INDIGO

115 CANBERRA AVE • GRIFFITH

Home Owner's Manual



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Introduction

Congratulations and thank you for your decision to purchase a Unit built by Milin Builders.

This Home Owner's Manual has been designed to provide you with useful information about your new Unit. It's a guide to moving in, establishing your service accounts and caring for your property.

In addition to this, it includes essential details in relation to manufacturer's instructions, operating manuals and warranty information.

This guide aims to assist in the preservation and longevity of the finishes and fixtures within your Unit.

From time to time you may be required to enlist the assistance of a tradesperson to come to your Unit. If this is the case, it's important that you only deal with a fully qualified professional and as such, we have compiled a list of preferred contractors and suppliers for you.

Please take the time to read through the information provided and we thank you again for choosing to purchase a Unit built by Milin Builders.

Sincerely,

Milin Builders

Important Information

Please retain this manual in a safe place for future use and reference.

Information contained within this manual is copyright to Milin Builders Pty Ltd and their respective authors and/or suppliers 2017

Dear Owner,

For your safety and trouble free operation of your new appliances, please read the manuals and information provided within this Owner's Manual carefully and observe all of the manufacturers "**Warning**", "**Caution**", "**Danger**", "**Note**" and "**Do & Do Not**" points within the individual manuals.

Maintenance and/or repairs of the appliances **must be carried out by a licensed and approved installer or supplier**, (information of which is supplied within this manual under "**Contacts for Service Personnel**"). Failure to observe the above points may lead to warranty cancellation, as well as the risk of **electric shock or fatal injury**.

Before calling for assistance, please read the "**Trouble Shooting**" or "**Problem Solving**" section within the appropriate appliance/ equipment manual. Also note the following points:

- All hot water to the shower and bathroom/ensuite are limited, to a maximum temperature of 48 degrees Celsius, as per relevant plumbing regulations and/or legislation. This is to prevent scalding and as such, the water temperature is not 'User Adjustable'. Interfering with and/or readjusting the thermostat on the common hot water generation plant is strictly forbidden as per regulations. All maintenance and repairs to hot water units are to be carried out strictly by a **licensed plumber**.
- **The hot water to the kitchen and laundry can reach up to 70 degrees Celsius.**

All information contained within this manual is in good faith; utilising information supplied by the installers or suppliers of the relevant appliances and was correct at the time of printing.

Rules & Information

The following rules and recommendations are related to the new Indigo Development, located at 115 Canberra Ave, Griffith ACT 2603 and must be followed in order to satisfy Fire Brigade, Australian Building Standards and Warranty regulations.

Fire Safety Requirements

- **Interfering with any fire door (ie. entry door to sole occupancy units, fire stairs and hallways) is strictly forbidden as per ACT Fire and Rescue regulations. This particularly includes propping open fire doors so that they stay open while residents are moving in and out. Doing so will damage the door hinge and render the fire door inoperable as well as reducing the integrity of the bounding construction. Furthermore warranty on the door will be void.**
- It is the individual Unit Owner's responsibility to maintain smoke detectors/alarms in good operative condition inside of your Unit. This includes replacement of the back-up batteries in the smoke alarm unit itself, refer to the attached user manual for further information.
- Installation of "security chains" and "dead locks" is not recommended. Dead locks and chains can impact on your escape from a fire, or other emergency and the fitting of such devices to doors may be against ACT building and/or fire regulations.
- Storing any materials in the fire stairwells is strictly forbidden as per notices inside the stairwells titled "Offences Relating To Fire Stairs".
- Storing or placing any items in the Service cupboards (ie. Communications cupboard or Electrical Switchboard cupboard) such as cleaning products and equipment, boxes etc, is strictly forbidden.
- Parking on the basement ramp is strictly forbidden.
- The use of fire extinguishers and fire hose reels for any purpose other than fire fighting is strictly forbidden. This includes all extinguishes and fire hose reels in the car park. **Under no circumstances are fire hose reels to be used for washing vehicles or car park pavements**.
- Due to the sensitive nature of the fire detection system installed within the development, smoking in the stairwells and corridors is strictly forbidden. Smoke detectors outside of the individual Units will automatically trigger a 'general' fire alarm, which will call ACT Fire and Rescue. ACT Fire and Rescue will charge the Body Corporate a call out fee for any false alarms induced by cigarette smoke as well as dense dust. Smoke alarms within each individual Unit do not cause a 'general' fire alarm when triggered, and only sound within that Unit. Unit Owners need to be particularly aware of this as residents may be tempted to open the Unit entry door to allow smoke from burnt toast, or the like, to leave the Unit. This has the risk of being sensed by the smoke detectors within the corridor and thereby triggering a 'general' fire alarm.
- In case of a fire, an alarm may sound, please exit your unit promptly and close the front door. The escape route will be marked by green exit signs. Do not use the lifts during a fire. Please familiarise yourself with the fire safety devices, such as the fire extinguishers, fire hose reels, etc.

Body Corporate Rules Related To Fire Safety

- A notice is to be provided to all residents that describes the fire safety systems within the building, and their need for regular maintenance.
- A means of gaining access to the entry doors of all Sole Occupancy Units (SOU) is to be stipulated so that regular maintenance can be provided to these fire doors.
- A notice is to be provided to all residents stating that no screen doors are permitted to be installed on SOU entry doors as this will result in the likely chocking open of the doors and a reduction in the fire integrity of the bounding construction.

The provisions listed in this Section are to be strictly adhered to. The requirements listed in this section are Essential Services and as such, all fire safety systems should be identified as ongoing maintenance and certification at appropriate intervals in order to comply with Australian

Standards and Section E of the NCC (formerly BCA) is required.

The development does contain performance based fire safety design solutions which are documented within an alternative solutions report. These solutions have been accepted by ACT Fire & Rescue as per ACT building legislative requirements.

If there are building alterations or additions, a change in use or changes to the fire safety measures in the future, a reassessment will be required to verify consistency with the assessment in the alternative solution report.

Tenants and owners should note that the Body Corporate may have rules and information that are of a more general nature, such as Gym operational hours. You will need to liaise with the Body Corporate directly concerning these.

Please note that storage cages are not water -proof and that moisture levels are higher than that of habitable areas, as such items may be affected by moisture. The basement is also fire sprinkler protected and damage can occur to personal items if the sprinklers are activated.

The following items are not to be held in the storage areas:

- Any fresh or frozen food items including meat, fruit and vegetables.
- Corrosive liquids and solids such as acids, fertilizers etc.
- Explosive and combustible materials such as fireworks, flares etc.
- Flammable Liquids such as Fuel (diesel, petrol, thinners, oils, paints, gas bottles, etc.)
- Timber products that may attract termites and white ants such as cardboard, paper, timber furniture, boxes etc.
- Items that may become affected by moisture.

It will become the Body Corporate's responsibility to engage a licensed professional to attend to, and carry out routine maintenance on the following items:

- Automatic Fire Alarm and Detection Systems as per AS 1851 2012.
- Fire Doors and Frames.
- Fire Extinguishers.
- Fire Hose Reels.
- Garage Doors.
- Garbage Rooms.
- Emergency & General Signage.
- Common Area Electrical Items
- Irrigation Systems
- Lifts
- Car Park Ventilation System
- Gym Equipment

It is also the Body Corporate's responsibility to, on a regular basis, engage a qualified professional to inspect and clean the gutters, storm water pumps and pits, drains, sumps and grates located throughout the car park area, ground floor, and surrounding area.

Failure to observe the above items may result in damage to property and dwelling.

As per Building Authority regulations and relevant ACT legislation, the car park is ventilated by the means of mechanical ventilation (i.e. fans). Adjustments can be made to the timers for purposes of day light savings, however failure to activate the ventilation system at all is dangerous for the wellbeing of occupants (carbon monoxide poisoning), as well as being against the law. The main switch and timer for the Mechanical Ventilation system is located inside the Main Switch Board on level B2, and is only to be accessed by Authorised personnel.

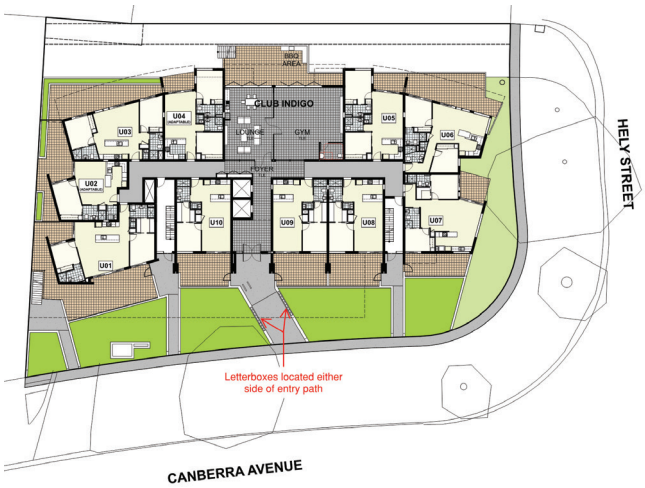
Keys, Remotes & Access Control Fobs

Each Unit will receive two main door keys, as well as a number of other keys associated with their Unit such as carpark remote controls, security fobs, mailbox keys and window & sliding door keys. If duplicate keys, fobs or swipes are required, please contact the Body Corporate's Strata Manager who will be able to arrange this.

Rules & Information

Letterbox Locations

The letterboxes are located outside the main entry to the building on the Canberra Avenue frontage as per the diagram below:



Water Supply

This development has one common water meter located on Canberra Avenue inside the 'Main Shut Off' valve room. Shutting off the main valve will cut all domestic water supply to the entire development. Please note that inside the main shut off valve room, you will also find the 'Fire Main' shut off valve, which **UNDER NO CIRCUMSTANCES** is to be interfered with. Closing of this valve by any person other than authorised Fire Brigade Officers is a criminal offence.

Please refer to the 'Shut Off Valves – Cold & Hot Water' section on page 11 for information pertaining to the control of the water supply for each Unit.

Hot Water Supply

The hot water to your Unit is supplied via a common gas reticulated hot water system which is individually metered. In addition, each Unit is provided with a RMC High Performance Tempering Valve, which controls the maximum hot water temperature available to your basin, sink taps and shower. The Valve limits the hot water to 48 degrees Celsius as per the relevant regulations and legislation. This is to prevent scalding and as such the water temperature is not 'User Adjustable'. Interfering with and/or readjusting the tempering valve is strictly forbidden as per regulations. All maintenance and repairs on tempering valve units are to be carried out by a **licensed plumber**.

Please Note: The hot water available to your kitchen sink and laundry is not Tempered and can reach as high as 70 Degrees Celsius.

Please refer to the 'Shut Off Valves – Cold & Hot Water' section on page 11 for information pertaining to the control of the water supply for each Unit.

As noted the hot water system for your Unit is generated from a common set of hot water heaters. These hot water heaters are 'powered' by gas. The hot water consumption is metered separately for each unit and is used to calculate the gas usage attributed to each Unit. (Please refer to the Gas Centralised HW System Fact Sheet provided on page 13 for general information on this type of system)

Communications Supply

Indigo has been provided with broadband communications infrastructure via a fibre optic cable (ie. is effectively a 'Fibre-To-The-Home', or FTTH, installation). This infrastructure has been installed by Pipe Networks Pty Ltd (a subsidiary to TPG Telecom Ltd).

Each Unit is provided with data and communications wiring (CAT6) to areas within each Unit as specified on the inclusions list. The consumer communications hub is usually located within the Communications cupboard near the kitchen or within the bedroom robe. Should you require any configuration work to be performed, please contact the communications installer from the 'Contacts for Service Personnel' section located in this handbook. All work performed on the wiring needs to be done by a licensed telecommunications technician.

The connection of the above services is the owner's responsibility and needs to be arranged through an appropriate supply company as per the information provided.

Information on plans available from TPG, setting up instructions and a registration form are available from page 175 of this manual.

Vehicular Access & Car Parking - Residents & Visitors

Entry into the basement car park is located on Hely Street and access can be gained by using the garage remote control. Please only park in a car parking bay that has your Unit number on it.

Visitor parking can be found on Hely Street. One accessible visitor car space has been provided within Basement 3. Access to this space must be arranged through the Resident (ie. via the use of the Resident's garage remote control).

Gas Supply

The gas supply to the development is located within the enclosure on the corner of Canberra Ave. and Hely Street. It supplies gas to the Common Hot Water System and should not be turned off under any circumstances except for in an emergency.

Shut Off Valves - Cold & Hot Water

Each unit has the following individual control valves: stop cocks for hot and cold water, hot water meter, tempering valve and pressure limiting valves. The location of these valves is in the cupboards outside each unit in the corridor. In addition, isolation valves have been installed to the kitchen, laundry and bathrooms (within the cupboard space). Please note that there are 2 separate Shut Off valves per unit, HOT and COLD, care should be taken when touching the HOT valve as temperature of the surrounding pipes and valve itself may reach as high as 70 degrees Celsius.

Please refer to the 'Shut Off Valves – Cold & Hot Water' section on page 11 for information pertaining to the control of the water supply for each Unit.

Ventilation & Condensation

In modern Units, all openings are tightly sealed. This makes the Unit more energy efficient as it reduces loss of heat in winter and cool air in summer. One of the side effects of reducing air leakage is that moisture is also kept inside.

The most effective method of minimising moisture within the Units is the use of extraction fans. Bathroom and laundry extraction fans are operated on a timer at all times that is activated with the light switch. This will greatly assist in removing moisture from within the Unit, please also note that the power point inside of the laundry is operated by the light/fan switch, this ensures that the fan is running while the washer/dryer is in operation.

Other ways to assist in managing condensation and the risk of mould include:

- When weather allows it, open windows and leave a small gap where possible
- Clean the wet areas of the home regularly
- Avoid drying laundered clothes inside
- Ensure steam is extracted when cooking by opening a window and using the range hood.
- Dispose of any wet, musty smelling items

Please refer to the ACT Government fact sheet on the www.dhcs.gov.au "Mould and Condensation – important information from Housing ACT."

Electricity Supply

The Electricity supply to each Unit is individually metered; meter boxes are usually located in the Meter Cupboard outside of your Unit in the corridor. Additionally, each Unit is provided with a consumer switchboard inside the Communications cupboard or on the lounge room / dining room wall. Inside, you will find the main isolation switch, consumer fuses and RCD fuses. Should you experience a power outage or your lights trip, please call the electrician from the 'Contacts for Service Personnel' section located within this handbook. Consumer switchboards need to be accessible at all times, hence, the switchboard should not be covered or obstructed. Any work associated with the electrical supply and distribution needs to be performed by a licensed electrician, along with any installation of hard wired appliances.

The connection of this service to the dwelling is the occupant's responsibility and needs to be arranged through an appropriate supply company. Please make sure all circuit breakers are in the 'off' position before connection takes place.

Please refer to the 'Electrical Meter Location' section on page 12 for further information.

Rules & Information

Waste Removal

Household waste is to be deposited by residents in the garbage room located at the base of the main driveway in to the carpark. Please adhere to the recycling rules and use the bins provided.

Non-household waste items such as furniture, electrical items, etc. are not allowed to be deposited.

The buildings' Body Corporate will be responsible for managing waste removal.

General Cleaning & Maintenance

- Keep showers and all wet areas clean and mould-free.
- Use of abrasive cleaning products, such as Jif, may permanently damage your benchtops, windows, and bathroom and kitchen appliances. It is strongly recommended to avoid such cleaners and maintain cleanliness with mild soaps and aids that specifically target the affected area/s
- The cleaning & maintenance guidelines/ information provided within the Attachments to this Manual should be followed.

Appliances, Fixtures & Fittings

The following information has been provided within the Manual for the appliances and kitchen, bathroom & laundry fixtures used within the development:

- Warranties;
- Care & Maintenance;
- Instructions for Use

Benchtops

The benchtops installed in the kitchen and bathroom are a reconstituted stone material require minimal maintenance. They should return years of service provided the following simple rules are followed:

- Do not sit, lean or place heavy objects on unsupported parts of the bench top. The bench tops are made using reconstituted natural stone and are not a flexible material. Care should be taken not to overload them.
- Do not place hot pots and pans directly on to the bench surface as discoloration and cracking may occur. Always use heat resistant spacers.
- Do not place liquids, particularly coloured liquids (ie. cordials, wine, vinegar, etc), directly on the surface, as the tops are porous and may absorb the liquid and discolour.
- Do not use abrasives to clean the bench tops as they will scratch. Use a good quality surface spray and soft cloth or sponge only.
- Do not place objects that may scratch the surface of the bench tops. Always use pads.
- Do not cut or chop food directly on the benchtop as they will scratch and chip. Use a chopping board.

Telephone, Data and TV

- Telephone and data connection is available via your selected Internet Service Provider (ISP) using the outlets provided in your property. Information on plans available from TPG, setting up instructions and a registration form are available from page 175 of this manual.
- Should you require access to the Communication Rooms/ Main Distribution Frame (MDF) to connect your telephone and/or internet service, please contact your Building Manager or Strata Manager in advance.
- Your Indigo Unit is Foxtel ready, meaning a Foxtel box may be plugged in for the service to be live.
- A Foxtel subscription is required for connection, so if you aren't already subscribed please contact Foxtel directly. Your property address will be required when setting up your Foxtel account.
- Free to air TV can be directly accessed by the owner/ occupier from the TV outlets provided within the Unit.

Colour Scheme Materials & Finishes

The following tables outline interior finishes depending on the original colour scheme selected and will be useful if you ever need to undertake touch-ups to the paintwork within your Unit. Please note that slight variations to colours may occur due to batching, etc. Please test all colours in an inconspicuous area first. Please also note that the colour schemes are as per the standard inclusion and do not represent any individual variations that may have been requested by individual purchasers.

Colour Scheme 1 - Dusk					
Area	**Colour**	**Finish**	**Additional Information**	**Code**	**Brand / Supplier**
Main Walls	Beige Royal half	Low sheen		P15B1H	Dulux
Ceiling	White	Flat	Standard ceiling white		Dulux
Internal Doors	Natural White	Gloss		73711	Dulux
Skirting	Natural White	Gloss		73711	Dulux
Architraves	Natural White	Gloss		73711	Dulux
Carpet	Sienna	Carpet	Delray Beach Collection, twist pile 100% solution dyed nylon, charcoal coloured carpet.	180	Tuftmaster Carpets

Colour Scheme 2 - Dawn					
Area	**Colour**	**Finish**	**Additional Information**	**Code**	**Brand / Supplier**
Main Walls	Beige Royal half	Low sheen		P15B1H	Dulux
Ceiling	White	Flat	Standard ceiling white		Dulux
Internal Doors	Natural White	Gloss		73711	Dulux
Skirting	Natural White	Gloss		73711	Dulux
Architraves	Natural White	Gloss		73711	Dulux
Carpet	Washed Sand	Carpet	Delray Beach Collection, twist pile 100% solution dyed nylon, sand coloured carpet.	140	Tuftmaster Carpets

Colour Scheme 3 - Twighlight					
Area	**Colour**	**Finish**	**Additional Information**	**Code**	**Brand / Supplier**
Main Walls	Beige Royal half	Low sheen		P15B1H	Dulux
Ceiling	White	Flat	Standard ceiling white		Dulux
Internal Doors	Natural White	Gloss		73711	Dulux
Skirting	Natural White	Gloss		73711	Dulux
Architraves	Natural White	Gloss		73711	Dulux
Carpet	Cadet Gray	Carpet	Delray Beach Collection, twist pile 100% solution dyed nylon, charcoal coloured carpet.	990	Tuftmaster Carpets

Contacts for Service Personnel

We understand that from time to time you may encounter issues with your appliances. If this is the case, we ask that you contact the supplier or manufacturer directly on the numbers provided below. Be prepared to provide the model and serial number of the appliance, along with the settlement date of your Unit. Warranties generally cover the product from defects for a minimum period of 12 months from the date of settlement; however, we ask that you refer to the enclosed warranty card for definitive timeframes.

For **Independant Strata Management** please call **02 6209 1515** and provide them with your address. Indigo's Strata Manager is **Ally Thomas** who can be directly contacted on **02 6209 1468**.

Appliance	Company	Contact	Phone
Dishwasher	Harvey Norman	Customer Service	Phone: 1300 562 695 Email: HNCTP.CustomerService@au.harveynorman.com
Oven	Harvey Norman	Customer Service	Phone: 1300 562 695 Email: HNCTP.CustomerService@au.harveynorman.com
Cooktop	Harvey Norman	Customer Service	Phone: 1300 562 695 Email: HNCTP.CustomerService@au.harveynorman.com
Range hood	Harvey Norman	Customer Service	Phone: 1300 562 695 Email: HNCTP.CustomerService@au.harveynorman.com
Washer / Dryer	Harvey Norman	Customer Service	Phone: 1300 562 695 Email: HNCTP.CustomerService@au.harveynorman.com
Air Conditioning	Millennium Heating	Pat	0457 444 494
Electrician	All Star Electrical	Joe	0418 624 632
Plumber	Advanced Plumbing	Jason	0448 988 778
TV, Phone & Security	All Star Electrical	Joe	0418 624 632
Unit Entry & Internal Doors & Hardware	Multidoors	Ryan	0428 266 294

Water / Gas Meter & Shut Off Valve Location



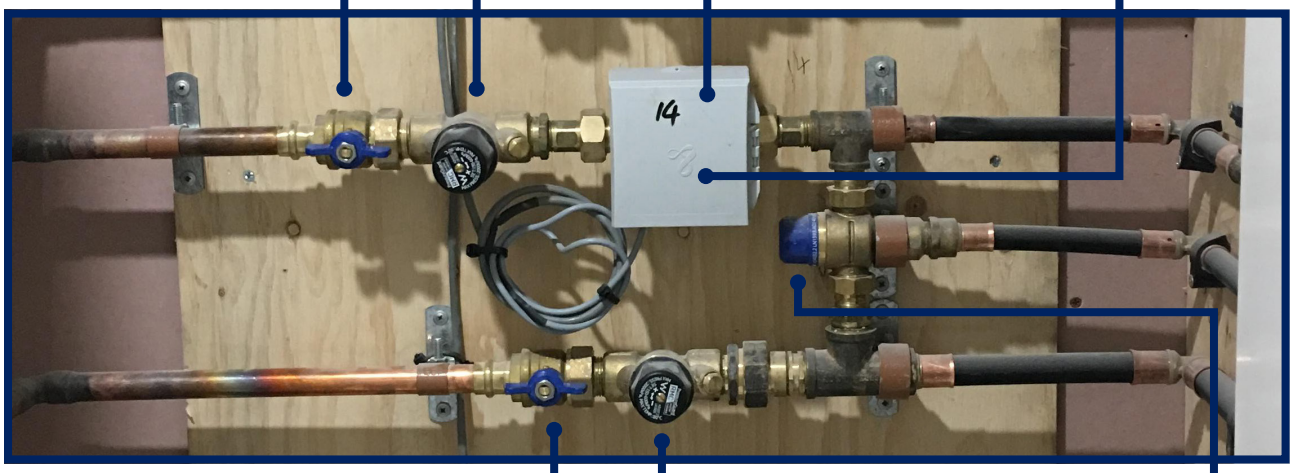
Locate this cupboard outside of your unit in the corridor

Hot Water Supply Shut Off Valve **Warning Hot!**

Pressure Limiting Valve

Tenancy Unit Number

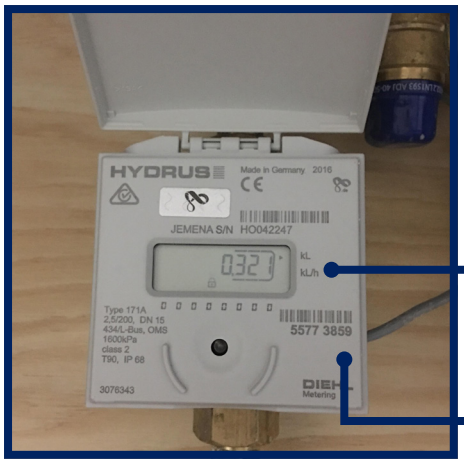
Hot Water Usage Meter (Gas Meter)



Cold Water Supply Shut Off Valve

Pressure Limiting Valve

Tempering Valve



Hot Water Usage Meter (Gas Meter), with the cover in open position.

Note Serial/ Unit Number for referrence

Electrical Meter Location



Locate this cupboard outside of your unit in the corridor



Tenancy Main Fuses

Tenancy Number



Tenancy Main Electrical Meter

Electrical Meter Identification Numbers

GAS CENTRALISED HOT WATER SYSTEMS IN MULTI-UNIT BUILDINGS

ActewAGL for you

The hot water for your unit is supplied by a Gas Centralised Hot Water system (GCHWS) which is powered by natural gas. Having a GCHWS eliminates the need for individual hot water systems in each unit. The only equipment that is required in each unit for the GCHWS is a hot water sub-meter, which is read remotely via a master data logger. Developers use this option to save space in units and increase energy efficiency across the complex. A GCHWS may also have lower installation and maintenance costs.

A hydraulic designer consults with the building developer to design an adequate system that is capable of meeting the hot water needs of all residents. The building developer then supplies and installs the GCHWS.

On completion of the building construction, the ownership of the GCHWS becomes the responsibility of the Body Corporate or Owners Corporation, who assume all requirements for the maintenance and continued operation of this equipment.

How does a Gas Centralised Hot Water System work?

Depending on the requirements of the building, one or more boilers maybe installed to heat water for each unit and, in some instances, for common areas such as bathrooms or gym facilities. The hot water is drawn from the boiler or boilers when any hot water tap is activated.

The diagram on the back of this fact sheet shows how a GCHWS works. Natural gas and cold water are metered and then supplied to the boiler, which heats the water. The hot water then moves through the hot water pipes to each unit, where a hot water sub-meter measures the amount of hot water entering the unit.

How is my gas bill calculated?

The hot water sub-meter serial number and its corresponding apartment number are supplied to ActewAGL Distribution by the building developer or their agent prior to apartments being occupied. A master gas meter and a master water meter measures the total amount of gas used to heat the water in the boiler or boilers. To calculate your gas bill, the total amount of gas used to heat the water is divided by the total amount of water used. This calculation determines the amount of gas, in mega joules, used to heat each litre of water, which is known as the common factor. The amount of hot water used is registered individually on the hot water sub-meter for each unit.
Each hot water sub-meter sends the meter reading to a master data logger which is located outside the building. The master data logger allows ActewAGL to read your hot water meter without entering your unit. The amount registered on your hot water sub-meter is then multiplied by the common factor to calculate the total amount of gas that will be charged by your retailer on your gas bill.

Why is my common factor high?

During the initial gas billing cycle of a new multi-unit building a default common factor, which represents a statistical average common factor value, is applied to compensate for low occupancy of the building. After the first billing cycle, the default common factor is replaced with the actual common factor. ActewAGL Distribution is effectively subsidising your gas supply while the default common factor is applied. If the occupancy of the building does not increase during the first billing cycle, you may experience an increase to your common factor in the second billing cycle when the subsidy expires.

