup ~120ml (1)</li> <li>• 2 cups ~240ml (2)</li> <li>• 3 cups ~360ml (3)</li> </ul>
A-8	Popcorn	<ul style="list-style-type: none"> <li>• 50g (50)</li> <li>• 85g (85)</li> <li>• 100g (100)</li> </ul>

# Operating Instructions (Continued)

## MATERIALS YOU CAN USE IN YOUR MICROWAVE

The following list is a quick guide for items that can be used within your microwave. If you are unsure, always refer to the manufacturer's guidelines as to whether the item is microwave safe.

Item:	Notes:
Browning dish	Ensure that the dish is microwave safe and always follow the manufacturer's instructions. The bottom of the dish must be at least 5mm above the glass turntable. Incorrect usage may cause the turntable to break.
Dinnerware	Only ever use microwave safe dinnerware and follow the manufacturer's instructions. Never used cracked or chipped dishes.
Glass jars	Always remove the lid as the heat will cause expansion of any contents (including air). Ensure there is no metal trim. Note: Most glass jars are no heat resistant and may break.
Glassware	Only use heat-resistant, oven-safe glassware. Ensure there is no metal trim and never use cracked or chipped glassware.
Oven cooking bags	Check the manufacturer's instructions to ensure they are microwave safe. Do not close with a "bread tie" as these contain metal. Make small incisions in the bag to allow steam to escape.
Paper plates and cups	Only ever use for short term re-heating/warming. Never leave unattended while cooking.
Paper towel	Use to cover food for reheating and absorbing fat. Use with supervision for a short-term cooking only.
Plastic	Ensure that your plastic item is microwave safe and these items typically state "microwave-safe" on the underside. Avoid using plastic where you are unsure.
Parchment paper	Use as a cover to prevent splattering or a wrap for steaming.
Plastic wrap (cling-wrap)	Only use microwave safe cling-wrap. Can be used during cooking to retain moisture. Do not allow the plastic wrap to touch the food.
Thermometers	Only use microwave safe thermometers only. If you are unsure, do not use.
Wax Paper (baking paper)	Can be used as a cover to prevent splattering and to retain moisture. Always maintain supervision.

## MATERIALS THAT SHOULD BE AVOIDED

The following list is a quick guide for items that must be avoided be used within your microwave.

Item:	Notes:
Aluminium Tray or Aluminium Foil	May cause arcing within the microwave. Transfer the food into a microwave-safe dish.
Food Carton with metallic lining	May cause arcing within the microwave. Transfer the food into a microwave-safe dish.
Metal or metal trimmed utensils	May cause arcing within the microwave. The metal shields the food from the microwave energy.
Paper bags	May cause a fire within the microwave.
Plastic foam cup	May melt or contaminate the liquid inside when exposed to a high temperature.
Wood	Wood will dry out when used within a microwave and may split or crack.



# Cleaning & Maintenance

By ensuring proper cleaning and maintenance of your microwave, you can ensure that it will have a long and fault free operation.

**WARNING:** Do not start cleaning the microwave until it has completely cooled.

**WARNING:** Be sure to unplug the appliance from the power supply

- Typically you should only ever need to clean your microwave with a small amount of warm soapy water, or light cleaning products to assist with the removal of fat or oil emulsions. This is the same for the microwave components, such as the turntable and turntable support ring.
  - Your microwave should be cleaned after every use.
  - After cleaning your microwave cavity, you should wipe it dry.
1. Clean the cavity of the oven after using with a slightly damp cloth.
  2. Clean the accessories in the usual way in soapy water.
  3. The door frame and seal and neighbouring parts must be cleaned carefully with a damp cloth when they are dirty.
  4. Do not use harsh abrasive cleaners or sharp metal scrapers to clean the oven door glass since they can scratch the surface, which may result in shattering of the glass.

## Cleaning Tip

For easier cleaning of the cavity walls that the food cooked can touch: Place half a lemon in a bowl, add 300ml (1/2 pint) water and heat on 100% microwave power for 10 minutes. Wipe the oven clean using a soft, dry cloth

**IMPORTANT:** Never dismantle your microwave. Any maintenance work should only ever be undertaken by a suitably qualified and licenced person. For any questions, please contact the Residentia Group support team on 1300 11 HELP (4357).

# Troubleshooting

## OPERATION IN CASE OF EMERGENCY

In the event of an emergency you should:

- Switch off all microwave controls (i.e. Press the “Stop | Clear” button).
- Switch the microwave off at the isolation switch or at the fuse box.
- Call the Residentia Support Team on 1300 11 HELP (4357).

Some minor faults can be fixed by referring to the instructions given in the Troubleshooting section below. There is also a self-help section online at <http://www.residentiaigroup.com.au>.

## TROUBLESHOOTING

Fault	Possible Cause	Solution
The microwave is interfering with the TV reception	This is normal.	Radio and TV reception may be interfered with when any microwave is operating. It is similar to the interference that small electrical appliances may cause.
Dim microwave light	This is normal.	In low power cooking, such as P10-P50, the microwave light may also be dimmer.
Steam accumulating on the door and hot air is coming out of the vents	This is normal.	When cooking, steam may release from the food. Most will expel from the vents, however some may accumulate on the door or cavity walls.
The microwave was started accidentally with no food inside.	Always avoid!	It is forbidden to operate the microwave without any food inside. This is very dangerous.
The microwave cannot be started, or isn't powered.	The power code isn't plugged in or lose? The fuse has blown? The power outlet is faulty?	Unplug and after 10 seconds re-plug in the microwave. Replace the fuse or reset the circuit breaker. Test the outlet with another electrical appliance.
The microwave doesn't heat.	Door isn't closed properly.	Close the door completely. Ensure that nothing is blocking the door's safety latch.
The glass turntable makes noise when the microwave oven operates.	The turntable support/rollers is being interfered with by dirt/food residue.	Refer to the cleaning and maintenance section of this user manual.

# Attach your receipt to this page



## Purchase Details

For your records, please record details of your purchase below and staple your receipt on this page.

Your serial number can be found on the rating plate of your microwave.

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### STORE DETAILS

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STORE NAME | \_\_\_\_\_

ADDRESS | \_\_\_\_\_

TELEPHONE | \_\_\_\_\_

PURCHASE DATE | \_\_\_\_\_

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### PRODUCT DETAILS

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MODEL NO. | \_\_\_\_\_

SERIAL NO.\* | \_\_\_\_\_

# Warranty

## WARRANTY TERMS AND CONDITIONS MICROWAVE APPLIANCES

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.

Please be aware that the service of your appliance is subject to the following warranty terms and conditions, our goods come with guarantees that cannot be excluded under Australian Consumer Law. Should the concern with your appliance be a non-manufacturing issue (user error, installation issue, misuse, improper care and maintenance or no fault found) you will be liable for the cost of the technician visit.

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 MICROWAVE 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](http://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](http://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.





E2447

# esatto everything you need



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