There are other factors that influence the common factor for a centralised hot water system, including:

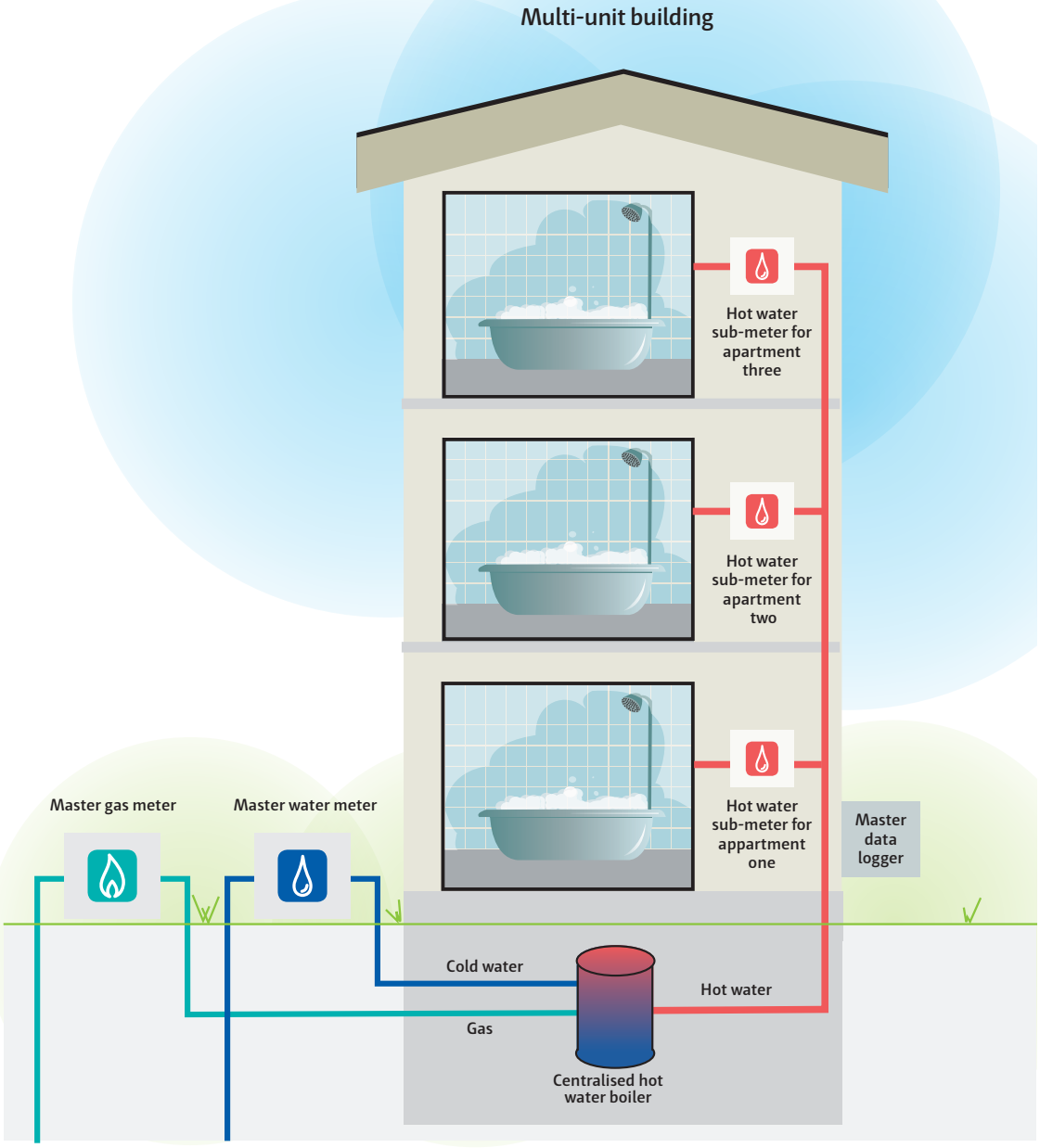
- average daily hot water usage per apartment
- occupancy rates in the building
- the amount of energy required to heat the water, which could be higher on colder days
- the amount of heat loss through pipes
- system maintenance, standby losses and efficiency
- heating augmentation, such as solar heating or co-generation.

Find out more

For more information on your GCHWS please contact your Body Corporate or Owners Corporation.

For more information on the metering of your gas supply for hot water please contact ActewAGL on 6248 3555 and a member of our Customer Liaison team will be happy to assist you.

ActewAGL House 40 Bunda St Canberra 2600 | GPO Box 366 Canberra ACT 2601
13 14 93 | actewagl.com.au
ActewAGL Distribution ABN 76 670 568 688 a partnership of Jemena Networks (ACT) Pty Ltd ABN 24 008 552 663 and Icon Distribution Investments Limited ABN 83 073 025 224



ActewAGL House 40 Bunda St Canberra 2600 | GPO Box 366 Canberra ACT 2601
13 14 93 | actewagl.com.au
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MILIN
BUILDERS DEVELOPERS

Harvey Norman®
COMMERCIAL DIVISION

warranty information pack

SUPPLIER WARRANTY + TERMS AND CONDITIONS

www.harveynormancommercial.com.au



Indigo

Milin Builders Pty Ltd

Harvey Norman
COMMERCIAL DIVISION

Dear Valued Client,

Congratulations on your recent purchase of your new property as part of **Indigo**. The apartments were contructed by **Milin Builders Pty Ltd**, on behalf of Can Eve Resi D Pty Ltd & Can Ave Resi G Pty Ltd. The products mentioed in this information pack were provided by Harvey Norman Commercial Division, to Milin Builders Pty Ltd.

Harvey Norman Commercial provides quality products from our distinctive Manufacturers, however, if problems with your products occur within the warranty period, we wish to resolve these issues with a minimum of fuss in the quickest possible time frame.

In this booklet, you will find information on the products that have been supplied to the above development, some of which may be in your purchased unit, together with a complete breakdown of information, from our Manufacturers, relating to warranty period, care information and the Manufacturer's contact information.

All warranties are provided by the Manufacturer. Should there be any issues, concerning these products that require action, you can contact the Manufacturer directly, or alternatively you can call the Harvey Norman 1300 phone number listed below and we can register your Service request on your behalf, to have the issue rectified. If you are unhappy with the Manufacturer's response, please contact Harvey Norman Commercial Customer Service and we will attempt to find the fastest possible solution to the issue.

The Harvey Norman Commercial Customer Service Team can be contacted on **1300 562 695** or via email HNCTP.CustomerService@au.harveynorman.com

Your Master Number is: **11, 874, 527**

Yours sincerely,
Customer Service – Harvey Norman Commercial Division

NB: If you have purchased a new property your warranty commences from the date of settlement of the conveyance.

Inclusions

ITEM NO.	BRAND	ITEM DESCRIPTION	WARRANTY*
Electrical Appliances			
ARMF125	ARISTON	7.5Kg Washer 4.5Kg Dryer Combo 4.5 Star	2 years
HBA33B150A	BOSCH	60cm 9 Function Electronic Clock Oven	2 years
PKE645C17A	BOSCH	60cm 4 Element Ceran Cooktop Knob Control	2 years
SMU50M05AU	BOSCH	60cm Buit under Dishwasher 6 Prog 5 Star WELS 4 Sta	2 years
WRR614SA	WEST/HOUSE	60cm Slideout Rangehood F/Recirculating	2 years
Toilet Suites			
829820W	CAROMA	Morgana BTW Bk/l Uni Trap Suite w/- SC Seat	10/1 years
Basin			
665615W	CAROMA	Liano Nexus 450mm Wall Basin 1TH	10/1 years
Sinks and Tubs			
PPL15B1	CLARK	Polar 690mm 1.5 Bowl Flushline Sink 1TH	Lifetime/1 years
PPR35C	CLARK	380x606 35L Compact Tub & Cab w/-RBP	Lifetime/10/1 years
Tapware			
811010C5A	DORF	Viridian Basin Mixer (5S)	20/1 years
811011C4A	DORF	Viridian Sink Mixer (4S)	20/1 years
811015C	DORF	Viridian Shower/ Bath Mixer Complete	20/1 years
71408	EVERHARD	Project Solid Handle Sink Mixer	10/1 years
142057	FLEXISPRAY	Tropaz 5F H/Shower on Rail w/- Soap Dish CP	25 years
170130211	GEBERIT	Diseno Bottle Trap ABS (CP)	2 years
WMC14NRVCP	MILLENNIUM	Millennium Wash. Mach. Tap w/- Non Return Valve	15/1 years
Accessories			
228704	DORF	Enix Toilet Roll Holder CP	5/1 years
228904	DORF	Enix Towel Rail - 600mm Single CP	5/1 years
229504	DORF	Enix Towel Ring CP	5/1 years
TA4032	PARISI	Universal Pop Up Waste 32/40mm CP	1 year
1420101	WASTELAND	Floor Waste - 100mm Square CP	1 year

**Refer Manufacturer's warranty for terms and conditions.*
**All warranties quoted in this pack are for domestic use only.*

Product Service Call Contacts

ARISTON
OUR IDEAS. YOUR HOME.

Phone: (03) 9768 0846
Email: commercial.warranty@arisit.com
Web: www.aristonbrand.com

BOSCH
Invented for life

Phone: 1300 368 339
Email: retailersservice.au@bshg.com
Web: www.boschappliances.com.au

inspire Caroma

Phone: 13 14 16
Email: bkservice@gwagroup.com.au
Web: www.caroma.com.au

Product Service Call Contacts

CLARK®

Phone: 13 14 16
Email: bkservice@gwagroup.com.au
Web: www.clark.com.au

dorf experience the difference

Phone: 13 14 16
Email: bkservice@gwagroup.com.au
Web: www.dorf.com.au

EVERHARD INDUSTRIES Everything Water

Phone: 131 926
Email: Sydney_orders@everhard.com.au
Web: www.everhard.com.au

FLEXISPRAY CHANGE IS EASY

Phone: 1800 638 483
Email: sales@au.methven.com
Web: www.methven.com.au

GEBERIT

Phone: (02) 9889 7866
Email: francisco.camps@geberit.com
Web: www.geberit.com.au

Millennium Advanced Water Solutions

Phone: (02) 9791 9655
Email: sales@eldering.com.au
Web: www.millenniumtapware.com.au

PARISI

Phone: (02) 9559 3666
Email: aftersales@Parisi.com.au
Web: www.parisi.com.au

Wasteland PLUMBING SUPPLIES

Phone: (02) 9674 7680
Email: colin.jay@wasteland.com.au
Web: www.wasteland.com.au

Westinghouse

Phone: 13 13 49
Email: au.contracts@electrolux.com.au
Web: www.westinghouse.com.au

GWA Bathrooms & Kitchens

stylus FOWLER dorf CLARK Caroma

product warranty contact details

All Caroma Industries Limited products vary from a minimum 12 month to a lifetime product warranty.

Should any of our products not perform to your satisfaction and/or for product specific warranty periods, please contact Caroma Industries Limited on the phone number below.
Our experienced customer service personnel will professionally deal with your enquiry.

Caroma FOWLER stylus dorf CLARK

Contact our call centre on 13 14 16
available 7.00am - 7.30pm (Mon-Fri, Sydney time)

warranty conditions – caroma industries

This extended warranty only covers Caroma Industries Limited (**"Caroma"**) products, including Epure Lifetime™ and Clark Lifetime™ products (collectively **"Products"**), and does not extend to products which you have selected outside our Product range.

This extended warranty only applies to defects which have arisen solely from faulty materials or workmanship in the Products and does not apply to other defects which may have arisen as a result of, without limitation, the following: accidental damage, abuse, misuse, maltreatment, abnormal stress or strain, harsh or adverse weather conditions, including excessive water pressure, temperature, or neglect of any kind of the Products. Alterations and repairs of the Products other than by an accredited and licensed service agent or technician are not covered. For the avoidance of doubt, attachment of accessories or use of non-genuine replacement parts other than those manufactured or approved by Caroma are not covered by this extended warranty.

This extended warranty for the Products commences from date of purchase or for new buildings on the date of handover for the relevant period set out in the warranty periods table.

In addition to this extended warranty, certain legislation (including the ACL) may give you certain rights which cannot be excluded, restricted or modified, this extended warranty must be read subject to such legislation and nothing in this warranty has the effect of excluding, restricting or modifying those rights.

GWA warranty periods have changed over time so dependent on when you purchased your product the warranty period may be different to what is stated in this booklet.

warranty claims

To make a warranty claim, the following documentation must be emailed, posted or faxed to Caroma (contact details listed below):

- Name/model of product and photographs of the issue (if available)
- Proof of installation (by a licensed plumber) and/or proof of purchase
- Your contact details; name, address and best contact phone number
- Handover documentation for new homes,
- Warranty Certificate or equivalent documentation must be supplied for warranty claims to be considered.

If the Product has not been installed, the Product can be returned with POP, to the place of purchase. If the cost of returning any defective parts is unreasonable, please contact Caroma on the telephone number listed below so that, if appropriate, we can arrange a collection.

Caroma Industries Limited contact details are as follows:
GWA Bathrooms & Kitchens
Level 1, 7-9 Irvine Place, Bella Vista NSW 2153
Phone: 13 14 16 Fax: 1800 818 346
enquiries@gwagroup.com.au

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Note: The extended warranty only applies to the original owner and is not transferable.

Should any warranty claim be made and attended to by a Caroma authorised Service Agent and that in the opinion of the Service Agent or Caroma, the problem was from faulty installation or use of the Products in conjunction with products of another manufacturer or from some other cause other than a manufacturing defect of the goods for which Caroma is responsible. Caroma Industries Limited reserves the right to charge a service fee for each service staff attending the premises where Products have been installed.

As part of Caroma's commitment to continuous improvement, Caroma reserves the right to make changes to its Products at any time.

Caroma requires adequate access to Products, fittings and fixtures to undertake extended warranty repairs. Caroma will not be responsible for any consequential damage or costs where adequate access to Product fittings & fixtures is not accessible.

Caroma reserves the right to provide minor components as 'Parts Only' to the customer.

consequential loss

To the extent permitted by law, Caroma will not be liable for any loss or damage to furniture, floor coverings, walls, fixtures or any other consequential loss of any kind caused by any defect in the Products or components.

This Extended Warranty shall be void for the following reasons:

1. A customer's inability to provide POP or equivalent documentation.
2. If:
   - Products are not installed by a licensed plumber and/or electrician.
   - Products are not installed to relevant National Standards and State Regulations.
   - Products are not installed in accordance with the manufacturer's installation instructions.
   - Water pressures and or temperatures that exceed stated limitations as per the product installation instructions. NOTE: AS/NZS 3500.1-2003 (Clause 3.3.4) specifies 500kPa maximum water supply pressure at any outlet within a building for new installations. NOTE: The 500kPa maximum water supply pressure doesn't apply to fire service outlets.
   - Isolation stop taps are not fitted as stated on manufacturer's installation instructions.
   - Fitting of other devices to the outlet of tapware (e.g. Water filters).
   - Fitting of Caroma non-approved in tap body or end of line water flow regulating devices.
   - Products used with water additives i.e. Cleaning & or deodorising additives in cisterns.
   - Fair wear and tear, such as the working seals in the inlet and outlet valves, including scratching from cleaning etc.
   - Inappropriate or non-approved connection fittings connecting Products to sewer.
   - Non written approved modifications to the Products.
   - Products used for incorrect applications, non-potable water etc.
   - Damage as a result of obstructions due to inadequate flushing of system before use and problems caused by water supply (including silt, corrosion and excess water pressure).
   - Failure to regularly clean or replace dirty or blocked outlet aerator inserts in tapware and/or shower heads etc.
   - Service or repairs with non-standard replacement parts previously undertaken without Caroma written approval.
   - Non-installation of flow regulator in tapware and showers or regulated check valve or check valves in hand showers or veggie mixers.
   - Damage to finishes by adhesives, sealants or abrasive cleaners etc.
   - Damage to finishes which arise from installation or post installation use.

- Damage due to abuse as determined by authorised Service Agent or Caroma.
- Failure to observe manufacturers care and cleaning instructions.
- The extended warranty work is limited to the pre-approved scope of work that will be set out in a work order. Additional work will require authorisation from Caroma.

Except to the extent that a customer can demonstrate that at the time of purchase the product was faulty or defective and at that time the customer was not aware of such fault or defect.

NOTE: It is the installer/consumers responsibility to ensure:

- Product is not damaged prior to installation.
- They are happy with their purchase.
- The product has all of its components.
- Required maintenance is performed.

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

GWA Bathrooms & Kitchens warranty periods

While all Caroma Industries Limited ("Caroma") products are manufactured to the highest standard, in addition to the guarantees provided under the Australian Consumer Law (Schedule 2 to the Competition and Consumer Act 2010 (Cth) ("ACL"), we offer varying extended warranty periods (please refer to below table) from the date of purchase or handover that our Products are free from all defects in materials and workmanship, subject to the terms and conditions that follow, for additional peace of mind.
GWA warranty periods have changed over time so dependent on when you purchased your product the warranty period may be different to what is stated in this booklet

For all After Sales & Service enquiries please contact GWA Bathrooms & Kitchens on 13 14 16.

Sanitaryware		
Range	**Warranty**	**Comments**
Fowler		
Basins	10/1 years	10 years replacement product 1 year parts and labour
Toilet Suites (All Cisterns & Pans)	10/1 years	10 years replacement product 1 year parts and labour
Seats	1 year	1 year replacement product or parts
Accessories & Spare Parts	1 year	1 year replacement product or parts
Caroma		
Basins	10/1 years	10 years replacement product 1 year parts and labour
Bidettes	10/1 years	10 years replacement product 1 year parts and labour
Toilet Suites (All Cisterns & Pans)	10/1 years	10 years replacement product 1 year parts and labour
Seats	1 year	1 year replacement product or parts
Urinals	10/1 years	10 years replacement product 1 year parts and labour
Accessories & Spare Parts	1 year	1 year replacement product or parts

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Range	Warranty	Comments
Stylus		
Basins	5/1 years	5 years replacement product 1 year parts and labour
Toilet Suites (All Cisterns & Pans)	5/1 years	5 years replacement product 1 year parts and labour
Seats	1 year	1 year replacement product or parts
Accessories & Spare Parts	1 year	1 year replacement product or parts

* Excludes inlet and outlet valve washers - 1 year parts and labour only

Baths		
Range	**Warranty**	**Comments**
Caroma		
Baths - Acrylic & Steel Shell	10/1 years	10 years bath shell 1 year labour
Accessories & Spare Parts	1 year	1 year replacement product or parts
Stylus		
Baths - Acrylic Shell	5/1 years	5 years bath shell 1 year labour
Accessories & Spare Parts	1 year	1 year replacement product or parts
Stainless Steel Kitchen Sinkware, Laundry Tubs & Accessories		
Range	**Warranty**	**Comments**
Clark		
Sinks	Clark Lifetime™ /1 years	Clark Lifetime™ replacement product or parts 1 year replacement product or parts and labour
Tubs	Clark Lifetime™ /1 years	Clark Lifetime™ replacement product or parts 1 year replacement product or parts and labour
Cabinets	10/1 years	10 years replacement product or parts 1 year replacement product or parts and labour
Tapware	15/7/1 years	15 years ceramic disc cartridges - parts only* 7 years replacement product or parts† 1 year replacement product or parts and labour†
Commercial	25/1 years	25 years replacement product or parts 1 year replacement product or parts and labour
Accessories & Spare Parts	1 year	1 year replacement product or parts
Stylus		
Sinks	25/1 years	25 years replacement product or parts 1 year replacement product or parts and labour
Tubs	25/1 years	25 years replacement product or parts 1 year replacement product or parts and labour
Cabinets	5/1 years	5 years replacement product or parts 1 year replacement product or parts and labour
Accessories & Spare Parts	1 year	1 year replacement product or parts
Stylus Home		
Sinks	10/1 years	10 years replacement product or parts 1 year replacement product or parts and labour
Accessories & Spare Parts	1 year	1 year replacement product or parts

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TAPWARE WARRANTY PERIODS - Purchased post-7th September 2015

Effective from 7th September 2015, GWA Bathrooms & Kitchens will be updating the residential and commercial warranty periods and conditions for all Caroma, Dorf and Stylus tapware, showers and accessories purchased on and after the 7th September 2015. For details of the new residential and commercial tapware warranty, please see tables below on pages 9 to 11.

Product purchased before the 7th September 2015, will still be warranted under the terms and periods as detailed on page 12.

For all After Sales & Service enquiries please contact GWA Bathrooms & Kitchens on 13 14 16.

Residential Warranty - Taps, Outlets, Mixers, Showers, Bathroom Accessories
For product purchased on or after 7th September 2015

Range	Warranty	Comments
Dorf		
Taps, Outlets, Mixers	20/1 years	20 years Tapware Engine™ & Parts* 1 year - Labour, Finishes, Pull Down/Out hoses, Spray heads, Ceramic Disc Spindles†
Showers	20/1 years	20 years replacement product 1 year - Labour, Finishes, Sliders, Soap Dishes, Mounting Brackets, Metal Flex hoses, LED lights
Accessories	5/1 years	5 years replacement product 1 year - Labour, Finishes & Mounting Brackets
Spare Parts	1 year	1 year replacement product or parts
Caroma		
Taps, Outlets, Mixers	10/1 years	10 years replacement product 1 year - Labour, Finishes, Sliders, Soap Dishes, Mounting Brackets, Metal Flex hoses
Showers	10/1 years	1 year replacement product or parts eg. tooth brush holder, soap holder
Accessories	5/1 years	5 years replacement product 1 year - Labour, Finishes & Mounting Brackets
Spare Parts	1 year	1 year replacement product or parts
Clark		
Tapware	15/7/1 years	15 years ceramic disc cartridges - parts only* 7 years replacement product or parts† 1 year replacement product or parts and labour†
Stylus		
Taps, Outlets, Mixers	5/3/1 years	5 years ceramic disc cartridges - parts only* 3 years replacement product or parts† 1 year finishes and labour†
Showers	3/1 years	3 years replacement product 1 year - Labour, Finishes, Sliders, Soap Dishes, Mounting Brackets, Metal Flex hoses
Sinks	25/1 years	25 years replacement product or parts 1 year replacement product or parts and labour
Tubs	25/1 years	25 years replacement product or parts 1 year replacement product or parts and labour
Cabinets	5/1 years	5 years replacement product or parts 1 year replacement product or parts and labour

* Tapware Engine™ - Includes cartridge, aerator, ultra flex pex hose.

Excludes damage to ceramic disc cartridges from pieces of copper tube, plastic tube, sand, dirt or thread tape etc.

SUPPLIER WARRANTY + TERMS AND CONDITIONS

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Commercial Warranty - Taps, Outlets, Mixers, Showers, Bathroom Accessories For product purchased on or after 7th September 2015		
Range	**Warranty**	**Comments**
Dorf		
Taps, Outlets, Mixers	15/7/1 years	15 years Tapware Engine™* 7 years replacement product or parts† 1 year - Labour, Finishes, Pull Down/Out hoses, Spray heads, Ceramic Disc Spindles†
Showers	7/1 years	7 years replacement product 1 year - Labour, Finishes, Sliders, Soap Dishes, Mounting Brackets, Metal Flex hoses, LED lights
Accessories & Spare Parts	1 year	1 year replacement product or parts eg. towel rails, tooth brush & toilet roll holders, soap holders etc
Caroma		
Taps, Outlets, Mixers	10/1 years	10 years Tapware Engine™* 7 years replacement product or parts† 1 year - Labour, Finishes, Pull Down/Out hoses, Spray heads, Ceramic Disc Spindles†
Electronic Tapware	2/1 years	2 years replacement product 1 year - Finishes & Labour
Showers	7/1 years	7 years replacement product 1 year - Labour, Finishes, Sliders, Soap Dishes, Mounting Brackets, Metal Flex hoses
Accessories & Spare Parts	1 year	1 year replacement product or parts eg. towel rails, tooth brush & toilet roll holders, soap holders etc
TMV's	5/1 years	5 years replacement product 1 year - Finishes & Labour
Clark		
Tapware	15/7/1 years	15 years ceramic disc cartridges - parts only* 7 years replacement product or parts† 1 year replacement product or parts and labour†
Stylus		
Taps, Outlets, Mixers	5/3/1 years	5 years ceramic disc cartridges - parts only* 3 years replacement product or parts† 1 year finishes and labour†
Showers	3/1 years	3 years replacement product 1 year - Labour, Finishes, Sliders, Soap Dishes, Mounting Brackets, Metal Flex hoses
Sinks	25/1 years	25 years replacement product or parts 1 year replacement product or parts and labour
Tubs	25/1 years	25 years replacement product or parts 1 year replacement product or parts and labour
Cabinets	5/1 years	5 years replacement product or parts 1 year replacement product or parts and labour

* Tapware Engine™ - Includes cartridge, aerator, ultra flex pex hose.

Excludes damage to ceramic disc cartridges from pieces of copper tube, plastic tube, sand, dirt or thread tape etc.

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TAPWARE WARRANTY PERIODS - Purchased pre-7th September 2015

Residential & Commercial - Taps, Outlets, Mixers, Showers, Bathroom Accessories For product purchased before 7th September 2015		
Range	**Warranty**	**Comments**
Dorf		
Taps, Outlets, Mixers, Showers	15/7/1 years	15 years ceramic disc cartridges - parts only* 7 years replacement product or parts† 1 year replacement product or parts and labour†
Accessories & Spare Parts	1 year	1 year replacement product or parts eg. towel rails, tooth brush & toilet roll holders, soap holders etc
Caroma		
Taps, Outlets, Mixers, Showers	10/7/1 years	10 years ceramic disc cartridges - parts only* 7 years replacement product or parts† 1 year replacement product or parts and labour†
Accessories & Spare Parts	1 year	1 year replacement product or parts eg. towel rails, tooth brush & toilet roll holders, soap holders etc
Clark		
Tapware	15/7/1 years	15 years ceramic disc cartridges - parts only* 7 years replacement product or parts† 1 year replacement product or parts and labour†
Stylus		
Taps, Outlets, Mixers, Showers	5/3/1 years	5 years ceramic disc cartridges - parts only* 3 years replacement product or parts† 1 year replacement product or parts and labour†
Sinks	25/1 years	25 years replacement product or parts 1 year replacement product or parts and labour
Tubs	25/1 years	25 years replacement product or parts 1 year replacement product or parts and labour
Cabinets	5/1 years	5 years replacement product or parts 1 year replacement product or parts and labour
Accessories & Spare Parts	1 year	1 year replacement product or parts eg. towel rails, tooth brush & toilet roll holders, soap holders etc

* Excludes damage to ceramic disc cartridges from pieces of copper tube, plastic tube, sand, dirt or thread tape etc.

† Plastic Jumper Valves – 3 months parts only or Copper Jumper Valves – 12 months parts only.

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product care & maintenance

The materials used in our products have been carefully chosen to comply with Australian Standards and Water Efficiency Labelling Standards (WELS) requirements providing good looks and durability. Treated with care, the products will ensure many years of service. Soap, washing-up liquid, mild detergents, non abrasive hand and face creams, shaving soap and hair cream will not harm the product in any way.

In order to preserve appearance with minimum effort, we offer the following advice. These recommendations are intended to assist you, our customer. They are based on our experience and judgment but must not be regarded as amounting to a legal warranty or liability on our part.

toilet suites & basins

vitreous china

Use a mild household detergent or warm soapy water and clean with a soft cloth.

toilet seats

The best method of maintaining the finish while ensuring the cleanliness of toilet seats is simply to wipe them over with a soft cloth such as Selleys "Wonder Cloth" or similar with warm soapy water. This is all that is required.

It is important that no abrasive cleaners are used, as these will remove the surface gloss of the product. At regular intervals the tightness of the hinge bolts might be checked, as continual use may cause loosening over time.

plastics

general cleaning

Where your product normally remains dry in use, a soft duster can be used to remove surface dust. Alternatively, wipe over with a clean, soft cloth dampened with a mild household detergent and water solution. Use of a wax-based furniture cream should be avoided as this can result in a build up of deposits that will detract from the appearance. Use of abrasive-based compounds should be avoided as these will scratch the surface.

scratches

Avoid contact with hard, sharp objects. Should scratches occur on plastic products fine marks can be removed using a cutting compound normally used for car re-treatment, followed by buffing with a car polish and a clean soft cloth.

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chemical attack

Plastic accessories and seats are resistant to most household products, but are not absolutely stain proof. Spills of some products such as after shave lotion, hair lacquer, nail polish and remover, mineral turpentine, white spirit, kerosene, aerosol propellants and insecticides should be removed immediately by washing. To restore toilet seat surface if marked, treat as for scratches. Parts should not be immersed in any household antiseptic solutions.

discolouration

Iodine, Mercurochrome solution, boot polish, hair dye, bleaches and the like will discolour the surface if not removed immediately. Provided the discolouration is not severe, restore the surface as described for scratches.

burns

Avoid placing hot objects, such as curling tongs, or lighted cigarettes on any plastic surface as these will certainly cause discolouration and marking. However should slight accidental damage occur, it may be possible to remove marks as for scratches.

solid surface basins

everyday care

Caring for your Caroma Solid Surface product is quick and easy. For day-to-day cleaning, most dirt and grime that may build up on the surface can be removed with a simple wipe using a damp soapy sponge or cloth, followed by a rinse.

tips to prevent damage to your basin

The use of harsh chemical products such as acetone, trielin or strong acids will stain the surface of the product and should not be used. Never pour essential oils directly into an empty bath or basin, always add to the water.

removing stains

If a stain appears, always start with the cleaning method recommended under 'Everyday Care' first. If the stain is still visible, clean using a damp sponge or cloth and a mild abrasive cream or paste cleanser (e.g. Jif® or Gumption®) using a light, wide, circular motion. Follow with a rinse. Lightly wipe the surface using a wide circular motion. Take care to rinse the surface thoroughly. This cleaning method should remove most stains that appear on the surface.

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tapware & accessories

- Never use harsh detergents or abrasive cleaners, as these will scratch the surface.
- Where your tapware/accessories remains dry in use, a soft cloth can be used to remove surface dust. Alternatively, a wipe over with warm soapy water is all that is required to maintain the finish in perfect condition for a lifetime of use.
- Don't use cleaning products containing chlorides and halides (e.g. Bromine, Iodine and Fluorine)
- Don't use disinfectant to clean stainless steel parts and components
- Don't use hydrochloric acid (HC) for cleaning. This will lead to pitting and stress corrosion cracking (SCC)
- Use of wax based furniture cream should be avoided as these can result in a buildup of deposits, which could detract from the appearance.
- Do not use undue pressure and wipe in one direction only.
- Gold plated products should always be cleaned with care using a soft dry cloth or a soft cloth with warm soapy water.

tapware aerator cleaning

The cleaning of the aerator insert must be performed regularly. The frequency depends on the water quality and water bourne debris in your area as it is the home owner's responsibility to keep the aerator insert clean. We suggest this be performed at a minimum of 6 month intervals.

Refer to installation instructions supplied with the product.

stainless steel sinkware / laundry tubs

cleaning instructions for stainless steel sinkware

- Routine cleaning with soap, mild detergent or ammonia solutions in warm water, followed by a fresh water rinse is usually adequate for normal soiling. Repeated applications and the occasional use of a nylon scouring pad will often remove heavier soiling.
- Heavier soiling, light staining apply the mildest household abrasive cleaner or paste made from bicarbonate of soda. Wearing gloves use a soft cloth, fine nylon scouring pad or soft bristle brush; rub the surface as softly as possible, using long even strokes in the direction of the polished finish. Avoid using circular motion. Rinse well and wash as per routine cleaning

Due to the nature of stainless steel material, it can be easily scratched with normal day to day use. It is difficult to keep the mirror finish without using it. Stainless steel is more rust resistant rather than scratch resistant.

To remove light scratches use suitable fine flexible sanding pads to clean the sink surface. Place the pad on the stainless steel surface and apply force by hand in a straight line motion moving from side to side. (Ensure the pad motion is in the same direction as the grain).

- Don't use cleaning products containing chlorides and halides (e.g. Bromine, Iodine and Fluorine)
- Don't use disinfectant to clean stainless steel parts and components
- Don't use hydrochloric acid (HC) for cleaning. This will lead to pitting and stress corrosion cracking (SCC)

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acrylic baths

cleaning your bath

1. To preserve the polished surface, after using your bath, clean with a soft cloth and warm soapy water to wash away any body oils or soap residue that forms a ring tide mark.
2. As a weekly cleaner we recommend warm, soapy water. Do not use powders, pastes, cream cleaners, thinners, window cleaning sprays or dry cleaning liquid, etc.
3. Stubborn marks or fine scratches may be polished out with Brasso.
4. When coloured essentials oils are used, first test that the colour won't stain your bath. If it does, use Brasso to remove it. Always add oils into a bath full of water. Never pour them into an empty bath.

NOTE: Our after sales and service, state offices, branches and distributors will be pleased to provide additional advice if required.

steel baths

cleaning your bath

1. Use only warm soapy water or non-abrasive cream cleaner as recommended by the manufacturer for porcelain enamel. Apply on a soft cloth and hand rinse clean. If the bath has an optional "Sure Step" surface, clean it with a stiff polyester or nylon brush as well as with liquid cleaning detergents. After cleaning the bath or adjacent tiles, or using bath salts, always rinse the bath clean twith water to remove any chemical residue.
2. As a weekly cleaner, we recommend warm soapy water. Do not use powders, pastes, thinners, window cleaning sprays or dry cleaning liquid etc. Do not use an abrasive cleaner to remove surface grime.
3. After cleaning the bath or adjacent tiles, or using bath salts, always rinse the bath clean with water to remove any chemical residues.
4. When coloured essential oils are used, first test that the colour won't stain your bath. If it does, use Brasso to remove it. Always add oils into a bath full of water; never pour them into an empty bath. It is also suggested that when using the spa bath, you only use half of the quantity of oils or bubble bath that you would normally use in your bath.

NOTE: Avoid contact with sharp objects and do not drop heavy or hard objects onto the surface. Always fill the bath before the addition of acidic or alkaline bath salts.

solid surface baths

everyday care

Caring for your Caroma Solid Surface product is quick and easy. For day-to-day cleaning, most dirt and grime that may build up on the surface can be removed with a simple wipe using a damp soapy sponge or cloth, followed by a rinse.

tips to prevent damage to your bath

The use of harsh chemical products such as acetone, trielin or strong acids will stain the surface of the product and should not be used. Never pour essential oils directly into an empty bath or basin, always add to the water.

removing stains

If a stain appears, always start with the cleaning method recommended under 'Everyday Care' first. If the stain is still visible, clean using a damp sponge or cloth and a mild abrasive cream or paste cleanser (e.g. Jif® or Gumption®) using a light, wide, circular motion. Follow with a rinse. Lightly wipe the surface using a wide circular motion. Take care to rinse the surface thoroughly. This cleaning method should remove most stains that appear on the surface.

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cristalplant baths

everyday care

- Caring for your Caroma Marc Newson Freestanding bath is quick and easy. To preserve the gloss finish of your bath, clean with a soft cloth and warm soapy water after use to wash away any body oils or soap residue that may form a ring tide mark.
- As a weekly cleaner we recommend warm soapy water. Do not use powders, pastes, cream cleansers, thinners, window cleaning sprays or dry cleaning liquid, etc.
- Do not use abrasive sponges or pads for everyday cleaning.
- Before using coloured essentials oils, first test that the colour won't stain your bath. Always add oils into a bath full of water. Never pour them into an empty bath.

tips to prevent damage to your bath

- CRISTALPLANT® is generally resistant to stains.
- However, the use of harsh chemical products such as acetone, trielin or strong acids will stain the surface of the bath and should not be used.
- Care should be taken when using substances such as ink, permanent marker, cosmetics, nail polish and dyes around your bath as these may stain or mark the surface.
- Should any of these substances accidentally contact the bath's surface, flush immediately with plenty of water and follow the instructions in the section on 'Removing Stains' as required. Use non-acetone based nail polish removers to remove most types of nail polish.
- Lit cigarettes should never be placed near the bath's surface.
- Do not place sharp objects near the bath as these may scratch the surface.

removing stains

- If a stain appears, always start with the cleaning method recommended under 'Everyday Care' first. If the stain is still visible, clean using a damp sponge/cloth and a mild abrasive cream or paste cleanser (e.g. Jif® or Gumption®) using a light, wide, circular motion. Follow with a rinse.
- If the stain persists give the surface a more thorough clean using the abrasive sponge supplied with your bath or a Scotchbrite® pad (blue is recommended) in combination with a mild abrasive cream or paste cleanser. Lightly wipe the surface using a wide circular motion. Take care to rinse the surface thoroughly. This cleaning method should remove most stains that appear on the surface.
- Please be mindful that using abrasive cleansers and pads may change the appearance of the bath's finish. Over time and with regular cleaning, the consistency in the surface should be restored.

light marks, scuffs & other

Simply wipe the surface firmly with a damp soapy sponge or cloth followed by a rinse. This process can also be used for water spotting or soap build-up. If marks remain, try using a damp sponge with an abrasive cream or paste cleanser.

cleaning the bath feet

The feet of your Caroma Marc Newson Freestanding Bath should only be cleaned with a damp soapy cloth or sponge, followed by a rinse.

NOTE: The warranty provided with this product does not cover stains, scratches, burns or marks to the bath's surface or damage resulting from the cleaning method used.

Product Warranty | Tapware

Everhard Industries

ABN 41 009 690 859
405 Newman Rd Geebung Qld 4034
PO Box 543 Virginia Qld 4014
Phone: (07) 3637 6499
Fax: (07) 3637 6491
www.everhard.com.au

Product Warranty – Tapware

Everhard Industries Pty Ltd ACN 009 690 859 (**Everhard Industries**) offers You a warranty against defects for the Products on the terms of this document (**Warranty**).

Definitions

In this Warranty:

Tapware	means the tap body including handle and cartridge manufactured by Everhard Industries.
Cartridge	means the cartridge used in the tapware manufactured by Everhard Industries.
Tails	means the flexible braided pipe used with the tapware.
You	means a person that purchases the Products for their own personal, domestic or household use and any person (such as a builder, developer or plumber) that purchases the product for use in a new building but does not include any other person that purchases the Product for resale or resupply.

Warranty Period

In addition to Your rights and remedies under a law in relation to the Product, Everhard Industries offers You a warranty that the Product will be free from defects for the following periods (Warranty Periods):

Virtue™, Chić™, Excellence and NuGleam™ branded tapware

Tapware	1 year replacement and labour
Cartridge	10 year replacement only*
Tails	1 year replacement and labour

*Purchases of Virtue™, Chić™, Excellence and NuGleam™ branded tapware made prior to February 2015 come with a 7 year cartridge warranty only.

Miros™ branded tapware

Tapware	5 year replacement and labour
Cartridge	15 year replacement only
Tails	1 year replacement and labour

Each Warranty Period above commences on the date of purchase or, where the Product is installed in a new building, the date of handover in the building's warranty period. For clarity, if the Product is installed in a building that is not a new building (for example as part of renovation work), the Warranty Period for that Product will commence on the date of purchase of that Product.

Warranty Conditions

Subject to compliance with the terms of this Warranty, Everhard Industries will supply a replacement Product where Everhard determines that a fault in the Product has been caused by faulty manufacture or faulty materials used in the manufacture of the Product.

This Warranty does not apply to any defect caused or contributed to by any one or more of the following:

- accidental damage, abuse, misuse or mistreatment
- abnormal stresses on the Product beyond its designed purpose
- harsh or severe conditions
- improper use of cleaners or chemicals
- chemical attack of the body, handle and tails.

www.everhard.com.au | 13 1926 | info@everhard.com.au

- unapproved modifications were made to Products
- damage to Product and Product finishes resulting from installation
- the Product was not installed by a competent and licensed plumber
- installation that did not follow the Everhard Industries installation guidelines or instructions
- interference with or attempts to repair the Product after the Product has been installed
- the fitting of devices such as water filters to the outlet of the tapware
- damage to the cartridge due to inadequate flushing of the water supply before use caused by silt or water pressure
- the water pressure is above 500kpa AS/NZ3500.1.2003
- Note: It is the installer's responsibility to ensure that the product is not damaged and is free of any visible faults prior to installation.

This Warranty only applies to You and is not transferable from You to any other person.

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.

How to make a Warranty Claim

All claims under this Warranty must be made within 14 days of You becoming aware of a suspected defect in the Product (Claims Period). Any claim under this Warranty that is made outside the Claims Period will not be accepted.

- To make a claim under this Warranty, You must provide us with the following (Claim Documentation):
- copy of proof of purchase (ensuring the date of purchase is visible);
- your name, contact details and address;
- description of the claimed defect;
- if visible, a photo of the defect;
- if the Product has been installed, written evidence (such as an invoice) that the Product was installed by a licensed plumber (if requested by Everhard Industries); and
- if the Product has been installed in a new Building, the date of installation, address where the Product is installed and the Handover Documentation for the Building which shows the date of handover for that building.

If requested by Everhard Industries, You must also provide us with the original copy of the proof of purchase receipt and Handover Documentation.

You must meet the costs of making the Warranty claim, including any postal, phone, facsimile and email communication costs incurred by You.

Uninstalled Products

If the Product has not been installed, it should be returned to the place of purchase with the Claim Documentation and You should advise the place of purchase that you wish to make a claim under his Warranty. You must arrange and meet the cost of transporting the Product to the place of purchase.

Installed Products

If the Product has been installed, please contact the Everhard Industries Customer Service on 13 1926 or by emailing info@everhard.com.au

For installed Products, Everhard Industries will (subject to Your agreement) arrange for a company representative to attend the place of installation, examine the Product and assess whether the Warranty Conditions have been met. Where Everhard Industries or its company representative determines that the Product is defective under the terms of this Warranty, Everhard Industries will at its election supply, or cover the costs of supplying, a new Product (or equivalent Product if the same Product is no longer available or manufactured). Note: if the fault is clearly visible and should have been noticed at the time of installation, costs involved in the removal and reinstallation are not covered by Everhard Industries.

You must ensure that any Product supplied by Everhard Industries under this Warranty is installed at Your cost by a competent and licensed plumber unless Everhard Industries agrees to pay the cost of having the Product installed as part of the Warranty claim.

Where Everhard Industries or its company representative determine that the fault was caused by incorrect installation (including installation by a person that is not a competent and licensed plumber), or a failure to follow Everhard Industries' installation and use guidelines or the claim is otherwise excluded by the terms of this Warranty, Everhard Industries will not supply any replacement Product under this Warranty and reserves the right to charge You a service fee for attending the location of the installed Product and assessing the Warranty claim. The service fee payable by You in such circumstances will be quoted to You by the Everhard Industries Service Department.

405 Newman Rd Geebung Qld 4034 | PO Box 543 Virginia Qld 4014
Phone: (07) 3637 6499 | Fax: (07) 3637 6491 | info@everhard.com.au



Methven Ltd Australia – Guarantee

Methven Australia Pty Ltd ABN 15 104 813 390 of 16 Gipps Street, Collingwood, Melbourne VIC 3066 Australia (phone: 1300 638 483) (**Methven**) provides the following warranty for all tapware, showers and valves purchased in Australia for use in domestic residential (indoor) or commercial (indoor) installations (Goods). Commercial installations are all non-residential installations including hotels, motels, factories, schools, hospitals, restaurants and aged care facilities.

1. Warranty Statement

(a) If during the applicable warranty period set out in section 2 below (Warranty Periods), a Good has a material defect which arose in the course of manufacture then, subject to the warranty conditions in section 3 below being met, you may submit a warranty claim to Methven by email: info@au.methven.com, by calling Customer Care Australia on ph: 1300 368 483 or by mail to 16 Gipps Street, Collingwood, Melbourne VIC 3066. Methven may require you to return the Good, and you must pay the expenses for such return.

(b) Methven will (at its cost) either repair or replace (at Methven's option) the Good. Methven will pay the expense for shipment of the repaired or replaced Good to you.

(c) This warranty is applicable only on Goods purchased and installed in Australia.

(d) Your rights under this warranty are in addition to and do not in any way affect any other rights or remedies that you have under any law which relates to the Goods.

(e) 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.

2. Warranty Periods:

Shower Warranty:

Domestic / Residential:

Methven and Satinjet: Lifetime Replacement Warranty for the lifetime of the original purchaser.

Flexispray: 25 year Replacement Warranty.

Commercial:
Methven: 5 Years Replacement Warranty.

Satinjet: 15 Years Replacement Warranty.

Flexispray: 1 Year Replacement Warranty.

(Note: 1 Year for washers, "O" rings, powder coating, gold plating, lip and other seals for all brands for domestic/residential and commercial)

SUPPLIER WARRANTY + TERMS AND CONDITIONS

Tapware Warranty:

Domestic / Residential:

Methven: 15 Years Parts & Labour /15 Years Cartridge Replacement.

Fastflow: 5 Years Parts & Labour / 15 Years Cartridge Replacement.

Flexispray: 5 Years Parts & Labour/ 15 Years Cartridge Replacement.

Deva: 1 Year Parts & Labour/ 5 Years Cartridge Replacement.

Commercial:

Methven: 5 Years Parts & Labour / 10 Years Cartridge Replacement.

Fastflow: 1 Year Parts & Labour / 5 Years Cartridge Replacement.

Flexispray: 1 Year Parts & Labour/ 5 Years Cartridge Replacement.

Deva: 1 Year Parts & Labour/ 1 Year Cartridge Replacement.

(Note: 1 Year for washers, "O" rings, powder coating, gold plating, lip and other seals, and all pull out sink mixer hoses and handsets for all brands for domestic/residential and commercial.)

Nefa Valves Warranty: 5 Years from the date of manufacture. The date of manufacture is marked on the valve, represented by a five digit number. The first two digits of the date of manufacture refer to the last two digits of the year of manufacture. The remaining three digits refer to the numerical day of the year in which the valve was manufactured (for example, 30 June 2007 would be represented as 07181).

3. Warranty Conditions:

The Methven warranty set out in the Warranty Statement above (other than sections 1(d) and 1(e)) is subject to the following conditions, and accordingly shall not apply if:

(a) The Good was not new as at the date of purchase or proof of purchase details (such as invoice or receipt) are not provided.

(b) There is a failure to follow Methven's installation instructions, evidence cannot be provided that the Good was installed by a licensed plumber or the Good is used other than in accordance with Methven specifications.

(c) Repair work is performed on the relevant Good by a person other than Methven, its authorized service agents or any plumber who has not received authorisation from Methven prior to proceeding with the work.

(d) Applicable statutes or regulations relating to public health are not observed.

(e) Standards or regulations governing sewerage, plumbing, water supply and gas applicable to the location of the particular plumbing installation are not observed. This includes (without limitation) the Australian Standards (AS/NZ 3500.1-2003, Clause 3.3.4) which specify that water pressure must be limited to 500 kpa on any new home, extension or renovation. The recommended operating pressure for tapware is between 150-500 kpa (with the maximum pressure to be at 500 kpa).

(f) Harsh detergents or abrasive cleaners are used on any finishes of the Good.

(g) The Good is not installed in accordance with the relevant Australian Standards and Plumbing Codes.

(h) The Good has been tampered with or repaired (other than by or on behalf of Methven) in any way.

(i) The Good has been damaged by misuse, accident or neglect.

(j) The Good has discolouration, corrosion or rusting from 'hard' water and/or other environmental factors.

Geberit Pty Ltd Unit 8a, 6-8 Byfield Street North Ryde NSW 2113

GEBERIT

Limited product warranties

Sanitary and piping systems

General terms and conditions

The Australian Competition and Consumer Act (2010) and the New Zealand Consumer Guarantees Act (1993) imply certain conditions, warranties and undertakings and give you other legal rights, in relation to the quality and fitness for purpose of Geberit products sold in Australia and New Zealand respectively. 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 reasonable foreseeable loss or damage. You are also entitled to have the goods replaced if the goods fail to be of acceptable quality and the failure does not amount to be a major failure.
Subject to the general terms and conditions below, as part of your limited warranty Geberit agrees to repair or replace at Geberit's cost and discretion the Geberit product and accessories supplied by us with the product purchased by you.

I. Coverage and application

A. Geberit warrants that your Geberit product
- is of merchantable quality
- does not have a latent defect

B. For the purpose of this warranty " a Geberit product" is a building material hardware product which:
- was manufactured by or on behalf of Geberit; and
- is used in a normal domestic or commercial environment; and
- bears a trademark owned or used by Geberit (generally Geberit); and
- was supplied by Geberit Pty Ltd, to an authorized reseller or distributor of Geberit; and
- was purchased and supplied either in Australia or New Zealand

C. Geberit products sold and supplied to third party manufacturers outside Australia or New Zealand, commonly known as OEM supply (Original Equipment Manufacturing) are expressly excluded and the content of this document is not applicable

II. Warranty period

The period during which this warranty is in effect will depend on the type of Geberit product or system.
For all Geberit products the warranty period is strictly from manufacturing date or 1 year from actual day of purchase as reflected on the authorized reseller or distributors invoice provided to you. The period for each Geberit product, which is the subject of this warranty, is covered by this warranty as outlined in Part II in this warranty.

III. Warranty claims

A. If you reasonable conclude that the Geberit product which you have purchased is not of merchantable quality, has a latent defect or is otherwise not compliant with the conditions, warranties, undertakings and legal rights given to you under Australian law or New Zealand law (for example; it appears to be faulty or does not work at all) you can make a claim under this warranty

B. Warranty service will only be provided in the specific country where the Geberit product was originally purchased. For example; If you have purchased the Geberit product within Australia, warranty service will be limited to Australia only

C. If you purchased Geberit products in Australia or New Zealand, the following process applies
1. Contact authorized reseller or distributor where you purchased the Geberit products; or/and
2. Contact sales.au@geberit.com or +61 2 9889 7866; or/and
3. Visit www.geberit.com.au

IV. Warranty transferability

A. This warranty is transferable to a subsequent owner of a Geberit product in the event of a sale of that product, provided that Geberit is informed in a reasonable time of the sale for example, If you have purchased the Geberit product from a authorized reseller or distributor.
In case of an authorized product replacement of the original Geberit product purchased, the replacement Geberit product will be subject to its own then in force at the time of replacement (which may or may not be under the same terms as this warranty)

V. On site warranty repairs

A. Geberit may choose to repair or exchange the Geberit product on site

B. Geberit and its authorized service plumbers will make all efforts to fix the Geberit product on site. The claimant has to provide reasonable access to the Geberit product during normal working hours to enable the service work to occur

C. All on site repairs are carried out by trained and authorised Geberit Service plumbers

D. No additional claims will be accepted for disturbance, time lost etc

Sanitary and piping systems
Limited product warranties

GEBERIT

VI. Warranty exclusions

A. This section identifies what is excluded under this warranty.

B. This warranty does not extend to loss caused by normal wear and tear, excessive water pressure >1000 kPa, fire, heat, theft, vermin or insect infestation

C. This warranty does not cover damage caused by:
- misuse or abuse of the Geberit product
- wrong or improper installation and applications not covered by Geberit's published application technique manuals and instructions
- incorrect operation or not following operating instructions (as stated in product instructions and manuals)
- failure to clean or improper cleaning of the product
- incorrect voltage or non-authorized electrical connections
- use of non-authorized/non-standard parts
- use of non-authorized calculation software
- repair or other work carried out on Geberit products other than authorized service plumber
- damage to finishes which arise from installation or post installation use

D. This warranty does not cover Geberit products sold at auctions

E. If the Geberit product you are using has been rented or leased by you and you consider a claim might be made under this warranty, you should refer the matter to the rental or leasing company immediately and they will handle the matter

F. This warranty does not cover service cost in replacing and maintaining consumable parts which have ceased through normal wear and tear such as but not limited to seals, diaphragms, washers filters, batteries, electronic components and other parts classified as consumable parts

Part II Product warranty periods

I. Parts and accessories warranty

A. This part of the warranty identifies Geberit's preferred approach to resolving warranty claims in relation to parts and accessories of Geberit products.

B. Parts and accessories
- Remote controls purchased with Geberit electronically operated products are covered under this warranty for the same period as the Geberit product purchased.
- All other Geberit parts and accessories (i.e. batteries) purchased together with the Geberit product are covered under this warranty for a time period of 6 months
- You will be able to make a claim under this warranty for missing parts of originally packaged Geberit products and accessories if, with your claim are able to provide satisfactory evidence that the part or accessories was missing from the original package originally supplied by Geberit.

II. Parts and labour warranty

Unless specified, this warranty covers corresponding costs for parts and labour which may be required to repair the Geberit product, part or accessory if Geberit or its agents repair the item under this warranty.

III. Warranty by product line

The following pages outline the warranty periods for Geberit products by product line. For example, Installation systems (PL11) or Building Drainage systems (PL21)

Limited warranty period

For conditions and exclusions refer to relevant paragraphs of this document

Installation systems (PL11)
- 10 years on Duofix installation frame
- 10 years on concealed cistern tank
- 3 years on inlet and outlet valve products
- 3 years on mechanical push-access plate

Cisterns & Mechanisms (PL12)
- 10 years on Monolith installation frame
- 10 years on Monolith cistern tank
- 3 years on inlet and outlet valve products

Faucets & Flushing systems (PL13)
- 2 years on HyTronic and HyBasic products
- 2 years on HyTouch and Pneumatic actuators
- 2 years on HyTec UR partition walls

Waste fittings & traps (PL14)
- 2 years on Diseno washbasin trap

Building Drainage systems (PL21)
- 10 year system warranty for Geberit HDPE
- 10 year system warranty for Geberit Pluvia
- 10 year system warranty for Geberit Sovent
- 10 year system warranty for Geberit PP-HT, PP-KG, PP-SK
- 2 years on processing tools

Supply systems (PL22)
- 10 year system warranty for Geberit Mapress
- 2 years on processing tools

Millennium
Advanced Water Solutions

Warranty Statement: Our Goods come with guarantees that cannot be excluded under Australian Consumer Law (ACL). You are entitled to a replacement or refund for a major failure and for compensation for any 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 a failure does not amount to a major failure.

In addition to the lawful obligations stated above, Millennium offers the following extended warranty:

All Millennium Tapware and Accessories are manufactured to the applicable Australian Standards. Millennium products are constantly monitored for quality control during the manufacturing process.

RESIDENTIAL WARRANTY

Millennium product in residential dwellings are warranted against defects as follows:

Mixers 15 years (1 + 14 Years): **TERAMO, ONRA CIOSO, ARVO, ADINA, TRADESMAN, PULLOUT & PULL DOWN SPRAY MIXERS**.

The first year after repurchase is a parts and labour warranty. Followed by 14 years replacement product or parts only. **Note:** flexible Connectors that connect the water supply to mixers have a 5 year replacement warranty.

Mixers 15 years (5 + 10 years): **KONTI, INIS, ICOSA, AKEMI, KIATO, CELINE.**

The first 5 years after purchase is a parts and labour warranty. Followed by 10 years replacement product or parts only. **Note:** Excludes damage caused to ceramic disc cartridges by foreign matter such as sand, stones, copper filings, teflon tape etc. **Note:** Flexible Connectors that connect the water supply to mixers have a 5 year replacement warranty.

Tapware 15 years (1 + 14 years): **ALL TAPWARE.**

The first year after purchase is a parts and labour warranty. Followed by 14 years replacement product or parts only. **Note:** Perishables such as o rings, jumper valves and seals have a 1 year warranty.

Showers 15 years: ALL SHOWERS.

15 years replacement product or parts only. **Note:** Excludes hand shower hoses which are 1 year replacement product or parts only. **Note:** Perishables such as o rings and seals have a 1 year warranty.

Accessories: 10 years - 100% Brass accessories. **1 year:** - Accessories with zinc content.

100% Brass Accessories - 10 years replacement product or parts only. Accessories with zinc components - 1 year replacement product or parts only.

TERMS OF WARRANTY

If a service call is attended to by Peter W. Eldering Pty. Ltd. or one of their authorised agents and the problem was found to be caused by faulty installation or is not due to a manufacturing defect in the product, Peter W. Eldering reserves the right to charge a service call fee.

Any service work carried out without the prior approval in writing from Peter W. Eldering Pty Ltd. will void all subsequent warranty claims. Proof of purchase, either in the form of the original invoice or handover documents (at the completion of a new building provided by the builder), must be provided with the original warranty request.

Warranty is not transferable and is only applicable to the original owner.

All finishes other than Chrome are 1 year replacement product or parts only.

Warranty will not apply if any of the following cannot be proven to have been adhered to:

That the product was installed by a licensed plumber.

That the installation was done according to all instructions enclosed with the product and any statutory regulations that may apply.

That the product was not damaged during installation.

That abrasives or corrosive cleaning agents have not been applied to the product.

That installation or use of the product was not contrary to that stipulated in the installation instructions.

That isolation cocks were installed in the line before all basin, sink and laundry tapware.

That the water pressure does not exceed 500kpa.

That in dwellings using tank water, an inline water filter is installed between the tank ad the dwelling.

That when mixers or tapware fail and leak water, the water supply is immediately shut off at the isolation cocks and not turned back on until all warranty service work is completed.

COMMERCIAL WARRANTY

Millennium products in commercial buildings are warranted against defects as follows:

Mixers & Tapware: 2 years (1 + 1) The first year after purchase is a parts and labour warranty. Followed by 1 year replacement product or parts only. **Note:** Flexible connectors that connect the water supply to mixers have a 1 year warranty. **Note:** Excludes damage caused to ceramic disc cartridges by foreign matter such as sand, stones, copper filings and Teflon tape. **Note:** Perishables such as o rings, jumper valves and seals have a 1 year warranty.

Showers: 2 years replacement product or parts only. **Note:** Excludes hand shower hoses which are 1 year replacement product or parts only. **Note:** Perishables such as washers/seals have a 1 year warranty.

Accessories: 3 years: 100% Brass Accessories - 3 years replacement product or parts only. 1 Year: Accessories with Zinc componentry - 1 year replacement product or parts only.
COMMERCIAL BUILDINGS INCLUDE: HOSPITALS, HOTELS, MOTEL, RESTAURANTS, OFFICE BLOCKS, AGED CARE UNITS, FACTORIES, SCHOOLS, GYMS.

Important Notes:

1. WELS or Water Efficiency Lbelling Scheme is a federally legislated water saving program for tapware and other devices that use water. Under this legislation most mixers and tapware are flow restricted/controlled. In areas with high water pressure some flow controlled mixers and taps may emit noise levels significantly greater than if these products were not flow restricted/controlled. These noise levels are not a product fault and are not covered under warranty.

2. Scratches/marks on plated or powder coated surfaces caused by rings/fingernails or toothbrushes/bathroom containers etc are not covered under warranty.

3. Never store household cleaning products in cabinets under sink or basin mixers. Cleaning products emit vapours that can cause significant corrosion to the outer stainless steel layer in flexible connectors. This corrosion can lead to failure of the flexible connectors which turn can lead to major water damage. Water damage caused by corrosive chemical vapours which degrade flexible connectors is not covered under warranty. Dishwashing detergent and laundry powder do not emit corrosive vapours and are safe to store near tapware.

4. When installing bathroom accessories or rail/combination showers always use the product as your template prior to drilling any holes. Measurements given in current drawings are subject to change without notice.

Cleaning hints for tapware:

1. Never clean tapware/showers/accessories using harsh chemical detergents.cleaning products, citrus based cleaning products or abrasive cleaning pastes.

2. Where tapware remains dry in use, a soft 100% cotton cloth can be used to remive dust.

3. For a more thorough clean wipe tapware suing a soft 100% cotton cloth dipped in a tepid water/liquid soap mixture (no more than 2% soap). Using another clean cotton cloth dipped in fresh water, thoroughly wipe off all of the soapy water residue. Complete by thoroughly drying off all tapware surfaces with another clean dry cotton cloth.

NSW National Office

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Contact Sydney Office
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Fax : (02) 9791 9611

ARISTON
OUR IDEAS. YOUR HOME.

Warranty

Dear Customer, thank you for choosing this Ariston appliance. We are sure that it will provide you with many years of excellent service.

At Arisit Pty Limited we are dedicated to ensuring that our customers receive the best possible after-sales care. The Ariston 'Protection Plan' has been devised to give you added peace of mind . Should you encounter any problems with your appliance, our nationwide team of specially trained technicians will deal with your call swiftly and efficiently



"When you find something you love and trust, stick with it . I trust Ariston"

Brand Ambassador ***Gary Mehigan***

Celebrity Chef

ARISTON distributed by ARISIT PTY LTD (Australia) 40-44 Mark Anthony Drv. Dandenong Sth. Victoria 3175

ARISTON

OUR IDEAS. YOUR HOME.

Warranty Terms & Conditions

These Terms and Conditions apply only to Ariston products distributed in Australia and New Zealand by Arisit Pty Limited.

1.This warranty applies for a period of 5 years warranty on all Cooking, 3 years on Aqualtis Laundry and 2 years on all other products. Warranty applies for parts and labour in Australia, commencing from date of purchase. 2.Evidence of the date of purchase must be shown to the technician, when he calls, to obtain benefit under this warranty. 3. This warranty applies only to the original purchaser/hire purchaser of this appliance and cannot be assigned or transferred. Failure to produce documentary proof of the date of original acquisition by the original purchaser will result in a charge being levied for work done, labour and parts supplied. 4. This warranty does not apply to: a) Serviceable items such as filters, fuses, light bulbs, door seals, drive belts, external hoses, etc. b) Damage to body work, paint work, glass, trivets and plastic items (such as, but not limited to windows, covers, baskets, trays, worktops, door handles, control and kick panels.) c) Corrosion & rust damage. d) Damages/blockages caused by laundry or foreign objects. A fee for service will be charged following warranty claims where no fault is found with the appliance. 5. This warranty will not apply where: a) The fault is caused by accident, misuse, oversuds, an infestation of vermin, fire, flood or the use of products not approved by Arisit Pty. Limited. b) There has been a failure to comply with the manufacturer's operating and installation instructions. c) Service, modification or repair has been carried out by anybody other than an approved Ariston Service Technician. d) The appliance has been used/installed anywhere other than a private dwelling, or where it has been used other than for domestic use. e) The appliance is subject to a rental agreement.

6. Any defective part that has been replaced becomes the property of Arisit Pty Limited. 7. This warranty applies only to Ariston appliances purchased and installed in Australia and New Zealand. 8. Loss of use of the appliance or consequential loss of any nature is not covered. 9. A charge may be levied at the discretion of Arisit Pty Limited if the call is deemed unnecessary or if the cause of failure is traced to external sources such as, but not limited to: blown fuses, power failure, faulty installation, etc. 10. Where the appliance, the subject of a warranty claim or repair, is used or installed more than TWENTY (20) kilometres from the nearest Arisit Service Division or Authorised Service Agent, the cost of delivery to the nearest Service Division or travel costs for a technician or Authorised Service Agent shall be for the account of the Purchaser. Where a built-in appliance is located or installed outside the Arisit Authorised Service Agent's normal service area, additional travel and labour costs shall be the account of the Purchaser. 11. Arisit Pty Limited shall not under any circumstances be responsible in terms of this warranty for the replacement or repair of any part of the equipment which may have been damaged in transit, during and after installation or imperfections after installation. 12. Losses caused by act of God, failure to obtain spare parts, strikes or lockouts are not covered. 13. Service is offered during normal working hours only, also appliances to have a clear access in a serviceable area. 14. This warranty does not affect your statutory Rights 15. 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.

We reserve the right to amend any of the above without prior notice .

ARISIT PTY LIMITED

40-44 Mark Anthony Drive, Dandenong South VIC 3175, Australia

Service & Sales (03) 9768 0846

Email: commercial.warranty@arisit.com

ARISTON distributed by ARISIT PTY LTD (Australia) 40-44 Mark Anthony Drv. Dandenong Sth. Victoria 3175

BOSCH
Invented for life

B/S/H/

BSH HOME APPLIANCES PTY. LTD.

7-9 Arco Lane, Heatherton, Victoria 3202

BSH Home Appliances Pty. Ltd.
7-9 Arco Lane
Heatherton
Victoria 3202.

Dear Sir/Madam,

Thank you for choosing premium Bosch appliances for your home. Your appliances have been designed and engineered to the best standards possible and you are sure to get many years of enjoyment and use from them.

All Bosch home appliances used for normal domestic use are covered by a full 2 years parts and labour warranty against manufacturing faults and defects. The benefits offered by this warranty are in addition to rights and remedies under the Australian Consumer Law. For further information regarding product warranty, please refer to the separate warranty statement accompanied with the appliances.

Our Customer Care Team can be contacted via phone on 1300 360 447 or via email aftersales.au@bshg.com

For and on behalf of BSH Home Appliances Pty Ltd

Yours Sincerely,

Richard Woodmason
Business Development Manager - Commercial

BSH HOME APPLIANCES GROUP

ABN: 22 109 198 405
Postal Address: P.O. Box 505, Moorabbin, Victoria 3189, Australia
Visiting Address: 7-9 Arco Lane, Heatherton, Victoria 3202, Australia

PARISI

Parisi Bathware Warranty

PARISI VITREOUS CHINA WARRANTY

*10 year warranty on craftsmanship
*1 year warranty on internal parts and seat hinges

PARISI TAPWARE WARRANTY

*15 year warranty on ceramic disc cartridges. Provided pressure does not exceed 500kpa (5 years parts and labour, 10 years parts only)
*15 year warranty on chrome-plated finish
*1 year warranty on pull-out sprays and hoses for sprays (kitchen mixers only – retractable or moveable parts)

PARISI SHOWER WARRANTY

*15 year warranty on fixed shower heads (5 years parts and labour, 10 years parts only)
*15 year warranty on chrome plated finish
*1 year warranty on hand showers, hoses and rails (retractable or moveable parts)

PARISI ACCESSORIES WARRANTY

*15 year warranty on accessories (parts only)
*15 year warranty on chrome-plated finish
*1 year warranty on retractable or moveable parts & Mirrors

Wasteland
PLUMBING SUPPLIES

Wasteland Plumbing Supplies
134 Gilba Road
Girraween NSW 2145
T: 02 9636 2132
F: 02 9636 2498
sales@wasteland.com.au

A.C.N. – 011 009 653

Warranty on Products supplied by Wasteland Plumbing Supplies

To whom it may concern,

Wasteland Plumbing Supplies offers a full 12 months warranty on all products against faults and finishes

The warranty is valid from the date of installation

This warranty does not cover installation. If the fault is due to incorrect installation then the warranty is void.

Wasteland Plumbing Supplies holds the right to refuse any warranty claim if it is deemed not to be installed according to the correct installation procedures.

Yours Sincerely

Colin Jay
Sales Manager
Email: colin.jay@wasteland.com.au

ARTPLASTICS
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Seala-Waste
Stormwater System
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SUPPLIER WARRANTY + TERMS AND CONDITIONS

Electrolux Warranty

FOR SALES IN AUSTRALIA AND NEW ZEALAND
APPLIANCE: RANGEHOOD

Westinghouse

This document sets out the terms and conditions of the product warranties for Electrolux 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 Schedule 2 to the Competition and Consumer Act 2010;
   (c) 'Appliance' means any Electrolux product purchased by you and accompanied by this document;
   (d) 'ASC' means Electrolux authorised service centres;
   (e) 'Electrolux' means Electrolux Home Products Pty Ltd of 163 O'Riordan Street, Mascot NSW 2020, ABN 51 004 762 341 in respect of Appliances purchased in Australia and Electrolux (NZ) Limited (collectively 'Electrolux') of 3-5 Niall Burgess Road, Mount Wellington, in respect of Appliances purchased in New Zealand;
   (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 Electrolux, at its discretion, to repair an Appliance during the Warranty Period;
   (g) 'Warranty Period' means the Appliance is warranted against manufacturing defects in Australia for 24 months and in New Zealand 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 or New Zealand and used in normal domestic applications and is in addition to (and does not exclude, restrict, or modify in any way) any non-excludable statutory warranties in Australia or New Zealand.
3. During the Warranty Period Electrolux or its ASC 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. Electrolux or its ASC may use remanufactured parts to repair your Appliance. You agree that any replaced Appliances or parts become the property of Electrolux. This warranty does not apply to light globes, batteries, filters or similar perishable parts.
4. Parts and Appliances not supplied by Electrolux are not covered by this warranty.
5. To the extent permitted by law, you will bear the cost of transportation, travel and delivery of the Appliance to and from Electrolux or its ASC. 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 Electrolux or its ASC.

   In all instances, unless the Appliance is transported by Electrolux or an Electrolux authorised representative, the Appliance is transported at the owner's cost and risk while in transit to and from Electrolux or its ASC.
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. Electrolux 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 Electrolux 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 Electrolux, an authorised repairer or ASC.
8. This warranty, the contract to which it relates and the relationship between you and Electrolux are governed by the law applicable where the Appliance was purchased. Where the Appliance was purchased in New Zealand for commercial purposes the Consumer Guarantee Act does not apply.
9. To the extent permitted by law and subject to your non-excludable statutory rights and warranties, Electrolux 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 Electrolux in Australia, the Appliances come with a guarantee by Electrolux that cannot be excluded under the ACL. 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, Electrolux shall, at its discretion, determine whether repair, replacement or refund will apply if an Appliance has a valid warranty claim applicable to it.
12. For Appliances and services provided by Electrolux in New Zealand, the Appliances come with a guarantee by Electrolux pursuant to the provisions of the Consumer Guarantees Act, the Sale of Goods Act and the Fair Trading Act.
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, Electrolux and its ASC may exchange information in relation to you to enable Electrolux to meet its obligations under this warranty.

Important Notice
Before calling for service, please ensure that the steps listed in clause 13 above have been followed.

FOR SERVICE or to find the address of your nearest state service centre in Australia **PLEASE CALL 13 13 49** For the cost of a local call (Australia only)	**SERVICE AUSTRALIA** Electrolux ELECTROLUX HOME PRODUCTS www.electrolux.com.au	**FOR SPARE PARTS** or to find the address of your nearest state spare parts centre in Australia **PLEASE CALL 13 13 50** For the cost of a local call (Australia only)
FOR SERVICE or to find the address of your nearest authorised service centre in New Zealand **FREE CALL 0800 10 66 10** (New Zealand only)	**SERVICE NEW ZEALAND** Electrolux ELECTROLUX (NZ) Limited www.electrolux.co.nz	**FOR SPARE PARTS** or to find the address of your nearest state spare parts centre in New Zealand **FREE CALL 0800 10 66 20** (New Zealand only)

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3. If you intend to rely on the information within this Customer Service Pack, you are unilaterally responsible for obtaining independent advice and verification as to the accuracy, currency and or completeness of the information contained within the Customer Service Pack.

4. The information and data in this Customer Service Pack is subject to change without notice.

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customer service pack

Harvey Norman®
COMMERCIAL DIVISION

15-21 Atkinson Road, Taren Point NSW 2229

PO Box 2359, Taren Point NSW 2229

Phone: 1300 562 695

HNCTP.CustomerService@au.harveynorman.com

25 KANGOO ROAD, SOMERSBY NSW 2250

UNITS 4+5, 34 QUINNS LANE, NOWRA NSW 2541

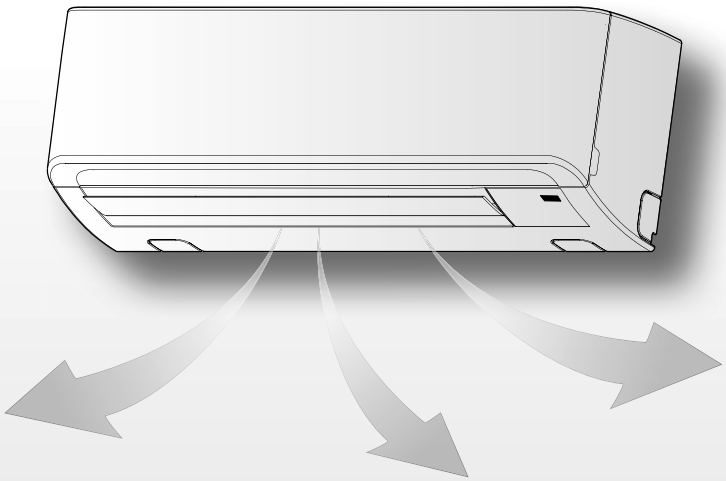
31 DACRE STREET, MITCHELL ACT 2911

SUPPLIER WARRANTY + PRODUCT CARE INFORMATION

www.harveynormancommercial.com.au

TOSHIBA

OWNER'S MANUAL



AIR CONDITIONER (SPLIT TYPE)
For general public use

Indoor unit
RAS-10, 13, 16, 18, 22, 24N3KV2 Series

Outdoor unit
RAS-10, 13, 16, 18, 22, 24N3AV2 Series

1110650197

PRECAUTIONS FOR SAFETY

⚠ DANGER

- Do not install, repair, open or remove the cover. It may expose you to dangerous voltages. Ask the dealership or the specialist to do this.
- Turning off the power supply will not prevent potential electric shock.
- The appliance shall be installed in accordance with national wiring regulation.
- Means for disconnection from the supply having a contact separation of at least 3 mm in all poles must be incorporated in the fixed wiring.

⚠ WARNING

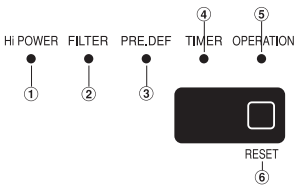
- Do not expose your body directly to cool air for a long time.
- Do not insert your finger or any article into the air inlet/outlet.
- When an abnormality (burning smell, etc.) occurs, stop the air conditioner and turn off the circuit breaker.
- Installation must be requested from the supplying retail dealership or professional installation vendors. Installation requires special knowledge and skill. If customers install on their own, it can be a cause of fire, electric shock, injury or water leakage.
- Do not select a location for installation where flammable gas may leak. If there is any gas leakage or accumulation around the unit, it can be a cause of fire.
- Do not turn ON/OFF the circuit breaker or operate buttons with a wet hand. It may be a cause of electric shock.
- Do not disassemble, modify or relocate the unit by yourself. It may become the cause of fire, electric shock, or water leakage. For repair or relocation, please request service from the supplying retail dealership or a Toshiba dealership.
- Do not select a location for installation where there may be excessive water or humidity, such as a bathroom. Deterioration of insulation may be a cause of electric shock or fire.
- When relocating or repairing the unit, please contact the supplying retail dealership. When there is a kink in the wiring, it may be the cause of electric shock or fire.
- During an error (such as a burning odor, not cooling, or not warming), stop operating the unit and turn off the circuit breaker. Continuous operation may be a cause of fire, or electric shock. Please request repair or service from the supplying retail dealership or a Toshiba dealership.
- Earth work should be requested from the supplying retail dealership or professional vendors. Insufficient grounding work may be the cause of electric shock. Do not connect the earth wire to a gas pipe, water pipe, lightning conductor, or telephone earth wire.
- If the indoor unit piping outlet is exposed due to relocation, close the opening. Touching internal electrical parts may cause injury or electric shock.
- Do not insert any material (metal, paper, or water, etc) into the air outlet or air intake opening. Fan may be rotating at high speed inside or there are high voltage sections, which may cause an injury or electric shock.
- You must use a independent power outlet for the power supply. If a power outlet other than the independent outlet is used, it may cause a fire.
- When the air-conditioning unit does not cool or warm, there may be a leakage of refrigerant. Please consult the supplying retail dealership. The refrigerant used in the air-conditioning unit is safe. It will not leak under normal operating conditions but if it leaks into the room and contacts a heat source such as a heater, or stove, it may cause a harmful reaction.
- When water or other foreign substances enter the internal parts, stop operating the unit immediately and turn off the circuit breaker. Operating the unit continuously may cause fire or electric shock. Please contact the supplying retail dealership for repair.
- Do not clean the inside of the air-conditioning unit yourself. Please request internal cleaning of the air-conditioning unit from the supplying retail dealership. Incorrect cleaning may cause breakage of resin parts or insulation defects of electrical parts, causing water leakage, electric shock or fire.
- Do not damage or modify the power cable. Do not connect the cable midway, or use a multiple outlet extension cord that is shared by other devices. Failure to do so may cause fire.
- Do not place heavy objects on the power cable, expose it to heat, or pull it. To do so may cause electrical shock or fire.
- 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 use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- Do not use any refrigerant different from the one specified for complement or replacement. Otherwise, abnormally high pressure may be generated in the refrigeration cycle, which may result in a failure or explosion of the product or an injury to your body.

⚠ CAUTION

- Check that the circuit breaker is installed correctly. If the circuit breaker is not properly installed, it may cause an electric shock. To check the installation method, please contact the supplying retail dealership or the professional vendor who installed the unit.
- When using the unit in a closed room, or operating with other combustion appliances, make sure to open a window occasionally for ventilation. Insufficient ventilation may cause suffocation due to a lack of oxygen.
- Avoid operating for long periods in a high humidity environment (over 80%) such as with the windows or doors open. There may be condensation on the indoor unit and droplets may fall onto the furniture.
- When the unit won't be used for a long time, turn off the main switch or the circuit breaker.
- It is recommended that maintenance be performed by a specialist when the unit has been operated for a long time.
- At least once a year check if the mounting table of the outdoor unit is damaged or not. If a damaged state is ignored, the unit may fall or over-turn, causing an injury.
- Stand on a sturdy ladder when attaching/detaching the front panel/air filter/air cleaning filter. Failure to do so may cause a fall or injury.
- Do not stand on the outdoor unit or place anything on the unit. It may be the cause of injury due to falling or over-turning. Any damage to the unit may cause an electric shock or fire.
- Do not use combustion appliances in the direct flow of the air from the air-conditioning unit. Poor combustion of a combustion appliance may cause suffocation.
- Do not place anything around the outdoor unit or allow fallen leaves to accumulate around it. If there are fallen leaves, small animals could enter and contact internal electrical parts, causing a failure or fire.
- Do not place animals and plants in places where wind from the air-conditioning unit flows directly. It may have a negative influence on the animal or plant.
- Ensure that drained water is discharged. When the discharging water process is not sufficient, water may leak, causing water damage to furniture. To check that the installation method used is correct, please contact the supplying retail dealership or the professional vendor who installed the unit.
- Do not place any containers such as a vase containing fluid on the unit. It might cause water to enter the unit and deteriorate the electrical insulation, causing an electric shock.
- Do not use for special applications such as storage of food or animals, or to display plants, precision devices, or art objects. Do not use on ships or in other vehicles. It may cause a failure in the air-conditioning unit. In addition, it may damage these items.
- Do not place other electrical appliances or furniture under the unit. Water droplets might fall, causing damage or failure.
- When cleaning, you must stop operating the unit and turn off the circuit breaker. Since the fan inside may be rotating at high speed, it may cause an injury.
- Do not wash the main air-conditioning unit with water. It may cause an electric shock.
- After the front panel/air filter is cleaned, wipe away any water and allow to dry. If water remains, it may cause an electric shock.
- Once the front panel is removed, do not touch the metal parts of the unit. It may cause an injury.
- Do not touch the air intake section or the aluminum fins of the unit. It may cause injury.
- When you hear thunder and there might be a lightning strike, stop operating the unit and disconnect the circuit breaker. If lightning strikes, it may cause a failure.

- Batteries for remote control unit:
  - Should be inserted with correct polarity (+) and (–).
  - Should not be recharged.
  - Do not use batteries for which the "Recommended usage period" has expired.
  - Do not keep used batteries inside the remote control unit.
  - Do not mix different types of batteries, or mix new batteries with old ones.
  - Do not directly solder the batteries.
  - Do not short-circuit, disassemble, heat, or throw batteries into a fire. If batteries are not disposed of correctly, they may burst or be the cause of fluid leakage, resulting in burns or injuries. If touching the fluid, wash thoroughly with water. If it touches devices, wipe off to avoid direct contact.
  - Do not place within reach of small children. If a battery is swallowed, consult a doctor immediately.
- The manufacturer shall not assume any liability for the damage caused by not observing the description of this manual.

1 INDOOR UNIT DISPLAY

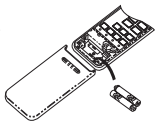


① Hi POWER (Green)
② FILTER (Orange)
③ PRE.DEF (Preheat/Defrost) (Orange)
④ TIMER (Yellow)
⑤ OPERATION (Green)
⑥ RESET button

2 PREPARATION BEFORE USE

Preparing Filters

1. Open the air inlet grille and remove the air filters.
2. Attach the filters. (see detail in the accessory sheet).

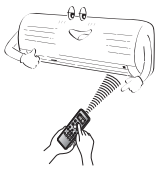


Loading Batteries (when use wireless operation.)

1. Remove the slide cover.
2. Insert 2 new batteries (AAA type) following the (+) and (–) positions.

Clock Setup

1. Push CLOCK by tip of the pencil. If timer indication is flashing, go to the next step 2.
2. Press ON or OFF : adjust the time.
3. Press SET : Set the time.

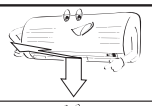
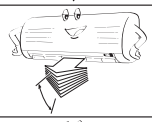


Remote Control Reset

Push RESET by tip of the pencil or

1. Remove the batteries.
2. Press ⏻.
3. Insert the batteries.

3 AIR FLOW DIRECTION

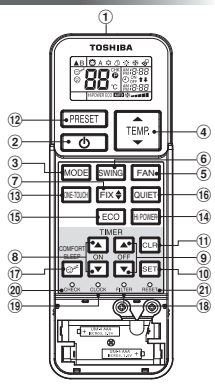
1	Press FIX : Move the louver in the desired vertical direction.	
2	Press SWING : Swing the air automatically and press again to stop.	
3	For horizontal direction, adjust manually.	

Note:

- Do not move the louver manually by others.
- The louver may automation positioning by some operation mode.

4 REMOTE CONTROL

① Infrared signal emitter
② Start/Stop button
③ Mode select button (MODE)
④ Temperature button (TEMP)
⑤ Fan speed button (FAN)
⑥ Swing louver button (SWING)
⑦ Set louver button (FIX)
⑧ On timer button (ON)
⑨ Off timer button (OFF)
⑩ Setup button (SET)
⑪ Clear button (CLR)
⑫ Memory and Preset button (PRESET)
⑬ One-Touch button (ONE-TOUCH)
⑭ High power button (Hi-POWER)
⑮ Economy button (ECO)
⑯ Quiet button (QUIET)
⑰ Comfort sleep button (COMFORT SLEEP)
⑱ Filter reset button (FILTER)
⑲ Set clock button (CLOCK)
⑳ Check button (CHECK)
㉑ Reset button (RESET)



Note:

- The provided Remote Controller is a wireless type, which also can be used as a wire. Please see "How to Connect The Remote Controller for Wired Operation", located in installation instruction, in case of wired control is required.
- In wire operation, remote controller will return to initial condition (PRESET, TIMER and CLOCK will return to initial condition) when user shutdown power supply of Air conditioner.

5 ONE-TOUCH

Press the "ONE-TOUCH" button for fully automated operation that is customized to the typical consumer preferences in your region of the world. The customized settings control temperature air flow strength, air flow direction and other settings to provide you alternate contact with "ONE-TOUCH" of the button. If you prefer other settings you can select from the many other operating functions of your Toshiba unit.

Press ONE-TOUCH : Start the operation.

6 AUTOMATIC OPERATION

To automatically select cooling, heating or fan only operation

1. Press MODE : Select A.
2. Press TEMP. : Set the desired temperature.
3. Press FAN : Select AUTO, LOW ▁, LOW+ ▁▂, MED ▁▂▃, MED+ ▁▂▃■, or HIGH ▁▂▃■■.

7 COOLING / HEATING / FAN ONLY OPERATION

1. Press MODE : Select Cool ☼, Heat ☼, or Fan only ✣.
2. Press TEMP. : Set the desired temperature.
   Cooling: Min. 17°C, Heating: Max. 30°C, Fan Only: No temperature indication
3. Press FAN : Select AUTO, LOW ▁, LOW+ ▁▂, MED ▁▂▃, MED+ ▁▂▃■, or HIGH ▁▂▃■■.

8 DRY OPERATION

For dehumidification, a moderate cooling performance is controlled automatically.

1. Press MODE : Select Dry 💧.
2. Press TEMP. : Set the desired temperature.

9 Hi-POWER OPERATION

To automatically control room temperature and airflow for faster cooling or heating operation (except in DRY and FAN ONLY mode)

Press Hi-POWER : Start and stop the operation.

10 ECO OPERATION

To automatically control room to save energy (except in DRY and FAN ONLY mode)

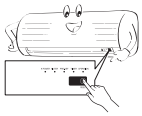
Press ECO : Start and stop the operation.

Note: Cooling operation; the set temperature will increase automatically 1 degree/ hour for 2 hours (maximum 2 degrees increase). For heating operation the set temperature will decrease.

11 TEMPORARY OPERATION

In case of the misplaced or discharged remote control

- Pressing the RESET button, the unit can start or stop without using the remote control.
- Operation mode is set on AUTOMATIC operation, preset temperature is 25°C and fan operation is automatic speed.



12 TIMER OPERATION

Set the timer when the air conditioner is operating.

	Setting the ON Timer	Setting the OFF Timer
1	Press ON : Set the desired ON timer.	Press OFF : Set the desired OFF timer.
2	Press SET : Set the timer.	Press SET : Set the timer.
3	Press CLR : Cancel the timer.	Press CLR : Cancel the timer.

Daily timer allows the user to set both the ON & OFF timers and will be activated on a daily basis.

Setting Everyday Timer

1	Press ON : Set the ON timer.	3	Press SET.
2	Press OFF : Set the OFF timer.	4	Press SET : button during the (⬆ or ⬇) mark flashing.

- During the every day timer is activating, both arrows (⬆, ⬇) are indicated.

Note:

- Keep the remote control in accessible transmission to the indoor unit; otherwise, the time lag of up to 15 minutes will occur.
- The setting will be saved for the next same operation.

13 PRESET OPERATION

Set your preferred operation for future use. The setting will be memorized by the unit for future operation (except airflow direction).

1. Select your preferred operation.
2. Press and hold PRESET for 3 seconds to memorize the setting. The Ⓟ mark displays.
3. Press PRESET : Operate the preset operation.

14 AUTO RESTART OPERATION

To automatically restart the air conditioner after the power failure (Power of the unit must be on.)

Setting

1. Press and hold the RESET button on the indoor unit for 3 seconds to set the operation. (3 beep sound and OPERATION lamp blink 5 time/sec for 5 seconds)
2. Press and hold the RESET button on the indoor unit for 3 seconds to cancel the operation. (3 beep sound but OPERATION lamp does not blink)
   - In case of ON timer or OFF timer are set, AUTO RESTART OPERATION does not activate.

15 QUIET OPERATION

To operate at super low fan speed for quiet operation (except in DRY mode)

Press QUIET : Start and stop the operation.

Note: Under certain conditions, QUIET operation may not provide adequate cooling due to low sound features.

16 COMFORT SLEEP OPERATION

For comfortable sleep, automatically control air flow and automatically turn OFF.

Press COMFORT SLEEP : Select 1, 3, 5 or 9 hrs for OFF timer operation.

Note: The cooling operation, the set temperature will increase automatically 1 degree/hour for 2 hours (maximum 2 degrees increase). For heating operation, the set temperature will decrease.

17 MAINTENANCE

⚠ Firstly, turn off the circuit breaker.

Filter Reset (Some models only)

FILTER lamp lights on; the filter must be cleaned.
To turn off the lamp, push the RESET button on the indoor unit or the FILTER button on the remote control.

Indoor Unit and Remote Control

- Clean the indoor unit and the remote control with a wet cloth when needed.
- No benzine, thinner, polishing powder or chemically-treated duster.

18 SELF CLEANING OPERATION (COOL AND DRY OPERATION ONLY)

To protect bad smell caused by the humidity in the indoor unit.

1. If the ⏻ button is pressed once during "Cool" or "Dry" mode, the fan will continue to run for other 30 minutes, then it will turn off automatically. This will reduce the moisture in the indoor unit.
2. To stop the unit immediately, press the ⏻ more 2 times within 30 seconds.

19 OPERATION AND PERFORMANCE

1. Three-minute protection feature: To prevent the unit from being activated for 3 minutes when suddenly restarted or switched to ON.
2. Preheating operation: Warm up the unit for 5 minutes before blowing warm air.
3. Warm air control: When the room temperature reaches the set temperature, the fan speed is automatically reduced and the outdoor unit will stop.
4. Automatic defrosting: Fans will stop during defrost operation.
5. Heating capacity: Heat is absorbed from outdoor and released into the room. When the outdoor temperature is too low, use another recommended heating apparatus in combination with the air conditioner.
6. Consideration for accumulated snow: Select the position for outdoor unit where it will not be subjected to snow drifts, accumulation of leaves or other seasonal debris.
7. Some minor cracking sound may occur when unit operating. This is normal because the cracking sound may be caused by expansion/contraction of plastic.

Note: Item 2 to 6 for Heating model

Air conditioner operating conditions

Temp. / Operation	Outdoor Temperature	Room Temperature
Heating	–15°C ~ 24°C	Less than 28°C
Cooling	–10°C ~ 46°C	21°C ~ 32°C
Dry	–10°C ~ 46°C	17°C ~ 32°C

20 TROUBLESHOOTING (CHECK POINT)

The unit does not operate.	Cooling or Heating is abnormally low.
• The power main switch is turned off. • The circuit breaker is activated to cut off the power supply. • Stoppage of electric current. • ON timer is set.	• The filters are blocked with dust. • The temperature has been set improperly. • The windows or doors are opened. • The air inlet or outlet of the outdoor unit is blocked. • The fan speed is too low. • The operation mode is FAN or DRY.

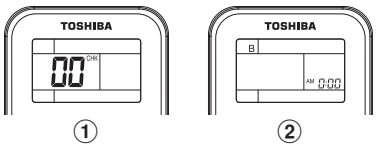
21 REMOTE CONTROL A-B SELECTION

To separate using of remote control for each indoor unit in case of 2 air conditioners are installed nearly.

Remote Control B Setup.

1. Press RESET button on the indoor unit to turn the air conditioner ON.
2. Point the remote control at the indoor unit.
3. Push and hold CHECK button on the Remote Control by the tip of the pencil. "00" will be shown on the display.
4. Press MODE during pushing CHECK. "B" will show on the display and "00" will disappear and the air conditioner will turn OFF. The Remote Control B is memorized.

Note: 1. Repeat above step to reset Remote Control to be A.
2. Remote Control A has not "A" display.
3. Default setting of Remote Control from factory is A.

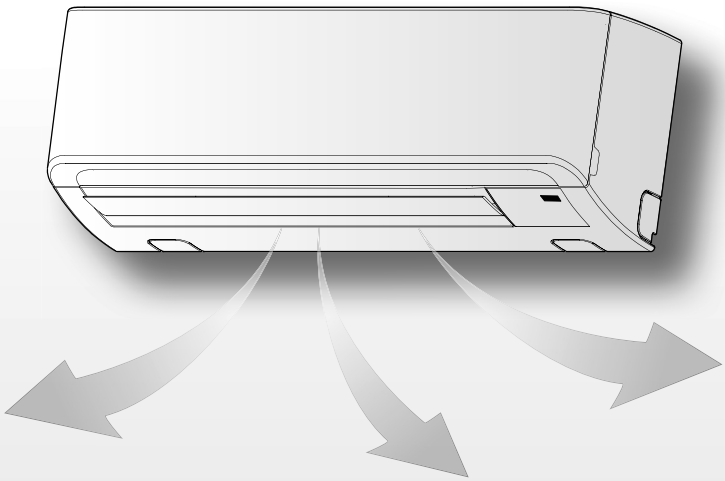


① ②

TOSHIBA

TOSHIBA

OWNER'S MANUAL



ENGLISH
ESPAÑOL
FRANÇAIS
ITALTANO
DEUTSCH
PORTUGUÊS
POLSKI
NEDERLANDS
ΕΛΛΗΝΙΚΑ
SVENSKA
SUOMI
NORSK
DANSK

AIR CONDITIONER (SPLIT TYPE)
For general public use

Indoor unit
RAS-B10, 13, 16, 22N3KV2 Series
RAS-M07, 24N3KV2 Series

Outdoor unit
RAS-10, 13, 16, 22N3AV2 Series
RAS-M14GAV-E
RAS-M18UAV-E
RAS-3M18SAV-E
RAS-4M23SAV-E
RAS-3M26UAV-E
RAS-4M27UAV-E
RAS-5M34UAV-E1

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PRECAUTIONS FOR SAFETY

The manufacturer shall not assume any liability for the damage caused by not observing the description of this manual.
Store this owner's manual in a location where it can be easily accessed when needed.
Be sure to read this owner's manual carefully before operating.
It is recommended that maintenance be performed by a specialist when the unit has been operated for a long time.
This appliance is not intended for use by person (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
Children should be supervised to ensure that they do not play with the appliance.

Be sure to follow the precautions provided here to avoid safety risks. The symbols and their meanings are shown below.	
⚠ DANGER	It indicates that incorrect use of this unit can result in a high possibility of severe injury(*1) or death.
⚠ WARNING	It indicates that incorrect use of this unit may cause severe injury or death.
⚠ CAUTION	It indicates that incorrect use of this unit may cause personal injury(*2), or property damage(*3).

*1: A severe injury refers to blindness, injury, burns (hot or cold), electrical shock, bone fracture, or poisoning that leaves aftereffects and requires hospitalization or extended out-patient treatment.
*2: Personal injury means a slight accident, burn, or electrical shock which does not require admission or repeated hospital treatment.
*3: Property damage means greater damage which affects assets or resources.

	Never do.		Beware of rotating parts
	Electrical hazard. Contact with water will cause electric shock. Do NOT touch with wet hands. Always unplug when not in use.		Risk of finger injury
	Always follow the instructions		Do not get the product wet

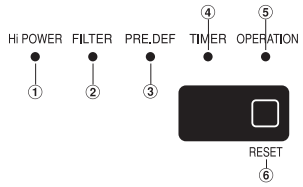
DANGER	
	Do not install, repair, open or remove the cover. It may expose you to dangerous voltages. Ask the dealership or the specialist to do this.
	Turning off the power supply will not prevent potential electric shock.
	The appliance shall be installed in accordance with national wiring regulation.
	Means for disconnection from the supply having a contact separation of at least 3 mm in all poles must be incorporated in the fixed wiring.
	Do not place a spray can near the air outlet grille less than 1 m. The warm air from indoor and outdoor units may cause an explosion of the spray can.
WARNING	
	Installation must be requested from the supplying retail dealership or professional installation vendors. Installation requires special knowledge and skill. If customers install on their own, it can be a cause of fire, electric shock, injury or water leakage.
	Do not use any refrigerant different from the one specified for complement or replacement. Otherwise, abnormally high pressure may be generated in the refrigeration cycle, which may result in a failure or explosion of the product or an injury to your body.
	Do not disassemble, modify or relocate the unit by yourself. It may become the cause of fire, electric shock, or water leakage. For repair or relocation, please request service from the supplying retail dealership.
	When relocating or repairing the unit, please contact the supplying retail dealership. When there is a kink in the wiring, it may be the cause of electric shock or fire.
	Do not select a location for installation where flammable gas may leak. If there is any gas leakage or accumulation around the unit, it can be a cause of fire.
	Do not select a location for installation where there may be excessive water or humidity, such as a bathroom. Deterioration of insulation may be a cause of electric shock or fire.
	Earth work should be requested from the supplying retail dealership or professional vendors. Insufficient grounding work may be the cause of electric shock. Do not connect the earth wire to a gas pipe, water pipe, lightning conductor, or telephone earth wire.
	You must use an independent power outlet for the power supply. If a power outlet other than the independent outlet is used, it may cause a fire.
	Check that the circuit breaker is installed correctly. If the circuit breaker is not properly installed, it may cause an electric shock. To check the installation method, please contact the supplying retail dealership or the professional vendor who installed the unit.
	During an error (such as a burning odor, not cooling, or not warming), stop operating the unit and turn off the circuit breaker. Continuous operation may be a cause of fire, or electric shock. Please request repair or service from the supplying retail dealership.
	Do not turn ON/OFF the circuit breaker or operate buttons with a wet hand. It may be a cause of electric shock.
	Do not insert any material (metal, paper, or water, etc) into the air outlet or air intake opening. Fan may be rotating at high speed inside or there are high voltage sections, which may cause an injury or electric shock.

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❗	When the air-conditioning unit does not cool or warm, there may be a leakage of refrigerant. Please consult the supplying retail dealership. The refrigerant used in the air-conditioning unit is safe. It will not leak under normal operating conditions but if it leaks into the room and contacts a heat source such as a heater, or stove, it may cause a harmful reaction.
❗	When water or other foreign substances enter the internal parts, stop operating the unit immediately and turn off the circuit breaker. Operating the unit continuously may cause fire or electric shock. Please contact the supplying retail dealership for repair.
🚫	Do not clean the inside of the air-conditioning unit yourself. Please request internal cleaning of the air-conditioning unit from the supplying retail dealership. Incorrect cleaning may cause breakage of resin parts or insulation defects of electrical parts, causing water leakage, electric shock or fire.
🚫	Do not damage or modify the power cable. Do not connect the cable midway, or use a multiple outlet extension cord that is shared by other devices. Failure to do so may cause fire.
🚫	Do not place heavy objects on the power cable, expose it to heat, or pull it. To do so may cause electrical shock or fire.
🚫	Do not expose your body directly to cool air for a long time.
🚫	Do not insert your finger or any article into the air inlet/outlet.
	⚠ CAUTION
❗	Ensure that drained water is discharged. When the discharging water process is not sufficient, water may leak, causing water damage to furniture. To check that the installation method used is correct, please contact the supplying retail dealership or the professional vendor who installed the unit.
❗	If the indoor unit piping outlet is exposed due to relocation, close the opening, Touching internal electrical parts may cause injury or electric shock.
🚫	Do not wash the main air-conditioning unit with water. It may cause an electric shock.
🚫	Do not place any containers such as a vase containing fluid on the unit. It might cause water to enter the unit and deteriorate the electrical insulation, causing an electric shock.
❗	When using the unit in a closed room, or operating with other combustion appliances, make sure to open a window occasionally for ventilation. Insufficient ventilation may cause suffocation due to a lack of oxygen.
🚫	Do not use combustion appliances in the direct flow of the air from the air-conditioning unit. Poor combustion of a combustion appliance may cause suffocation.
🚫	Avoid operating for long periods in a high humidity environment (over 80%) such as with the windows or doors open. There may be condensation on the indoor unit and droplets may fall onto the furniture.
❗	When the unit won't be used for a long time, turn off the main switch or the circuit breaker.
❗	At least once a year check if the mounting table of the outdoor unit is damaged or not. If a damaged state is ignored, the unit may fall or over-turn, causing an injury.
🚫	Stand on a sturdy ladder when attaching/detaching the front panel/air filter/air cleaning filter. Failure to do so may cause a fall or injury.
🚫	Do not stand on the outdoor unit or place anything on the unit. It may be the cause of injury due to falling or over-turning. Any damage to the unit may cause an electric shock or fire.
❗	Do not place anything around the outdoor unit or allow fallen leaves to accumulate around it. If there are fallen leaves, small animals could enter and contact internal electrical parts, causing a failure or fire.
🚫	Do not place animals and plants in places where wind from the air-conditioning unit flows directly. It may have a negative influence on the animal or plant.
🚫	Do not use for special applications such as storage of food or animals, or to display plants, precision devices, or art objects. Do not use on ships or in other vehicles. It may cause a failure in the air-conditioning unit. In addition, it may damage these items.
🚫	Do not place other electrical appliances or furniture under the unit. Water droplets might fall, causing damage or failure.
❗	When performing maintenance, you must stop operating the unit and turn off the circuit breaker. Since the fan inside may be rotating at high speed, it may cause an injury.
❗	After the front panel/air filter is cleaned, wipe away any water and allow to dry. If water remains, it may cause an electric shock.
🚫	Once the front panel is removed, do not touch the metal parts (aluminum fins, etc.) of the unit. It may cause an injury.
❗	When you hear thunder and there might be a lightning strike, stop operating the unit and disconnect the circuit breaker. If lightning strikes, it may cause a failure.

- Batteries for remote control unit:
  - Should be inserted with correct polarity (+) and (-).
  - Should not be recharged.
  - Do not use batteries for which the "Recommended usage period" has expired.
  - Do not keep used batteries inside the remote control unit.
  - Do not mix different types of batteries, or mix new batteries with old ones.
  - Do not directly solder the batteries.
  - Do not short-circuit, disassemble, heat, or throw batteries into a fire. If batteries are not disposed of correctly, they may burst or be the cause of fluid leakage, resulting in burns or injuries. If touching the fluid, wash thoroughly with water. If it touches devices, wipe off to avoid direct contact.
  - Do not place within reach of small children. If a battery is swallowed, consult a doctor immediately.
- When you press CLOCK ●, CHECK ●, FILTER ● and RESET ● button, do not let any foreign substances enter and remain inside of the remote control.

1 INDOOR UNIT DISPLAY

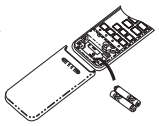


① Hi POWER (Green)
② FILTER (Orange)
③ PRE.DEF (Preheat/Defrost) (Orange)
④ TIMER (Yellow)
⑤ OPERATION (Green)
⑥ RESET button

2 PREPARATION BEFORE USE

Preparing Filters

1. Open the air inlet grille and remove the air filters.
2. Attach the filters. (see detail in the accessory sheet).

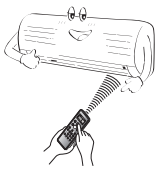


Loading Batteries (when use wireless operation.)

1. Remove the slide cover.
2. Insert 2 new batteries (AAA type) following the (+) and (–) positions.

Clock Setup

1. Push CLOCK by tip of the pencil. If timer indication is flashing, go to the next step 2.
2. Press ON or OFF : adjust the time.
3. Press SET : Set the time.

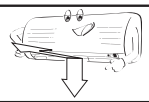
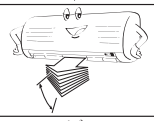


Remote Control Reset

Push RESET by tip of the pencil or

1. Remove the batteries.
2. Press ⏻.
3. Insert the batteries.

3 AIR FLOW DIRECTION

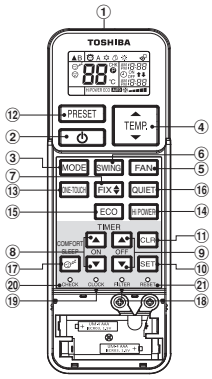
1	Press FIX : Move the louver in the desired vertical direction.	
2	Press SWING : Swing the air automatically and press again to stop.	
3	For horizontal direction, adjust manually.	

Note:

- Do not move the louver manually by others.
- The louver may automation positioning by some operation mode.

4 REMOTE CONTROL

① Infrared signal emitter
② Start/Stop button
③ Mode select button (MODE)
④ Temperature button (TEMP)
⑤ Fan speed button (FAN)
⑥ Swing louver button (SWING)
⑦ Set louver button (FIX)
⑧ On timer button (ON)
⑨ Off timer button (OFF)
⑩ Setup button (SET)
⑪ Clear button (CLR)
⑫ Memory and Preset button (PRESET)
⑬ One-Touch button (ONE-TOUCH)
⑭ High power button (Hi-POWER)
⑮ Economy button (ECO)
⑯ Quiet button (QUIET)
⑰ Comfort sleep button (COMFORT SLEEP)
⑱ Filter reset button (FILTER)
⑲ Set clock button (CLOCK)
⑳ Check button (CHECK)
㉑ Reset button (RESET)



Note:

- The provided Remote Controller is a wireless type, which also can be used as a wire. Please see "How to Connect The Remote Controller for Wired Operation", located in installation instruction, in case of wired control is required.
- In wire operation, remote controller will return to initial condition (PRESET, TIMER and CLOCK will return to initial condition) when user shutdown power supply of Air conditioner.

5 ONE-TOUCH

Press the "ONE-TOUCH" button for fully automated operation that is customized to the typical consumer preferences in your region of the world. The customized settings control temperature air flow strength, air flow direction and other settings to provide you alternate contact with "ONE-TOUCH" of the button. If you prefer other settings you can select from the many other operating functions of your Toshiba unit.

Press ONE-TOUCH : Start the operation.

6 AUTOMATIC OPERATION

To automatically select cooling or heating operation

1. Press MODE : Select A.
2. Press TEMP. : Set the desired temperature.
3. Press FAN : Select AUTO, LOW ▁, LOW+ ▁▃, MED ▁▃▅, MED+ ▁▃▅▇, or HIGH ▁▃▅▇.

7 COOLING / HEATING OPERATION

1. Press MODE : Select Cool ☼, or Heat ☼.
2. Press TEMP. : Set the desired temperature.
   Cooling: Min. 17°C, Heating: Max. 30°C
3. Press FAN : Select AUTO, LOW ▁, LOW+ ▁▃, MED ▁▃▅, MED+ ▁▃▅▇, or HIGH ▁▃▅▇.

8 DRY OPERATION

For dehumidification, a moderate cooling performance is controlled automatically.

1. Press MODE : Select Dry 💧.
2. Press TEMP. : Set the desired temperature.

9 Hi-POWER OPERATION

To automatically control room temperature and airflow for faster cooling or heating operation (except in DRY mode)

Press Hi-POWER : Start and stop the operation.

10 ECO OPERATION

To automatically control room to save energy (except in DRY mode)

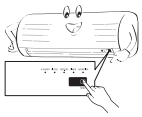
Press ECO : Start and stop the operation.

Note: Cooling operation; the set temperature will increase automatically 1 degree/ hour for 2 hours (maximum 2 degrees increase). For heating operation the set temperature will decrease.

11 TEMPORARY OPERATION

In case of the misplaced or discharged remote control

- Pressing the RESET button, the unit can start or stop without using the remote control.
- Operation mode is set on AUTOMATIC operation, preset temperature is 25°C and fan operation is automatic speed.



12 TIMER OPERATION

Set the timer when the air conditioner is operating.

	Setting the ON Timer	Setting the OFF Timer
1	Press ON : Set the desired ON timer.	Press OFF : Set the desired OFF timer.
2	Press SET : Set the timer.	Press SET : Set the timer.
3	Press CLR : Cancel the timer.	Press CLR : Cancel the timer.

Daily timer allows the user to set both the ON & OFF timers and will be activated on a daily basis.

EN

Setting Everyday Timer

1	Press ON : Set the ON timer.	3	Press SET.
2	Press OFF : Set the OFF timer.	4	Press SET : button during the (▮ or ▮) mark flashing.

- During the every day timer is activating, both arrows (▮, ▮) are indicated.

Note:
- Keep the remote control in accessible transmission to the indoor unit; otherwise, the time lag of up to 15 minutes will occur.
- The setting will be saved for the next same operation.

13 PRESET OPERATION

Set your preferred operation for future use. The setting will be memorized by the unit for future operation (except airflow direction).

1. Select your preferred operation.
2. Press and hold PRESET for 3 seconds to memorize the setting. The Ⓟ mark displays.
3. Press PRESET : Operate the preset operation.

14 AUTO RESTART OPERATION

To automatically restart the air conditioner after the power failure (Power of the unit must be on.)

Setting

1. Press and hold the RESET button on the indoor unit for 3 seconds to set the operation. (3 beep sound and OPERATION lamp blink 5 time/sec for 5 seconds)
2. Press and hold the RESET button on the indoor unit for 3 seconds to cancel the operation. (3 beep sound but OPERATION lamp does not blink)
   - In case of ON timer or OFF timer are set, AUTO RESTART OPERATION does not activate.

15 QUIET OPERATION

To operate at super low fan speed for quiet operation (except in DRY mode)

Press QUIET : Start and stop the operation.

Note: Under certain conditions, QUIET operation may not provide adequate cooling due to low sound features.

16 COMFORT SLEEP OPERATION

For comfortable sleep, automatically control air flow and automatically turn OFF.

Press COMFORT SLEEP : Select 1, 3, 5 or 9 hrs for OFF timer operation.

Note: The cooling operation, the set temperature will increase automatically 1 degree/hour for 2 hours (maximum 2 degrees increase). For heating operation, the set temperature will decrease.

17 MAINTENANCE

⚠ Firstly, turn off the circuit breaker.

Filter Reset

FILTER lamp lights on; the filter must be cleaned.
To turn off the lamp, push the RESET button on the indoor unit or the FILTER button on the remote control.

Indoor Unit and Remote Control

- Clean the indoor unit and the remote control with a wet cloth when needed.
- No benzine, thinner, polishing powder or chemically-treated duster.

18 SELF CLEANING OPERATION (COOL AND DRY OPERATION ONLY)

To protect bad smell caused by the humidity in the indoor unit.

1. If the ⏻ button is pressed once during "Cool" or "Dry" mode, the fan will continue to run for other 30 minutes, then it will turn off automatically. This will reduce the moisture in the indoor unit.
2. To stop the unit immediately, press the ⏻ more 2 times within 30 seconds.

19 OPERATION AND PERFORMANCE

1. Three-minute protection feature: To prevent the unit from being activated for 3 minutes when suddenly restarted or switched to ON.
2. Preheating operation: Warm up the unit for 5 minutes before blowing warm air.
3. Warm air control: When the room temperature reaches the set temperature, the fan speed is automatically reduced and the outdoor unit will stop.
4. Automatic defrosting: Fans will stop during defrost operation.
5. Heating capacity: Heat is absorbed from outdoor and released into the room. When the outdoor temperature is too low, use another recommended heating apparatus in combination with the air conditioner.
6. Consideration for accumulated snow: Select the position for outdoor unit where it will not be subjected to snow drifts, accumulation of leaves or other seasonal debris.
7. Some minor cracking sound may occur when unit operating. This is normal because the cracking sound may be caused by expansion/contraction of plastic.

Note: Item 2 to 6 for Heating model

Air conditioner operating conditions

Operation \ Temp.	Outdoor Temperature	Room Temperature
Heating	–15°C ~ 24°C	Less than 28°C
Cooling	–10°C ~ 46°C	21°C ~ 32°C
Dry	–10°C ~ 46°C	17°C ~ 32°C

20 TROUBLESHOOTING (CHECK POINT)

The unit does not operate.	Cooling or Heating is abnormally low.
• The power main switch is turned off. • The circuit breaker is activated to cut off the power supply. • Stoppage of electric current. • ON timer is set.	• The filters are blocked with dust. • The temperature has been set improperly. • The windows or doors are opened. • The air inlet or outlet of the outdoor unit is blocked. • The fan speed is too low. • The operation mode is DRY.

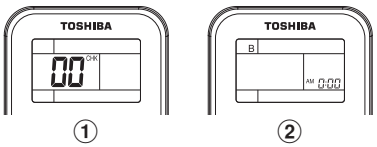
21 REMOTE CONTROL A-B SELECTION

To separate using of remote control for each indoor unit in case of 2 air conditioners are installed nearly.

Remote Control B Setup.

1. Press RESET button on the indoor unit to turn the air conditioner ON.
2. Point the remote control at the indoor unit.
3. Push and hold CHECK button on the Remote Control by the tip of the pencil. "00" will be shown on the display.
4. Press MODE during pushing CHECK. "B" will show on the display and "00" will disappear and the air conditioner will turn OFF. The Remote Control B is memorized.

Note: 1. Repeat above step to reset Remote Control to be A.
2. Remote Control A has not "A" display.
3. Default setting of Remote Control from factory is A.



① ②



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www.bosch-home.com/welcome



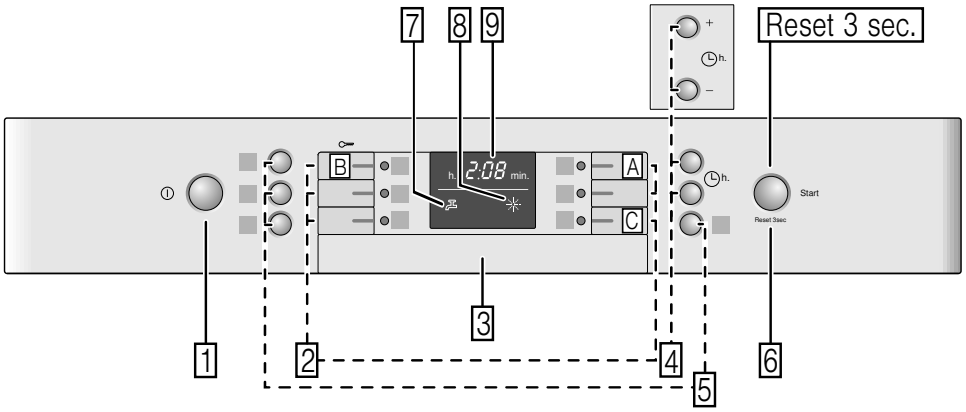


Dishwasher

SM...
SB...

BOSCH

aus Instruction manual


7
8
9
Reset 3 sec.
B
A
C
2:08 min.
Start
1
2
3
4
5
6

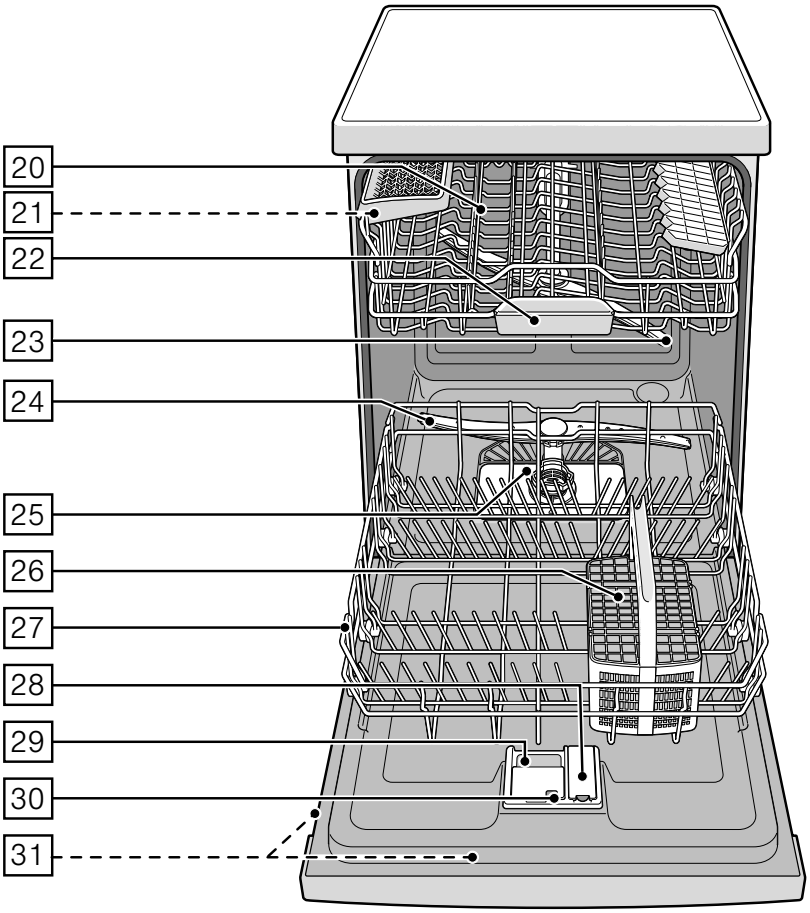

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Intended use

- This appliance is intended for use in the home and the home environment.
- Use the dishwasher only in the household and only for its designed purpose: for washing domestic dishes.

Safety instructions

Children from 8 years of age or people whose physical, sensory or mental abilities or their lack of experience or knowledge prevent them from using the appliance safely must not use this appliance without supervision or instruction by a responsible person.

Before you switch ON the appliance

Please read the operating and installation instructions carefully. They contain important information on how to install, use and maintain the appliance.

Retain all documents for subsequent use or for the next owner.

Delivery

1. Check the packaging and dishwasher immediately for damage caused in transit. Do not switch on a damaged appliance, but contact your supplier.
2. Please dispose of the packaging material in an environmentally friendly manner.
3. Do not let children play with packaging and its parts. There is a risk of suffocation from collapsible boxes and film.

Installation

- Following installation, ensure that the back of the dishwasher is not freely accessible (protection against contact due to hot surface).
- Install and connect the appliance according to the installation and assembly instructions.
- Prior to installation, disconnect the dishwasher from the power supply.
- Ensure that the protective conductor system of the domestic supply has been correctly installed.
- The electrical connection conditions must correspond with the specifications on the dishwasher rating plate [31].
- If the power cord of this appliance is damaged, it must be replaced with a particular power cord.
  To prevent injury, the power cord may be purchased from customer service only.
- If the dishwasher is installed in a high-sided unit, the unit must be secured properly.
- If the dishwasher is installed below or above other domestic appliances, follow the information for installation in combination with a dishwasher in the installation instructions for the particular appliances.
- Also follow the installation instructions for the dishwasher to ensure that all appliances are operated safely.
- If there is no information or if the installation instructions do not include the appropriate information, contact the manufacturer of these appliances to ensure that the dishwasher can be installed above or below these appliances.

- If you cannot obtain any information from the manufacturer, you must not install the dishwasher above or below these appliances.
- If you install a microwave oven above the dishwasher, the microwave oven may be damaged.
- Install built-under or integratable appliances only under continuous worktops which have been screwed to adjacent cupboards to ensure stability.
- Do not install the appliance near heat sources (radiators, heat storage tanks, cookers or other appliances which generate heat) and do not install under a hob.
- After installing the appliance, ensure that the plug is easily accessible.
  (See Electrical connection)
- Some models:
  The plastic housing on the water connection contains an electric valve, the connecting cables are in the supply hose. Do not cut through this hose, do not immerse the plastic housing in water.

In daily use

Read and observe the safety information and instructions for use on the packaging for cleaning and rinsing agents.

Childproof lock (door lock) *

The description of the childproof lock is at the back in the envelope.

* depending on model

Childproof lock (button lock)

You can secure your appliance from being unintentionally the programme terminated (e.g. improper operation by children).

Activating the button lock:

1. Start the required programme.
2. Hold down the button B for approx. 4 sec. until this CL is indicated on the digital display.

If any button is pressed while the programme is running, this CL is indicated on the digital display. It is not possible to end (Reset) the programme.

Deactivating the button lock:

- Hold down the button B for approx. 4 sec. until the display CL goes out.

When the programme ends (0:00 on the digital display), the button lock is cancelled. If there is a power failure, the button lock is retained. Whenever a programme is restarted, the button lock must be reactivated.

Damage

- The appliance may be repaired and opened up by a technician only. To do this, disconnect the appliance from the power supply. Pull out the mains plug or switch off the fuse. Turn off the tap.
- If the appliance is damaged, especially the fascia (cracks, holes, broken buttons), or the door function is impaired, stop operating the appliance. Pull out mains plug or switch off fuse. Turn off tap, call customer service.

Disposal

1. Make redundant appliances unusable to prevent subsequent accidents.
2. Dispose of the appliance in a n environmentally friendly manner.

⚠ Warning
Risk of injury!

- To prevent injuries, e.g. caused by stumbling, open the dishwasher only briefly in order to load and unload the dishwasher.
- Knives and other utensils with sharp points must be placed in the cutlery basket with the points downwards or horizontally on the knife shelf*.
- Do not lean or sit on the open door.
- In the case of free-standing appliances, ensure that the baskets are not overloaded.
- If the appliance is not in a cavity and a side panel is accessible, the door hinge area must be covered at the side for reasons of safety (risk of injury). The covers are available as optional accessories from customer service or specialist outlets.

* depending on model

⚠ Warning
Risk of explosion!

Do not add any solvents to the washing chamber. Danger of explosion!

⚠ Warning
Risk of scalding!

Open the door carefully when the programme is still running. There is a risk of hot water spraying out of the appliance.

⚠ Warning
Risks to children!

- If fitted, use the childproof lock. An exact description can be found in the back of the enve lope.
- Do not allow children to play with or operate the appliance.
- Keep children away from detergents and rinse aid. These may cause chemical burns in the mouth, throat and eyes or asphyxiation.
- Keep children away from open dishwasher. There may be small parts in the dishwasher which children could swallow and the water inside the dishwasher is not drinking water as it may contain detergent residue.
- Ensure that children do not place fingers in the tablet collecting tray [22]. Small fingers could become caught in the slots.
- When opening and closing the door on an eye-level appliance, ensure that children do not become jammed or crushed between the appliance door and the cupboard door below.
- Children could become locked in the appliance (danger of suffocation) or get into another dangerous situation.
  Redundant appliances: Pull out the mains plug, sever and dispose of the power cord. Destroy the door lock so that the door can no longer be closed.

Protection of the environment

Both the packaging of new appliances and the old appliances themselves contain valuable raw materials and recyclable materials.

Please dispose of the individual parts separated according to type.

Please ask your dealer or inquire at your local authority about current means of disposal.

Packaging

All plastic parts of the appliance are identified with internationally standardised abbreviations (e.g. >PS< polystyrene). Therefore, plastic waste can be sorted out when the appliance is being disposed of.

Please follow the safety instructions under “Delivery”.

Old appliances

Please follow the safety instructions under “Disposal of your appliance”.



This appliance is labelled in accordance with European Directive 2012/19/EU concerning used electrical and electronic appliances (waste electrical and electronic equipment - WEEE). The guideline determines the framework for the return and recycling of used appliances as applicable throughout the EU

Getting to know your appliance

Diagrams of the control panel and the interior of the appliance can be found in the envelope at the front.

Individual positions are referred to in the text.

Control panel

[1] ON/OFF switch
[2] Programme buttons **
[3] Door opener
[4] Timer programming *
[5] Additional options **
[6] START button
[7] Display “Check water supply”
[8] Rinse aid refill indicator
[9] Digital display
* depending on model
** Number depending on model

Appliance interior

[20] Top basket
[21] Knife shelf *
[22] Tablet collecting tray
[23] Top spray arm
[24] Bottom spray arm
[25] Filters
[26] Cutlery basket
[27] Bottom basket
[28] Dispenser for rinse aid
[29] Detergent dispenser
[30] Lock for detergent dispenser
[31] Rating plate
* depending on model

Overview of menu

The settings can be found in the individual chapters.

d Intensive drying *d:00* - *d:01*
r Rinse aid *r:00* - *r:06*
P Automatic disconnection *P:00* - *P:02*
A Hot water *A:00* - *A:01* *
* depending on model

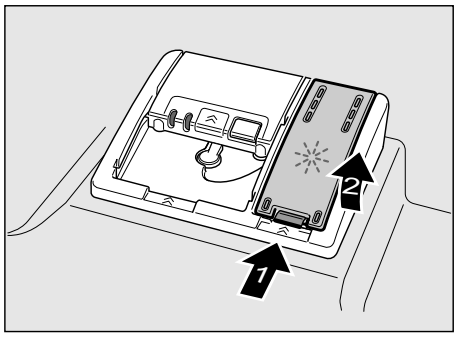
Rinse aid

As soon as the rinse-aid refill indicator [8] is lit on the fascia, there is still a rinse-aid reserve of 1-2 rinsing processes. Refill with rinse aid.

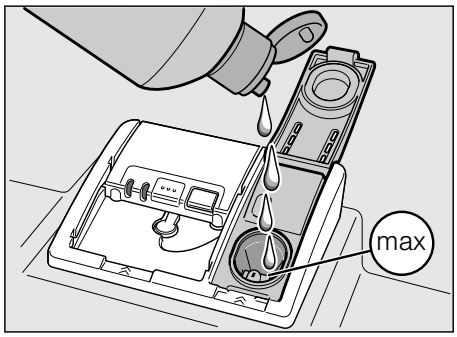
The rinse aid is required for stain-free utensils and clear glasses. Use only rinse aid for domestic dishwashers.

Combined detergents with rinse-aid component may be used up to a water hardness of 21° dH (37° fH, 26° Clarke, 3.7 mmol/l) only. If the water hardness is over 21° dH, rinse aid must be used.

1. Open the dispenser [28] by pressing and lifting the plate on the cover.



2. Carefully pour rinse aid up to the max. mark in the filler opening.



3. Close cover until it clicks shut.
4. To prevent excessive foam formation during the next rinse cycle, remove any rinse aid which has run over with a cloth.

Setting amount of rinse aid

The amount of rinse aid can be set from r:00 to r:06. Please set rinse aid on r:05 to obtain very good drying results (r:05 is already set in factory).

Change this setting, only if streaks (select lower setting) or water stains (select higher setting) are left on the utensils.

1. Close the door.
2. Switch on ON/OFF switch 1.
3. Hold down programme button A and press START button 6 until d:0.... is indicated on the digital display.
4. Release both buttons.
5. Press programme button A until the factory set value r:05 is indicated on the digital display 9.

To change the setting:

1. Press programme button C.
   Each time the button is pressed, the set value increases by one level; when the value of r:06 has been reached, the display jumps back to r:00 (off).
2. Press START button 6.
   The set value is saved.

Switching off rinse aid refill indicator

If the rinse-aid refill indicator 8 is impaired (e.g. when using combined detergents containing rinse aid component), it can be switched off.

- Proceed as described under “Setting amount of rinse aid” and set the value to r:00.

The rinse aid refill indicator 8 is now switched off.

Utensils

Not suitable

- Cutlery and utensils made of wood.
- Delicate decorative glasses, craft and antique utensils. These decors are not dishwasher-proof.
- Plastic parts not resistant to heat.
- Copper and tin utensils.
- Utensils which are soiled with ash, wax, lubricating grease or ink.

Aluminium and silver parts have a tendency to discolour and fade during the wash cycle. Even some types of glass (e.g. crystal glass objects) may turn cloudy after many wash cycles.

Glass and utensil damage

Causes:

- Glass type and glass production process.
- Chemical composition of the detergent.
- Water temperature of the wash programme.

Recommendation:

- Use only glasses and porcelain which the manufacturer designates as dishwasher-proof.
- Use a detergent which protects utensils.
- Take glass and cutlery out of the dishwasher as soon as possible after the programme ends.

Loading the dishwasher

1. Remove large food remnants. It is not necessary to prerinse utensils under running water.
2. Place the utensils so that
   - they are secure and cannot tip over.
   - all utensils with their openings face down.
   - parts with curves or indentations are at an angle, thereby allowing water to drain.
   - does not obstruct rotation of the two spray arms [23] and [24].

Very small utensils should not be washed in the machine, as they may fall out of the baskets.

Unloading the dishwasher

To prevent water from dripping off the upper basket onto the utensils in the lower basket, it is recommended to empty the appliance from the bottom up.

Hot utensils are sensitive to shock! Therefore, when the programme ends, leave the utensils to cool down in the dishwasher until they can be handled.

Note

When the programme ends, water droplets can still be seen inside the appliance. This does not affect the drying of the utensils.

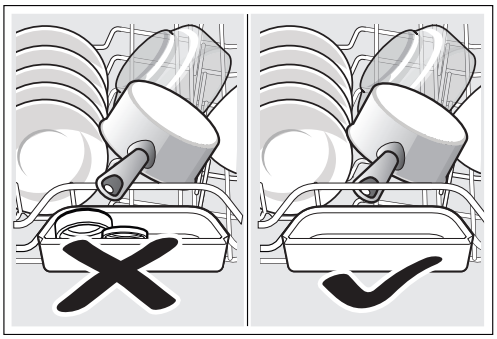
Cups and glasses

Top basket [20]



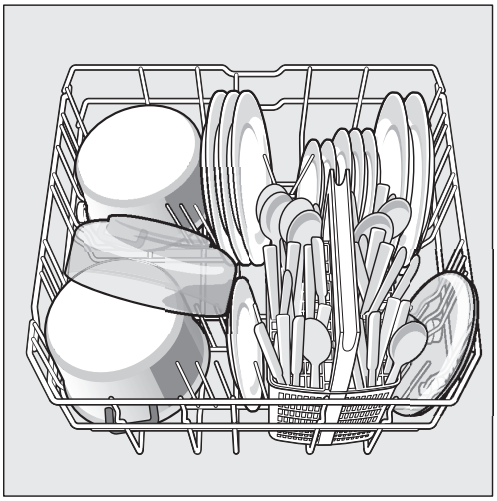
Note

Utensils must not be placed above the tablet collecting tray [22]. These may block the lid of the detergent dispenser and prevent it from opening fully.



Pans

Bottom basket [27]



Tip

Heavily soiled utensils (pans) should be placed in the bottom basket. The more powerful spray jet provides a better dishwashing result.

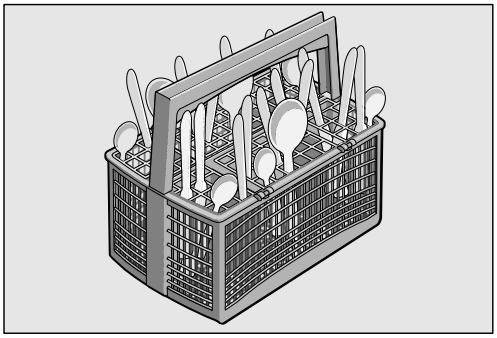
Tip

Other examples, such as the best way of loading your dishwasher, can be found on our homepage as a free download. The corresponding Internet address can be found on the back page of these instructions for use.

Cutlery basket

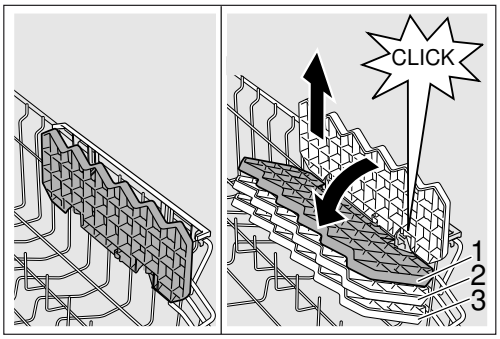
You should always place cutlery unsorted with the points downwards.

To prevent injuries, place long, pointed implements and knives on the knife shelf.



Etagere *

The etagere and the space underneath can be used for small cups and glasses or for larger items of cutlery, such as wooden spoons or serving cutlery. The etagere can be folded up if not required.

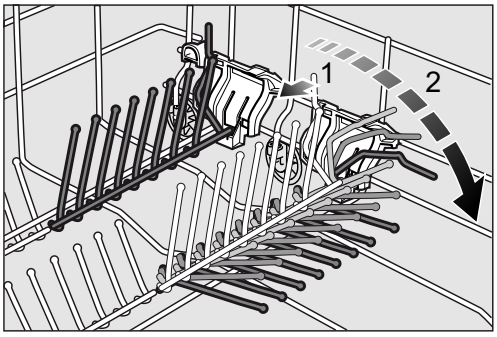


* Depending on the model, a 3-fold height adjustment is possible. To do this, first place the etagere vertically and pull up, then place at a slight angle, push down to the required height (1, 2, or 3) and snap into place.

Folding spikes *

* depending on model

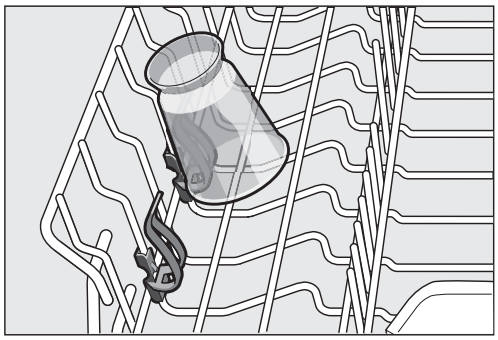
The spikes can be folded down to improve arrangement of pans, bowls and glasses.



Small accessories holder *

* depending on model

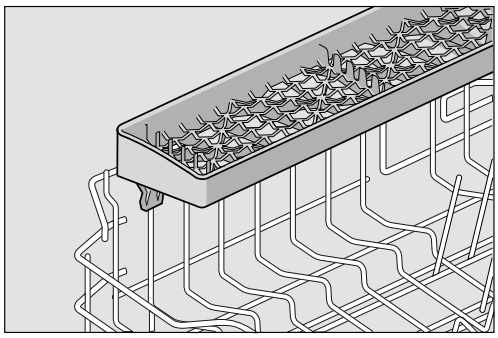
Light-weight plastic accessories, e.g. cups, lids, etc. can be held securely in the small accessories holder.



Knife shelf *

* depending on model

Long knives and other utensils can be arranged horizontally.



Adjusting the height of the basket *

* depending on model

If required, the height of the upper utensils basket [20] can be adjusted to provide more space for tall utensils either in the upper or lower basket.

Appliance height 81.5 cm

	Top basket	Bottom basket
Setting 1 max. ø	22 cm	30 cm
Setting 2 max. ø	24.5 cm	27.5 cm
Setting 3 max. ø	27 cm	25 cm

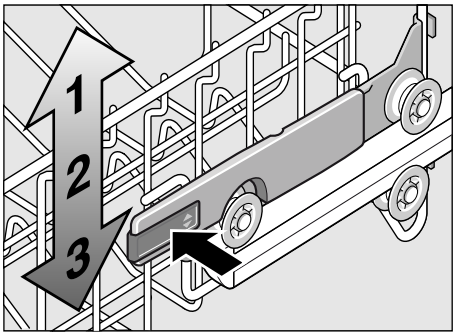
Appliance height 86.5 cm

	Top basket	Bottom basket
Setting 1 max. ø	24 cm	33 cm
Setting 2 max. ø	26.5 cm	30.5 cm
Setting 3 max. ø	29 cm	28 cm

Select one of the two following procedures according to the design of the top basket for your appliance model:

Top basket with side levers

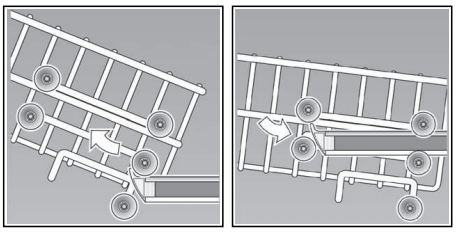
1. Pull out the top basket [20] out.
2. To **lower** the basket, press in the left and then the right lever on the outside of the basket. In doing so, hold the sides of the basket along the upper edge to prevent it from suddenly dropping.



3. To **raise** the basket, hold the basket on the sides of the upper edge and lift it up.
4. Before re-inserting the basket again, ensure that it is at the **same height** on both sides. Otherwise, the appliance door cannot be closed and the upper spray arm will not be connected to the water circuit.

Top basket with upper and lower roller pairs

1. Pull out the top basket [20] out.
2. Remove the upper basket and re-attach it to the upper (stage 3) or lower (stage 1) rollers.



Detergent

You can use tablets as well as powder or liquid detergents for dishwashers, but never use washing up liquid.
The dosage can be individually adjusted with powder or a liquid detergent according to the degree of soiling.
Tablets contain an adequately large amount of active ingredients for all cleaning tasks. Modern, powerful detergents predominantly use a low-alkaline formulation with phosphate and enzymes. Phosphates bond the lime in the water. Enzymes break down starch and remove protein.
Phosphate-free detergents are less frequent. These have a slightly weaker lime bonding capacity and require a higher dosage. To remove coloured stains (e.g. tea, tomato sauce), oxygen-based bleaching agents are usually used.

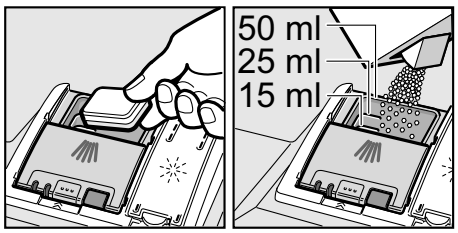
Note

To ensure a good washing result, always follow the instructions on the detergent packaging!
If you have further questions, we recommend that you contact the detergent manufacturers' helpline.

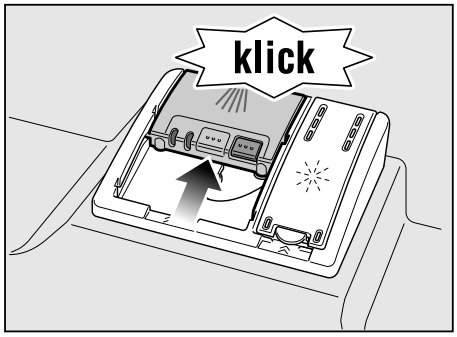
⚠ **Warning –** Read and observe the safety information and instructions for use on the packaging for cleaning and rinsing agents.

Adding detergent

1. If the detergent dispenser [29] is still closed, press the lock [30] to open the detergent dispenser.
   Pour detergent into the dry detergent dispenser [29] only (insert tablet flat, not on its edge).
   Dosage: see manufacturer's instructions on the packaging.
   The graduated detergent dispenser [29] helps you add the correct amount of powder or liquid detergent.
   Usually 20 ml–25 ml are adequate for normal soiling. If using tablets, one tablet is adequate.



2. Close the cover on the detergent dispenser by sliding it up until the lock engages without difficulty.



   The detergent dispenser opens automatically at the optimum time depending on the programme.
   The powder or liquid detergent is distributed in the appliance and is dissolved, the tablet falls into the tablet collecting tray where it dissolves in doses.

Tip

If the utensils are only lightly soiled, slightly less than the indicated amount of detergent is usually adequate.

Suitable detergents and care products can be purchased online via our website or via customer service (see back page).

⚠ **Warning –** Do **not** place small parts for washing in the tablet collecting tray [22]; this prevents the tablet from dissolving evenly.

⚠ **Warning –** If you want to add more utensils after the programme has started, do **not** use the tablet collecting tray [22] as a handle for the upper basket. The tablet could already be there and you will touch the partially dissolved tablet.

Notes

- If programmes are short, tablets may not have full cleaning effect due to different dissolving properties and there may even be undissolved detergent residue. It is recommended to use washing powder for these programmes.
- The Intensive programme (on some models) requires one tab only. When using washing powder, you can apply some of this cleaning agent to the inside of the appliance's door.
- If using detergents in a water-soluble protective cover: Take hold of the cover with dry hands only and put the detergent into an absolutely dry detergent dispenser only, otherwise the detergent may stick.
- If you switch from combined detergents to solo detergents, ensure that the water softening system and amount of rinse aid have been set to the correct value.

Overview of programmes

The max. possible number of programmes is illustrated in this overview. The corresponding programmes for your appliance can be found on the fascia. The programme data has been measured in the laboratory according to AS/NSZ 2007.

Type of utensils and soiling	Programm	Programme data 1.) Duration: hs/ mins 2.) Energy consumption in kWh 3.) Water consumption in litres 4.) With Aquasensor	Possible additional options	Programme sequence
Pots, utensils and cutlery Highly soiled	Pots and Pans 70°	1.) **2:15** 2.) **1,50** 3.) **15** 4.) **12**	all	Prerinse Clean 70° Intermediate rinse Final rinse 70° Dry
	intensive 65°	1.) **2:00** 2.) **1,35** 3.) **14** 4.) **-**	all	Prerinse Clean 65° Intermediate rinse Final rinse 70° Dry
Utensils and cutlery Normally soiled	auto Auto 45° - 65°	1.) **1:30-2:40** 2.) **0,95-1,60** 3.) **-** 4.) **8-19**	all	Is optimised according to the soiling with the aid of sensors.
	eco Eco 45°	1.) **3:00** 2.) **0,60** 3.) **11** 4.) **-**	all	Prerinse Clean 45° Intermediate rinse Final rinse 45° Dry
Utensils and cutlery Lightly soiled	Quick 45°	1.) **0:29** 2.) **0,80** 3.) **10** 4.) **-**	Extra drying	Clean 45° Intermediate rinse Final rinse 55°
all types of utensils Lightly soiled	Prerinse	1.) **0:15** 2.) **0,05** 3.) **4** 4.) **-**	none	Prerinse

Programme selection

You can select a suitable programme according to the type of utensils and degree of soiling.

Information for test institutes

Test institutes can request the conditions for running comparison tests by sending an e-mail to

dishwasher@test-appliances.com.

Quote the appliance number (E-Nr.) and the production date (FD) which you can find on the rating plate [31] on the appliance door.

P+ Additional options

* depending on model

Additional options can be set with the buttons [5].

Express Wash/ Speed Perfect/ (VarioSpeed) *

This function can reduce the running time by approx. 20% to 50% depending on the selected rinse programme. The change in the running time is indicated on the digital display [9]. To obtain optimum cleaning results at a reduced running time, water and energy consumption are increased.

Half load *

If you have only a few items to wash (e.g. glasses, cups, plates), you can switch to “half load”. This will save water, energy and time. It is recommended to put a little less detergent in the detergent dispenser than for a full load.

Hygiene *

The temperature is increased during the cleaning process. This increases the hygiene status. This additional option is ideal for cleaning e.g. chopping boards and baby bottles.

Intensive zone *

Perfect for a mixed load. You can wash very soiled pots and pans in the lower basket together with normally soiled utensils in the upper basket. The spray pressure in the lower basket is intensified, the rinsing temperature is increased slightly.

Extra drying *

An increased temperature during the final rinse and an extended drying phase ensure that even plastic parts dry better. There is a slight increase in the energy consumption.

Operating the appliance

Aqua sensor *

* depending on model

The Aqua sensor is an optical measuring device (light barrier) which measures the turbidity of the rinsing water.

The Aqua sensor is used according to the programme. If the Aqua sensor is active, “clean” rinsing water can be transferred to the next rinse bath and water consumption can be reduced by 3–6 litres. If the turbidity is greater, the water is drained and is replaced with fresh water. In the automatic programmes the temperature and running time can also be adjusted to the degree of soiling.

Switching on the appliance

1. Turn on the tap fully.
2. Switch on ON/OFF switch 1.
   The display of the last selected programme flashes. This programme remains selected if no other programme button 2 is pressed. The expected programme duration flashes on the digital display 9.
3. Press the START button 6.
   The programme starts running.

Remaining running time display

When the programme is selected, the remaining running time of the programme is indicated on the digital display [9].

The running time is determined during the programme by the water temperature, the number of utensils as well as the degree of soiling and may vary (depending on the selected programme).

Timer programming *

* depending on model

You can delay the start of the programme in 1-hour steps up to 24 hours.

1. Close the door.
2. Switch on ON/OFF switch [1].
3. Press button [4] + until the digital display [9] jumps to h:01.
4. Press [4] + or – button until the displayed time corresponds with your requirements.
5. Press START button [6], timer programming is activated.
6. To delete timer programming, press the [4] + or – button until [9] h:00 is indicated on the digital display.
   You can change your programme selection at any time until the programme starts.

End of programme

The programme has ended when the value 0:00 is indicated on the numerical display [9].

Switching off automatically after the end of the programme *

* depending on model

To save energy, the dishwasher is switched off 1 minute after the programme ends (factory setting).

Automatic disconnection can be adjusted from P:00 to P:02.

P:00 Appliance does not switch off automatically

P:01 Off after 1 min

P:02 Off after 120 min

1. Close the door.
2. Switch on ON/OFF switch [1].
3. Hold down programme button [A] and press START button [6] until d:0... is indicated on the digital display.
4. Release both buttons.
5. Press programme button [A] until the factory set value P:01 is indicated on the digital display [9].

To change the setting:

1. Press programme button [C].
   Each time the button is pressed, the set value increases by one level; when the value of P:02 has been reached, the display jumps back to P:00 (off).
2. Press START button [6].
   The set value is saved.

Switching off the appliance

Short time after the end of the programme:

1. Switch off ON/OFF switch [1].
2. Turn off the tap (not applicable if Aqua-Stop fitted).
3. Open the door.
4. Remove the utensils when they have cooled down.

Note

When the programme ends, leave the appliance to cool down a while before opening it. This will prevent steam from escaping and causing long-term damage to your built-in furniture.

Interrupting the programme

1. Switch off ON/OFF switch [1].
   The LEDs go out. The programme is saved.
   If the door was opened on an appliance which has a warm water connection or is heated, first leave the door ajar for several minutes and then close. Otherwise, expansion (pressure) may cause the appliance door to spring open or water to run out of the appliance.
2. To continue the programme, switch on the ON/OFF switch [1] again.

Terminating the programme (Reset)

1. Press START button [6] for approx. 3 sec.
   The numerical display [9] indicates 0:01.
2. The programme sequence lasts approx. 1 min. On the digital display [9] is indicated 0:00.
3. Switch off ON/OFF switch [1].

Changing the programme

When the START button [6] has been pressed, the programme cannot be changed.

The only way a programme can be changed is by Cancel programme (Reset).

Intensive drying

The final rinse uses a higher temperature which improves the drying result. The running time may increase slightly. (Caution if utensils are delicate!)

1. Close the door.
2. Switch on ON/OFF switch [1].
3. Hold down programme button [A] and press START button [6] until the digital display [9] d:0... is indicated.
4. Release both buttons.

To change the setting:

1. Press the button [C] to switch the Intensive drying on d:01 or off d:00.
2. Press START button [6].
   The set value is saved.

Cleaning and maintenance

A regular inspection and maintenance of your machine will help to prevent faults. This saves time and prevents problems.

Overall condition of the machine

- Check spray arm for grease and limescale deposits.

If you find such deposits:

- Fill detergent dispenser with detergent. Start the appliance without utensils in the programme with the highest rinsing temperature.

Clean the appliance with detergents/ appliance cleaners which are particularly suitable for use with dishwashers.

- To ensure that the door seal always remains clean and hygienic, regularly clean it with a damp cloth and a little washing-up liquid.
- If the appliance is switched off for a prolonged period, leave the door ajar to prevent the formation of an unpleasant odour.

Never use a steam cleaner to clean your dishwasher. The manufacturer is not liable for any consequential damage.

Regularly wipe the front of the appliance and fascia with a damp cloth; water and a little washing up liquid are adequate. Do not use sponges with a rough surface or abrasive detergents, as these could scratch the surfaces.

Stainless steel appliances: To prevent corrosion, avoid using sponge cloths or wash them out thoroughly several times before using for the first time.

⚠ Warning – Health hazard

Never use other domestic detergents, e.g. containing chlorine!

Rinse aid

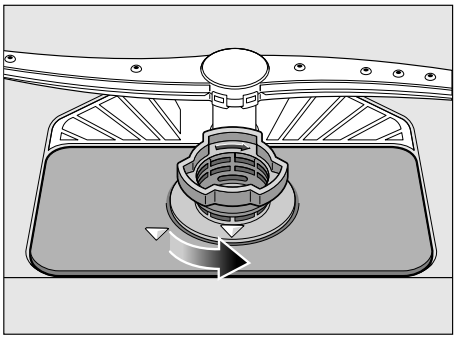
- Check the refill indicator 8. If required, refill rinse aid.

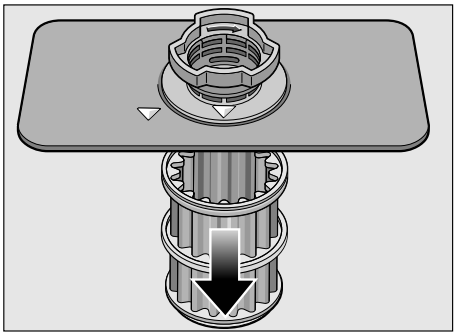
Filters

The filters [25] keep large foreign objects in the rinsing water away from the pump. These foreign objects may occasionally block the filters.

The filter system consists of a coarse filter, a flat fine filter and a microfilter.

1. After each washing cycle check the filters for residue.
2. Unscrew filter cylinder as illustrated and take out filter system.



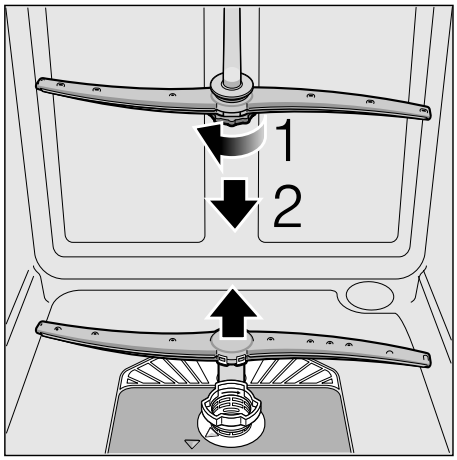


3. Remove any residue and clean filters under running water.
4. Re-install filter system in reverse sequence and ensure that the arrow marks are opposite each other after closing the filter system.

Spray arms

Limescale and contaminants in the rinsing water may block nozzles and bearings on the spray arms [23] and [24].

1. Check outlet nozzles on the spray arms for blockages.
2. Unscrew the upper spray arm [23].
3. Remove the lower spray arm [24] upwards.



4. Clean spray arms under running water.
5. Re-engage or screw on spray arms.

Fault, what to do?

Experience has shown that you can rectify most faults which occur in daily operation yourself. This ensures that the machine is quickly available to you again. In the following overview you can find possible causes of malfunctions and helpful information for rectifying them.

Note

If the appliance stops during dishwashing or does not start for no obvious reason, first run the Abort programme function (Reset).
(See chapter entitled “Operating the appliance”)

⚠ **Warning –** Don’t forget: Repairs may be carried out by technicians only. If a component has to be replaced, ensure that only original spare parts are used. Improper repairs or use of non-original spare parts may cause considerable damage and put the user at considerable risk.

Waste water pump

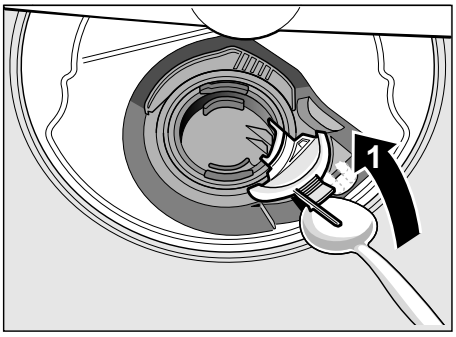
Large food remnants or foreign objects which were not captured by the filters may block the waste water pump. The rinsing water will then be above the filter.

⚠ **Warning – Risk of cuts!**

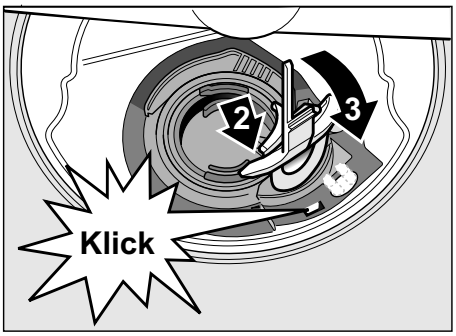
When cleaning the waste water pump, ensure that you do not injure yourself on pieces of broken glass or pointed implements.

In this case:

1. First always disconnect the appliance from the power supply.
2. Take out top basket [20] and bottom basket [27].
3. Remove the filters [25].
4. Scoop out water, use a sponge if required.
5. Prise out the white pump cover (as illustrated) using a spoon. Grip the cover on the crosspiece and lift diagonally inwards. Remove cover completely.

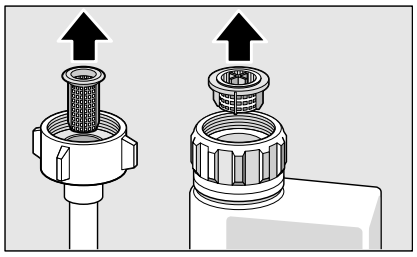


6. Check impeller wheel and remove any foreign objects.
7. Place cover in the original position and press down until it engages (click).



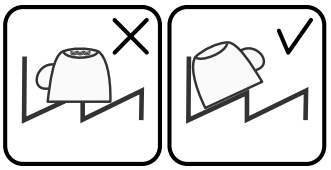
8. Install filters.
9. Re-insert baskets.

Fault table

Fault	Cause	Remedial action
"Check water supply" display [7] lights up.	Supply hose kinked.	Install supply hose without kinks.
	Tap turned off.	Turn on the tap.
	Tap jammed or calcified.	Turn on the tap. Flow rate must be min. 10 l/min. when water supply is open.
	Filter in the water supply blocked.	Switch off the appliance and pull out the mains plug. Turn off the tap. Unscrew water connection.  Clean filter in the supply hose. Screw water connection on again. Check for leaks. Reconnect power supply. Switch on the appliance.
Error code E:07 is lit.	Intake opening (on right inside of appliance) covered by utensils.	Arrange utensils so that the intake opening is not obstructed.
Error code E: 12 is lit.	Heating element soiled.	Clean appliance with dishwasher cleaning agent.
Error code E:22 is lit.	Filters [25] are soiled or blocked.	Clean filters. (See Cleaning and maintenance)
Error code E:24 is lit.	Waste water hose is blocked or kinked.	Install hose without kinks, remove any residue.
	Siphon connection still sealed.	Check connection to siphon and open if required.
	Cover on the waste water pump loose.	Lock cover correctly. (See Waste water pump)
Error code E:25 is lit.	Waste water pump blocked or cover on the waste water pump is not locked in position.	Clean pump and lock cover correctly. (See Waste water pump)
Error code E:27 is lit.	Mains voltage too low.	Not an appliance fault, have the mains voltage and electrical installation checked.

Fault	Cause	Remedial action
A different error code is indicated on the digital display. (E:01 to E:30)	A technical fault has probably occurred.	Switch off appliances with the ON/OFF switch [1]. After a short time restart the appliance. If the problem recurs, turn off the tap and pull out the mains plug. Call customer service and mention the error code.
Display flashes	Door not closed properly.	Close the door. Ensure that no objects (utensil, fragrance dispenser) are protruding over the basket and preventing the door from closing.
Refill indicator for rinse-aid [8] is lit.	No rinse aid.	Refill rinse aid.
Refill indicator for rinse-aid [8] is not lit.	Refill indicator switched off.	Activation/deactivation (see chapter Rinse aid).
	There is still enough rinse aid available.	Check refill indicator, level.
Water is left in the appliance at the end of the programme.	Filter system or area under the filters [25] is blocked.	Clean filters and area underneath (see Waste water pump).
	The programme has not yet ended.	Wait until programme ends or reset (see Terminating the programme).

aus Fault, what to do?

Fault	Cause	Remedial action
Utensils not dry.	No or too little rinse aid in the dispenser.	Refill rinse aid.
	Programme selected without drying.	Select programme with drying (see Overview of programmes, Programme sequence).
	Water collecting in depressions on the utensils and cutlery.	Arrange utensils in a sloping position, arrange affected utensils as sloping as possible. 
	The combined detergent used has a poor drying performance.	Use different combination detergent with better drying performance. Use of rinse aid also increases the drying performance.
	Intensive drying to increase drying not activated.	Activate intensive drying (see Operating the appliance)
	Utensils were removed too early or drying process had not ended yet.	Wait until program ends or wait until 30 min after program ends before removing utensils.
	The eco rinse aid used has a poor drying performance.	Use a proprietary rinse aid. Eco products are much less effective.
Plastic utensils not dry.	Special properties of plastic.	Plastic has a lower heat storage capacity and therefore dries less well.
Cutlery not dry.	Cutlery not arranged properly in the cutlery basket.	Separate cutlery if possible, prevent contact points.
	Cutlery not arranged properly in the cutlery drawer.	Arrange cutlery properly and separate if possible.
Appliance interior wet after rinse cycle.	No appliance fault.	On account of the “Condensation drying” principle, water droplets are physically induced and required in the container. The humidity in the air condenses on the inner walls of the dishwasher, drains and is pumped out.

Fault	Cause	Remedial action
Food remnants on the utensils.	Utensils placed too closely together, utensils basket overfilled.	Arrange utensils with adequate clearance between them ensuring that the spray jets can reach the surface of the utensils. Prevent contact points.
	Spray arm rotation obstructed.	Arrange utensils so that the spray arm can rotate without obstruction.
	Spray arm nozzles blocked.	Clean the spray arm nozzles, (See Cleaning and maintenance).
	Filters [25] dirty.	Clean filters, (see Cleaning and maintenance).
	Filters [25] inserted incorrectly and/or not engaged.	Insert and engage filters correctly.
	Rinse programme too weak.	Select a more intensive rinse programme.
	Utensils precleaned too intensely; sensors therefore decide on weak programme sequence. Stubborn soiling cannot be completely removed.	Do not prerinse utensils. Remove only large food remnants.
	Tall narrow receptacles in corner areas are not rinsed adequately.	Do not place hollow receptacles too obliquely and do not place in the corner area.
	Top basket [20] on right and left not set to same height.	Set top basket to same height using side levers.
Detergent residue	Detergent dispenser cover blocked by utensils and therefore does not open fully.	Detergent dispenser cover must not be obstructed by utensils. Do not place utensils or fragrance dispenser in the tablet collecting tray.
	Detergent dispenser cover blocked by the tablet.	Tablet must be inserted flat and not upright.
	Tablets used in the quick or short programme. Dissolving time of the detergent is not reached in the selected short programme.	Dissolving time of tablets too long for a quick or short programme. Use a detergent powder or select a more intensive programme.
	Washing effect and dissolving performance are reduced after a prolonged storage time or detergent is very lumpy.	Change detergent.
Water stains on plastic parts	Droplet formation on plastic surface is physically unavoidable. After drying, water stains are visible.	Use a more intensive programme (more water changes). Arrange utensils in a sloping position. Use rinse aid.

aus Fault, what to do?

Fault	Cause	Remedial action
Washable or water-soluble coatings in the container or on the door.	Detergent substances are deposited. These coatings cannot usually be removed with chemicals (appliance cleaner, ...).	Change detergent brand. Clean appliance mechanically.
	Only for glasses: Initial glass corrosion – can only apparently be wiped off.	See Glass and utensil damage.
White, stubborn coatings; limescale on the utensils, container or door.	Detergent substances are deposited. These coatings cannot usually be removed with chemicals (appliance cleaner, ...).	Change detergent brand. Clean appliance mechanically.
	Underdosing of detergent.	Increase detergent dosage or change detergent.
	Too weak rinse programme selected.	Select a more intensive rinse programme.
Tea or lipstick residue on the utensils.	Too low rinsing temperature.	Select programme with higher washing temperature.
	Too little or unsuitable detergent.	Use suitable detergent at correct dosage.
	Utensils precleaned too intensely; sensors therefore decide on weak programme sequence. Stubborn soiling cannot be completely removed.	Do not prerinse utensils. Remove only large food remnants.
Coloured (blue, yellow, brown), difficult to remove to non-removable coatings in the appliance or on stainless steel utensils.	Film formation consisting of ingredients from vegetables (e.g. cabbage, celery, potatoes, noodles, ...) or the tap water (e.g. manganese).	Can be partly removed with machine cleaner or by mechanical cleaning. Coatings are harmless.
	Film formation caused by metallic components on silver or aluminium utensils.	Can be partly removed with machine cleaner or by mechanical cleaning.
Plastic parts discoloured.	Too low rinsing temperature.	Select programme with higher washing temperature.
	Utensils precleaned too intensely; sensors therefore decide on weak programme sequence. Stubborn soiling cannot be completely removed.	Do not prerinse utensils. Remove only large food remnants.

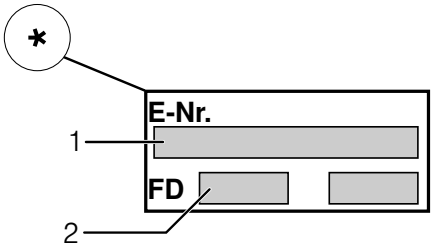
Fault	Cause	Remedial action
Removable streaks on glasses, glasses with metallic appearance and cutlery.	Too much rinse aid.	Set rinse aid amount to lower setting.
	No rinse aid added or setting too low.	Add rinse aid and check dosage (recommended setting 4-5).
	Detergent residue in the final rinse programme section. Detergent dispenser cover blocked by utensils (cover does not open fully).	Detergent dispenser cover must not be obstructed by utensils. Do not place utensils or fragrance dispenser in the tablet collecting tray.
	Utensils precleaned too intensely; sensors therefore decide on weak programme sequence. Stubborn soiling cannot be completely removed.	Do not prerinse utensils. Remove only large food remnants.
Initial or existing, irreversible clouding of glass.	Glasses not dishwasher-proof, only suitable for dishwasher.	Use dishwasher-proof glasses. Avoid long steam phase (standing time after wash cycle ends). Use wash cycle at lower temperature. Use detergent with glass protection component.
Rust spots on the cutlery.	Cutlery not adequately rust-resistant. Knife blades are frequently more severely affected.	Use corrosion-resistant cutlery.
	Cutlery will also rust if rusting parts are rinsed at the same time (pan handles, damaged utensil baskets, etc.).	Do not wash rusting parts.
The appliance does not start.	The mains fuse has tripped.	Check mains fuse.
	Power cord not inserted.	Ensure that the power cord is plugged all the way into the back of the appliance and into the socket. Check that the socket functions.
	The appliance door has not been shut properly.	Close the door.
Programme starts automatically.	You did not wait until programme ended.	Perform reset. (See Terminating the programme).
The door is difficult to open.	Child-proof lock is activated.	Deactivate childproof lock. (See instructions for use at the back)
Door cannot be closed.	Door lock has been activated.	Close door with increased force.
	Door cannot be closed due to installation.	Check appliance installation: Door or attached parts must close without obstruction.

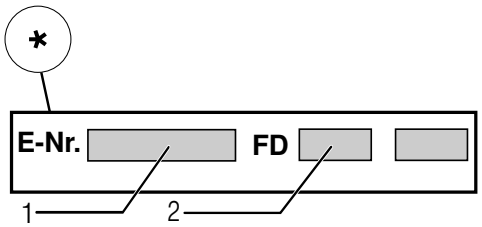
aus Fault, what to do?

Fault	Cause	Remedial action
Cover on the detergent dispenser cannot be closed.	Detergent dispenser or cover guide blocked by sticky detergent residue.	Remove detergent residue.
Detergent residue in the detergent dispenser or in the tablet collecting tray.	Spray arms blocked by utensils, therefore detergent is not rinsed out.	Ensure that the spray arms can rotate freely.
	The detergent dispenser was damp when filled.	Pour detergent into the dry detergent dispenser only.
Appliance stops in the programme or programme is interrupted.	Door not closed properly.	Close the door.
	Do not place utensils or fragrance dispenser in the tablet collecting tray.	Check whether rear panel is being pressed in, e.g. by socket or by hose holder which has not been removed.
	Top basket presses against inner door and prevents door from being closed securely.	
	Power and/or water supply interrupted.	Restore power and/or water supply.
Filling valves making striking noises.	Depends on domestic installation, as appliance is not defective. No effect on appliance function.	No remedial action possible.
Knocking or rattling noise.	Spray arm strikes the utensils, utensils not positioned correctly.	Position utensils so that the spray arms do not strike the utensils.
	If there is a low load, the water jets strike the washing tank directly.	Load the appliance with more utensils or distribute the utensils more evenly in the dishwasher.
	Light utensils move during the wash cycle.	Arrange light utensils securely.
Unusual foam formation.	Handwash liquid in the rinse aid dispenser.	Immediately refill rinse aid dispenser with rinse aid.
	Rinse aid spilled.	Remove rinse aid with a cloth.

Customer service

If you are unable to rectify the fault, please contact your customer service. We always find a suitable solution, even to avoid unnecessary visits by technicians. Contact information for your nearest customer service can be found on the back of these instructions for use or on the enclosed customer service list. When calling, please state the appliance number (E-Nr. = 1) and the production number (FD = 2) which can be found on the rating plate 31 on the appliance door.





Rely on the competence of the manufacturer. Contact us. You can therefore be sure that the repair is carried out by trained service technicians who carry original spare parts for your domestic appliances.

* depending on model

Installation and connection

The dishwasher must be connected correctly, otherwise it will not function properly. The specifications for the inlet and outlet as well as the electrical connected loads must correspond with the required criteria as specified in the following paragraphs or in the installation instructions.

Install the appliance in the correct sequence:

1. Checking appliance on delivery
2. Installing the appliance
3. Waste water connection
4. Drinking water connection
5. Electrical connection

Product package

If you have any complaints, contact the dealer where you purchased the appliance or our customer service.

- Dishwasher
- Instructions for use
- Installation instructions
- Warranty*
- Installation materials
- Steam guard plate*
- Rubber apron*
- Power cord

* depending on model

Safety instructions

Please follow the safety instructions under “Installation”.

Delivery

Your dishwasher has been checked thoroughly in the factory to ensure that it is in working order. This may cause small water stains. These will disappear after the first wash cycle.

Technical specifications

Weight:
max. 60 kg
Voltage:
220–240 V, 50 Hz or 60 Hz
Connected load:
2.0–2.4 kW
Fuse:
10/16 A (UK 13A)
Power input:
switched off 0.10 W
not switched off 0.10 W
Water pressure:
at least 0.05 MPa (0.5 bar), maximum 1 MPa (10 bar). At a higher water pressure: connect pressure-reducing valve ahead.
Inlet rate:
minimum 10 litres/minute
Water temperature:
cold water; hot water max. temperature 60 °C.
Capacity:
12–15 place settings (depending on model).

Installation

The required installation dimensions can be found in the installation instructions. Level the appliance with the aid of the height-adjustable feet. Ensure that the appliance is situated securely on the floor.

- A built-under or integrated appliance which is installed subsequently as a free-standing appliance must be secured to prevent it from overturning, e.g. by screwing it to the wall or by installing it under a continuous worktop which is screwed to adjacent cupboards.
- The appliance can easily be installed in a fitted kitchen between wooden and plastic walls.

Waste-water connection

1. The required work sequence can be found in the installation instructions. If required, fit a siphon with an drainage connection.
2. Connect the waste-water hose to the drainage connection of the siphon with the enclosed parts.

   Ensure that the drainage hose is not kinked, crushed or twisted and that there is no cover plate in the drainage to prevent the waste water from flowing out!

Drinking water connection

1. Fasten the drinking water connection to the tap according to the installation instructions using the enclosed parts.
   Ensure that the drinking water connection is not kinked, crushed or twisted.
2. When replacing the appliance, always use a new water supply hose.

Water pressure:

At least 0.05 MPa (0.5 bar), maximum 1 MPa (10 bar). At a higher water pressure: connect pressure-reducing valve ahead.

Inlet rate:

Minimum 10 litres/minute

Water temperature:

Cold water; hot water max. temperature 60 °C.

Warm water connection *

* depending on model

The dishwasher can be connected to cold or hot water up to max. 60 °C.

Connection to hot water is recommended if the hot water can be supplied by energetically favourable means and from a suitable installation, e.g. solar heating system with circulation line.

This will save energy and time.

The hot water setting A:01 allows you to adjust your appliance optimally to operation with hot water.

It is recommended to have a water temperature (temperature of the incoming water) of at least 40 °C and no more than 60 °C.

It is not recommended to connect the appliance to hot water if the water is supplied from an electric boiler.

Setting hot water:

1. Close the door.
2. Switch on ON/OFF switch [1].
3. Hold down programme button [A] and press START button [6] until d:0... is indicated on the digital display.
4. Release both buttons.
5. Press programme button [A] until the factory set value A:00 is indicated on the digital display [9].

To change the setting:

1. By pressing the [C] button, you can switch the hot water setting off A:00 or on A:01.
2. Press START button [6].
   The set value is saved.

Electrical connection

- Connect the appliance to an alternating current only, ranging from 220 V to 240 V and 50 Hz or 60 Hz via a correctly installed socket with protective earth conductor. See rating plate for required fusing [31].
- The socket must be near the appliance and freely accessible following installation.
  If the plug is not freely accessible, an allpole disconnector with a contact opening of at least 3 mm must be fitted on the installation side to satisfy the relevant safety instructions.
- The connection may be modified by technicians only.
- A power cord extension may be purchased from customer service only.
- Use only a residual current operated circuit-breaker which features the symbol . Only this extension guarantees compliance with the currently valid regulations.
- The appliance features a water damage protection system. Please note the system will not function **unless** the power supply is connected.

Removing the appliance

Also observe
the sequence of worksteps here.

1. Disconnect the appliance from the power supply.
2. Turn off the water supply.
3. Undo the waste water and drinking water connection.
4. Loosen fastening screws for the furniture parts.
5. If fitted, remove the base panel.
6. Pull out the appliance, carefully pulling the hose behind.

Transportation

Empty the dishwasher and secure loose parts.

Drain the appliance according to the following steps:

1. Turn on the tap.
2. Close the door.
3. Switch on ON/OFF switch [1].
4. Select programme with the highest temperature.
   The expected programme duration is indicated on the numerical display [9].
5. Press START button [6].
   Programme sequence starts.
6. After approx. 4 minutes press the START button [6] until 0:01 is indicated on the digital display.
   After approx. 1 min 0:00 is indicated on the digital display .
7. Switch off ON/OFF switch [1].
8. Turn off the tap, disconnect supply hose and drain water.

Transport appliance upright only.

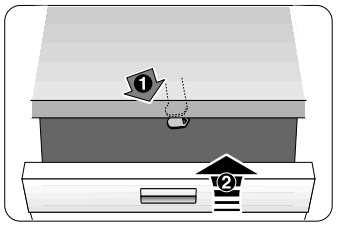
(This prevents residual water from running into the machine control and damaging the programme sequence.)

Protection against frost

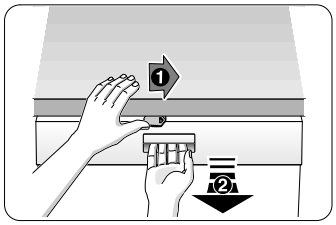
If the appliance is in a room where there is a risk of frost (e.g. holiday home), empty the appliance completely (see Transportation).

Subject to changes.

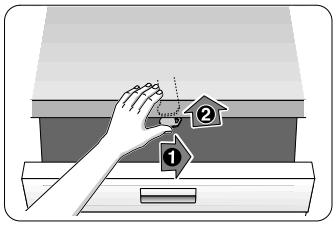
Childproof lock (door lock) *



40



41



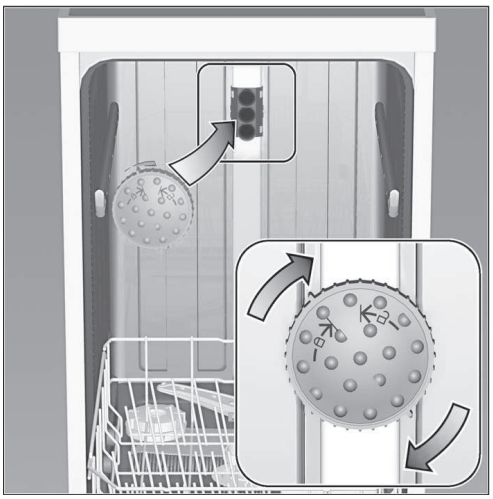
42

40 Activate the childproof lock.
41 Open the door with activated childproof lock.
42 Deactivate childproof lock.

⚠ Warning

Always close the appliance door completely when you leave the appliance.
This is the only way you can protect your children from potential dangers.

Baking sheet spray head *





Large sheets or grilles and plates which have a diameter greater than 30 cm (gourmet plates, pasta plates, dinner plates) can be cleaned with the aid of the spray head.
To do this, remove the top basket and insert the spray head as illustrated in the diagram.

To ensure that the spray jet can reach all parts, arrange the baking sheets as illustrated (max. 4 baking sheets and 2 grilles).

Never operate the dishwasher without the top basket or baking sheet spray head!

* some models

AquaStop guarantee

(does not apply to appliances without AquaStop)

In addition to warranty claims against the seller based on the purchase contract and in addition to our appliance warranty we will pay damages under the following conditions:

1. If our AquaStop system is defective and causes water damage, we will make good the damage for private users. To ensure water damage protection, the appliance must be connected to the power supply.
2. This liability guarantee is valid for the service life of the appliance.
3. A prerequisite for the warranty claim is that the appliance has been correctly installed and connected with AquaStop according to our instructions. This also includes the correct installation of the AquaStop extension (original accessory). Our warranty does not extend to defective feed lines or fittings up to the AquaStop connection on the tap.
4. If your appliance is fitted with AquaStop, you can leave your appliance unattended during operation and leave the tap turned on afterwards. The tap should only be turned off if you are absent from home for a prolonged period, e.g. several weeks holiday.

☎ Repair order and advice on faults.

GB	0344 892 8979	Calls from a BT landline will be charged at up to 3 pence per minute. A call set-up fee of up to 6 pence may apply.
IE	01450 2655	0.03 € per minute at peak. Off peak 0.0088 € per minute.
US	800 944 2904	toll-free

Contact information for all countries can be found on the enclosed customer service list.

Robert Bosch Hausgeräte GmbH
Carl-Wery-Straße 34
81739 München
Germany
www.bosch-home.com

9001074370 aus (9501) 640MA

INDIGO



Built-in oven HB.43S..., HB.33B..., HEV33B..., HB.23.....

BOSCH

[en] Instruction manual

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Additional information on products, accessories, replacement parts and services can be found at **www.bosch-home.com** and in the online shop **www.bosch-eshop.com**

⚠ Important safety information

Read these instructions carefully. Only then will you be able to operate your appliance safely and correctly. Retain the instruction manual and installation instructions for future use or for subsequent owners.

This appliance is only intended to be fully fitted in a kitchen. Observe the special installation instructions.

Check the appliance for damage after unpacking it. Do not connect the appliance if it has been damaged in transport.

Only a licensed professional may connect appliances without plugs. Damage caused by incorrect connection is not covered under warranty.

This appliance is intended for domestic use only. The appliance must only be used for the preparation of food and drink. The appliance must be supervised during operation. Only use this appliance indoors.

This appliance may be used by children over the age of 8 years old and by persons with reduced physical, sensory or mental capacity or by persons with a lack of experience or knowledge if they are supervised or are instructed by a person responsible for their safety how to use the appliance safely and have understood the associated hazards.

Children must not play with the appliance. Children must not clean the appliance or carry out general maintenance unless they are at least 8 years old and are being supervised.

Keep children below the age of 8 years old at a safe distance from the appliance and power cable.

Always slide accessories into the cooking compartment correctly. *See "Description of accessories* in the instruction manual.

Risk of fire!

- Combustible items stored in the cooking compartment may catch fire. Never store combustible items in the cooking compartment. Never open the appliance door if there is smoke inside. Switch off the appliance and unplug it from the mains or switch off the circuit breaker in the fuse box.
- A draught is created when the appliance door is opened. Greaseproof paper may come into contact with the heating element and catch fire. Do not place greaseproof paper loosely over accessories during preheating. Always weight down the greaseproof paper with a dish or a baking tin. Only cover the surface required with greaseproof paper. Greaseproof paper must not protrude over the accessories.

Risk of burns!

- The appliance becomes very hot. Never touch the interior surfaces of the cooking compartment or the heating elements. Always allow the appliance to cool down. Keep children at a safe distance.
- Accessories and ovenware become very hot. Always use oven gloves to remove accessories or ovenware from the cooking compartment.
- Alcoholic vapours may catch fire in the hot cooking compartment. Never prepare food containing large quantities of drinks with a high alcohol content. Only use small quantities of drinks with a high alcohol content. Open the appliance door with care.

Risk of scalding!

- The accessible parts become hot during operation. Never touch the hot parts. Keep children at a safe distance.
- When you open the appliance door, hot steam may escape. Open the appliance door with care. Keep children at a safe distance.
- Water in a hot cooking compartment may create hot steam. Never pour water into the hot cooking compartment.

Risk of injury!

Scratched glass in the appliance door may develop into a crack. Do not use a glass scraper, or sharp or abrasive cleaning aids or detergents.

Risk of electric shock!

- Incorrect repairs are dangerous. Repairs may only be carried out by one of our trained after-sales engineers. If the appliance is faulty, unplug the mains plug or switch off the fuse in the fuse box. Contact the after-sales service.
- The cable insulation on electrical appliances may melt when touching hot parts of the appliance. Never bring electrical appliance cables into contact with hot parts of the appliance.
- Penetrating moisture may cause an electric shock. Do not use any high-pressure cleaners or steam cleaners.
- When replacing the cooking compartment bulb, the bulb socket contacts are live. Before replacing the bulb, unplug the appliance from the mains or switch off the circuit breaker in the fuse box.
- A defective appliance may cause electric shock. Never switch on a defective appliance. Unplug the appliance from the mains or switch off the circuit breaker in the fuse box. Contact the after-sales service.

Risk of burns!

The appliance will become very hot on the outside during the cleaning function. Never touch the appliance door. Allow the appliance to cool down. Keep children at a safe distance.

Causes of damage

Caution!

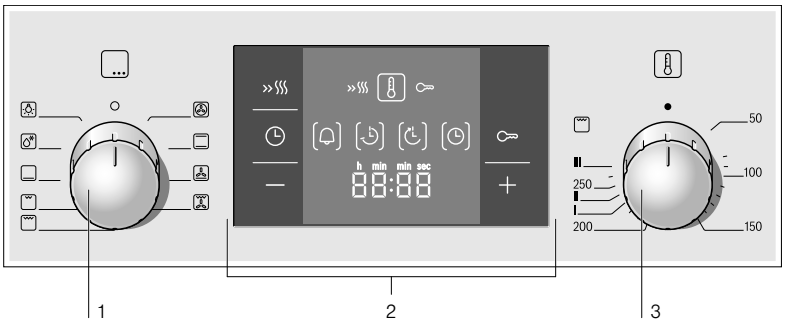
- Accessories, foil, greaseproof paper or ovenware on the cooking compartment floor: do not place accessories on the cooking compartment floor. Do not cover the cooking compartment floor with any sort of foil or greaseproof paper. Do not place ovenware on the cooking compartment floor if a temperature of over 50 °C has been set. This will cause heat to accumulate. The baking and roasting times will no longer be correct and the enamel will be damaged.
- Water in a hot cooking compartment: do not pour water into the cooking compartment when it is hot. This will cause steam. The temperature change can cause damage to the enamel.
- Moist food: do not store moist food in the cooking compartment when it is closed for prolonged periods This will damage the enamel.
- Fruit juice: when baking particularly juicy fruit pies, do not pack the baking tray too generously. Fruit juice dripping from the baking tray leaves stains that cannot be removed. If possible, use the deeper universal pan.
- Cooling with the appliance door open: only allow the cooking compartment to cool when it is closed. Even if the appliance door is only open a little, front panels of adjacent units could be damaged over time.
- Very dirty door seal: If the door seal is very dirty, the appliance door will no longer close properly when the appliance is in use. The fronts of adjacent units could be damaged.Always keep the door seal clean.
- Appliance door as a seat, shelf or worktop: Do not sit on the appliance door, or place or hang anything on it. Do not place any cookware or accessories on the appliance door.
- Inserting accessories: depending on the appliance model, accessories can scratch the door panel when closing the appliance door. Always insert the accessories into the cooking compartment as far as they will go.
- Carrying the appliance: do not carry or hold the appliance by the door handle. The door handle cannot support the weight of the appliance and could break.

Your new oven

We will now describe your new oven. This chapter explains the functions of the control panel and its individual elements. Information is also provided about the oven's accessories and internal components.

Control panel

Below is a general overview of the control panel. The display panel cannot show all the symbols at the same time. Elements may vary according to the model.



	Use
1	Function control knob
2	Control buttons and display panel
3	Temperature control knob

Retractable control knobs

In some ovens, the control knobs are retractable. The control knob is retracted or returned by pressing it when at the zero setting.

Buttons

There are sensors under each button. Do not press hard on the buttons. Only press the relevant symbol.

Function control knob

The function control knob is used to select the type of heating.

Setting		Use
o	Zero setting	The oven is off.
	3D Hot air*	For cakes and pastries. These can be baked on three levels. A fan located on the rear wall of the oven disperses the heat evenly.
	Top and bottom heating*	For cakes, au gratin dishes, and lean meat roasts, e.g. veal or game, on one level. The heat is provided by the bottom and top heating elements.
	Pizza function	Quick preparation of frozen foods without pre-heating, e.g., pizza, chips or puff pastry. The heat comes from the bottom element and the fan on the rear wall.
	Grill with hot air	For roasting joints of meat, poultry and fish. The grill heating element and the fan switch on and off alternately. The fan circulates the heat generated by the grill around the food.
	Large surface grill	For grilling steaks, sausages, fish and toasting bread. The entire surface below the grill heating element is heated.
	Grill, small surface area	For grilling a small number of steaks or sausages or small amounts of fish, and toasting bread. Only the central area of the grill heating element heats up.
	Bottom heating	Confits, baking and cooking au gratin. The heat comes from the bottom heating element.
	Defrosting	Defrosting, e.g. meat, poultry, bread and cakes. The fan circulates the hot air around the food.
	Light	For turning on the oven light.

* Type of heating used to determine the appliance's energy efficiency rating according to EN60350.

Once a type of heating has been selected the oven light is turned on.

Control buttons and display panel

The buttons are used to set different additional functions. The set values are shown on the display panel.

Button		Use
»ᔕ	Rapid heating	Heats the oven particularly quickly.
	Time functions	Select the timer, the cooking time, the end time and the time.
	Childproof lock	Blocks and unblocks the control panel.
–	Minus	Reduces programmed values.
+	Plus	Increases programmed values.

The symbol for the time function is in brackets [ ] on the display panel.

Temperature control knob

The temperature control knob is used to select the temperature or the grill power level.

Setting		Meaning
●	Zero setting	The oven does not heat up.
50-270	Temperature range	The oven's temperature in °C.
I,II and III.	Grill power	The power levels of the small surface grill and large surface grill. I = level 1, low II = level 2, medium III = level 3, high

When the oven is heating, the symbol lights up on the display panel. This light goes off when heating is paused. The symbol does not come on with the light function or the defrost function.

Note: If grilling for more than 15 minutes, turn the temperature control knob to the low setting.

Inside the oven

There is a light inside the oven. A fan prevents the oven from overheating.

Fan

The fan can be turned on and off as necessary. The hot air escapes through the top of the door. Warning! Do not cover the vent. The oven could overheat.

The fan remains on for a certain length of time after the oven has been switched off so that it can cool down more quickly.

Light

The oven light remains on while the oven is working. However, the light can be turned on without the oven being on by setting the function control knob to .

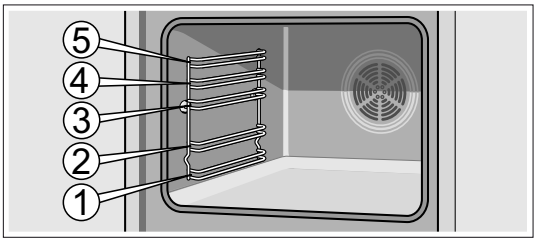
Your accessories

The accessories supplied with your appliance are suitable for making many meals. Ensure that you always insert the accessories into the cooking compartment the right way round.

There is also a selection of optional accessories, with which you can improve on some of your favourite dishes, or simply to make working with your oven more convenient.

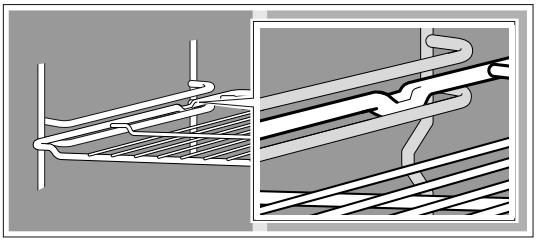
inserting the accessories

The accessories can be placed inside the oven on 5 different levels. Always insert them as far as possible so that the accessories do not touch the door glass.



The accessories can be removed halfway until they are secured. This makes it easy to remove food.

When inserting an accessory in the oven, make sure the curvature is at the rear. This is the only way to ensure it fits perfectly.



Depending on the equipment, if the appliance has guide rails, these will interlock slightly when fully removed. This means the accessory can be easily inserted. To unlock, reinsert the guide rails in the oven exerting slight pressure.

Note: Accessories may deform as they heat up. This deformation will disappear when they cool. This does not affect the normal operation.

Your oven is supplied with only some of the following accessories.

Accessories may be purchased from the Technical Assistance Service, from specialist retailers or on the Internet. Enter the HEZ number.



Wire shelf
For cookware, baking tins, roasts, grilled items and frozen meals.

Insert the wire shelf with the open end facing the oven door and the curvature downwards ⌣.



Flat enamel oven tray
For cakes, pastries and biscuits.

Place the tray in the oven with its raised lip facing the door.



Universal deep enamel tray
For juicy cakes, pastries, frozen meals and large joints for roasting. This can also be used as a tray to collect the fat when roasting directly on the wire shelf.

Place the tray in the oven with its raised lip facing the door.

Special accessories

Accessories may be purchased from the Technical Assistance Service or from specialist retailers. There is a wide range of accessories available for the oven in our catalogues and on the Internet. Ordering online and the availability of special accessories changes from country to country. Consult your purchase documentation.

Not all of the special accessories are suitable for all appliances. When purchasing, always give the exact name (E-Nr.) of your appliance.

Special accessories	HEZ number	Use
Flat enamel oven tray	HEZ361000	For cakes, pastries and biscuits.
Universal deep enamel tray	HEZ362000	For juicy pies, pastries, frozen meals and large joints for roasting. This can also be used as a tray to collect the fat when roasting directly on the wire shelf.
Wire shelf	HEZ364000	For cookware, baking tins, roasts, items placed directly on a wire shelf and frozen meals.
Pizza tray	HEZ317000	Ideal for pizza, frozen foods, or large round cakes. The pizza tray can be used instead of the universal deep tray. Place the tray on the wire shelf and follow the indications in the tables.
Glass casserole dish	HEZ915001	The glass casserole dish is ideal for preparing stews and foods that need browning in the oven. It is especially suitable for automatic programmes and automatic roasting.
Triple removable guide rails	HEZ368301	The triple guide rails at heights 1, 2 and 3 ensure that accessories can be fully removed without them tipping over.

Before using the oven for the first time

In this section, you can find out what you must do before using your oven to prepare food for the first time. First read the section on *Safety information*.

Setting the time

Once the oven has been connected, the ◷ symbol and four zeros are shown flashing on the display panel. Set the time.

1. Press the ◷ button.
   The display shows the time 12:00.
2. Set the time with the buttons + or −.

The programmed time is displayed after a few seconds.

Heating the oven

To remove the "new" smell, heat the oven empty with the door closed. The most effective option is to heat the oven for one hour with the top and bottom heating elements ⊟ set at 240 °C. Check that no packaging has been left inside the oven.

1. Select top and bottom heating ⊟ using the function control knob.
2. Select 240 °C with the temperature control knob.

Turn the oven off after one hour. To do this, turn the function control knob to zero.

Cleaning the accessories

Before using the accessories for the first time, clean them thoroughly using a cloth, hot water and a little soap.

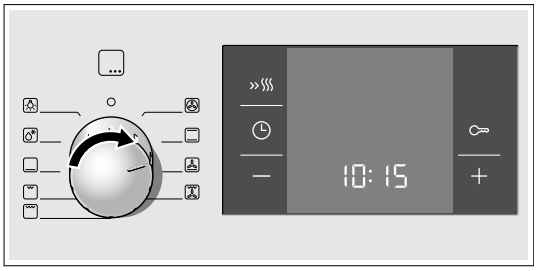
Programming the oven

There are different ways to programme the oven. Programming the type of heating, temperature or grill power. The oven can be programmed with the cooking time (duration) and the end time for each dish. For more information, see the chapter *Setting the time functions*.

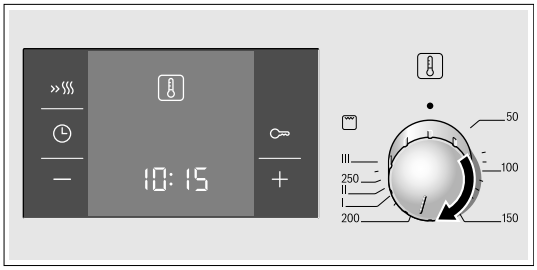
Type of heating and temperature

Example in the picture: top and bottom heating ⊟ at 190 °C.

1. Select the type of heating using the function control knob.



2. Select the temperature or grill power level with the temperature control knob.



The oven will begin to heat up.

Switching off the oven

Turn the function selector to the off position.

Changing the settings

The type of heating and temperature or grill setting can be changed at any time using their respective selectors.

Rapid heating

With the rapid heating function, the oven reaches the programmed temperature very quickly.

Rapid heating must be used for temperatures of more than 100 °C. The following types of heating are appropriate:

- 3D Hot air
- Top and bottom heating ⊟
- Pizza function
- Bottom heating

To ensure uniform cooking, the food must not be put into the oven until rapid heating has been completed.

1. Select the temperature and type of heating required.
2. Briefly press the »ʃʃʃ button.

The »ʃʃʃ symbol lights up on the display panel. The oven will begin to heat up.

End of rapid heating

A beep will sound. The »ʃʃʃ symbol disappears from the display panel. Put the food in the oven.

Cancelling rapid heating

Press the »ʃʃʃ button. The »ʃʃʃ symbol disappears from the display panel.

Setting the time functions

This oven has various time functions. The ◷ sensor activates the menu and moves through the different functions. The time symbols remain lit up while settings are programmed. The square brackets [ ] indicate the time function selected. You can modify an already programmed time function directly with the sensors + or −, provided the time symbol is situated between square brackets [ ].

Timer

The timer works independently of the oven. The timer has its own beep. This can be used to distinguish whether the time set for the timer or the automatic oven shut-off have finished (cooking time).

1. Press the button once ◷.
   The time symbols light up on the display panel, the square brackets are next to 🔔.
2. Set the timer using the + or − buttons.
   Value suggested for the + button = 10 minutes.
   Value suggested for the − button = 5 minutes.

The programmed time is shown after a few seconds. The time set for the timer starts to count down. The symbol [🔔] lights up on the display panel and the timer's progress is shown. The other time symbols switch off.

The time set for the timer has elapsed

A beep will sound. The display panel will show 00:00. Switch off the timer using the ◷ button.

Changing the time on the timer.

Change the time set for the timer using the + or − buttons. The new time is shown after a few seconds.

Cancelling the timer

Resetting the timer to 00:00 with the button −. The new time is shown after a few seconds. The timer switches off.

Viewing the time settings

If several time functions are programmed, the corresponding symbols light up on the display panel. The symbol for the time function in the foreground is in brackets.

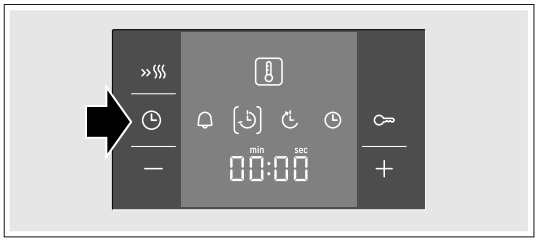
To view the timer 🔔, the cooking time ◷, the end time ◷ or the actual time ◷, press the ◷ sensor repeatedly until the brackets are around the required symbol. The corresponding value will be shown for a few seconds on the display panel.

Cooking time

The oven allows you to set the cooking time for each type of food. The oven switches off automatically when the cooking time has finished. This avoids interrupting other tasks to switch the oven off or exceeding the cooking time by mistake.

Example in the picture: cooking time: 45 minutes.

1. Select the type of heating using the function control knob.
2. Select the temperature or grill power level with the temperature control knob.
3. Press the ◷ button twice.
   The display panel will show 00:00. The time symbols light up, the brackets are located next to ◷.



4. Set the cooking time with the + or − buttons.
   Value suggested for the + button = 30 minutes.
   Value suggested for the − button = 10 minutes.



The oven will switch on after a few seconds. The display panel shows the cooking time elapsed and the [◷] symbol is displayed. The other time symbols switch off.

The cooking time has finished

A beep will sound. The oven will stop heating. The display panel will show 00:00. Press the ◷ button. Programme a new cooking time with the + or − buttons. Or press the ◷ button twice and turn the function control knob to the zero setting. The oven is off.

Changing the cooking time

Change the cooking time with the + or − buttons. The new time is shown after a few seconds. If the timer has been programmed, first press the ◷ button.

Cancelling the cooking time

Reset the cooking time to 00:00 with the button −. The new time is shown after a few seconds. The time has been cancelled. If the timer has been programmed, first press the ◷ button.

Viewing the time settings

If several time functions are programmed, the corresponding symbols light up on the display panel. The symbol for the time function in the foreground is in brackets.

To view the timer 🔔, the cooking time ◷, the end time ◷ or the actual time ◷, press the ◷ sensor repeatedly until the brackets are around the required symbol. The corresponding value will be shown for a few seconds on the display panel.

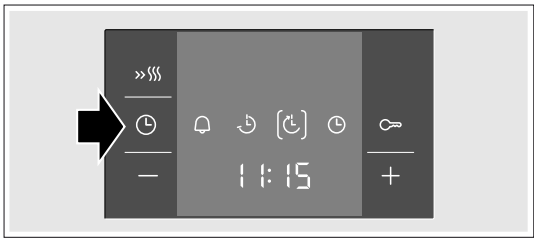
End time

The oven allows you to set the time when you want the food ready. The oven switches on automatically and switches off at the set time. E.g. the food may be placed in the oven in the morning and the oven set so that it is ready at midday.

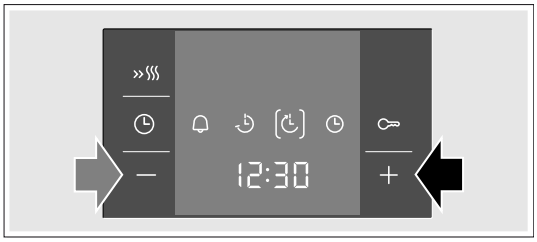
Please ensure that the food will not go off if it is in the oven for too long.

Example in the picture: It is now 10:30 AM, the cooking time is 45 minutes and the oven should switch off at 12:30 PM.

1. Set the function control knob.
2. Set the temperature control knob.
3. Press the ◷ button twice.
4. Set the cooking time with the + or −buttons.
5. Press the ◷ button.
   The brackets are shown next to ◷. The time the dish will be ready is displayed.



6. Delay the end time using the buttons + or −.



The oven displays the programmed time after a few seconds and is set to standby. The time when the dish will be ready is displayed and the end time ◷ symbol will be shown in brackets. The symbols 🔔 and ◷ turn off. When the oven is turned on, cooking time progress is shown and the symbol ◷ appears in brackets. The symbol ◷ is turned off.

The cooking time has finished

A beep will sound. The oven will stop heating. The display panel will show 00:00. Press the ◷ button. Programme a new cooking time with the + or − buttons. Or press the ◷ button twice and turn the function control knob to the zero setting. The oven is off.

Changing the end time

Change the end time using the buttons + or −. The new time is shown after a few seconds. If the timer has been programmed, first press the ◷button twice. Do not change the end time if the cooking time has already started to count down. The final result may not be the same.

Cancelling the end time

Reset the end time to the current time by pressing −. The new time is shown after a few seconds. The oven switches on. If the timer has been programmed, first press the ◷ button twice.

Viewing the time settings

If several time functions are programmed, the corresponding symbols light up on the display panel. The symbol for the time function in the foreground is in brackets.

To view the timer 🔔, the cooking time ◷, the end time ◷ or the actual time ◷, press the ◷ sensor repeatedly until the brackets are around the required symbol. The corresponding value will be shown for a few seconds on the display panel.

Time

Once the oven has been connected or after a power cut, a flashing ◷ symbol and four zeros are shown on the display panel. Set the time.

1. Press the ◷ button.
   The display panel displays the time 12:00.
2. Set the time with the buttons + or −.

The programmed time is displayed after a few seconds.

Changing the time

No other time function can be programmed.

1. Press the ◷ button four times.
   The time symbols light up on the display panel, the brackets are located next to ◷.
2. Adjust the time with the buttons + or −.

The programmed time is displayed after a few seconds.

Hiding the clock

You can hide the clock. For more information, please refer to the section *Changing the basic settings*.

Childproof lock

The oven includes a childproof lock to prevent it being turned on accidentally.

The oven does not react to any setting. The timer and time can be programmed when the childproof lock is on.

When the heating type and temperature or grill level are programmed, the childproof lock turns off the heating.

Activating the childproof lock
No cooking time or end time should already be set.

Press the ⊂⊃ button for approximately four seconds.

The display panel shows the symbol ⊂⊃. The childproof lock is now activated.

Turning off the childproof lock
Press the ⊂⊃ button for approximately four seconds.

The ⊂⊃ symbol in the display panel goes off. The childproof lock is now deactivated.

Changing the basic settings

This oven has different basic settings. The settings can be adapted to the user's own needs.

Basic settings	Selection 1	Selection 2	Selection 3
c 1 Time indicator	always*	only with the button ◷	-
c 2 Duration of signal after the cooking time or the time set on the timer has elapsed	approx. 10 sec	approx. 2 min.*	approx. 5 min
c 3 Time until a setting is applied	approx. 2 sec	approx. 5 sec.*	approx. 10 sec.

* Default setting

No other time function can be programmed.

1. Press the ◷ button for approximately 4 seconds.
   The display panel will show the current basic setting for the time, e.g. c 1 for the Selection 1.
2. Set the basic setting using the buttons + or −.
3. Confirm with the ◷ button.
   The display panel shows the following basic setting. Using the button ◷ select the levels and using the buttons + or − make the setting.
4. Press the ◷ button for approximately 4 seconds.

All basic settings have been applied.

The basic settings can be changed again at any time.

Care and cleaning

If cleaned and properly cared for, your oven will keep its bright appearance and operating performance for many years to come. Advice on how to care for and clean your oven is provided below.

Notes

- Different colours may be seen in your front panel due to the various materials used in its manufacture, such as glass, plastic and metal.
- Dark patches in the door's glass panel may seem to be dirt but they are in fact reflections from the oven light.
- Enamel burns at very high temperatures. This may cause slight discolouration. This is normal and does not affect the oven's operation. The edges of thin baking trays may not be completely enamelled. They may therefore feel slightly rough, although their corrosive protection will be unaffected.

Cleaning products

Follow the indications provided in the table to avoid damaging the various oven surfaces by using unsuitable cleaning products. Do not use

- abrasive or acidic cleaning products
- strong products containing alcohol
- scourers or hard sponges
- high-pressure or steam cleaners

Wash new dishcloths thoroughly before use.

Zone	Cleaning products
Front panel	Hot water and a little soap: Clean with a dishcloth and dry with a soft cloth. Do not use a glass cleaning product or a glass scraper.
Stainless steel	Hot water and a little soap: Clean with a dishcloth and dry with a soft cloth. Immediately remove any water marks, grease, cornflower or egg white stains since corrosion could occur underneath these marks or stains. Special products for the care of stainless steel and which are suitable for hot surfaces may be obtained from Technical Assistance Service centres and specialist retail outlets. Use a very fine soft cloth to apply the cleaning product.
Glass panel	Glass cleaning products: Clean using a soft cloth. Do not use a glass scraper.
Display	Glass cleaning products: Clean using a soft cloth. Do not use alcohol, vinegar or other abrasive or acidic cleaning products.
Glass panels on oven door	Glass cleaning products: Clean using a soft cloth. Do not use a glass scraper.
Glass cover for the oven light	Hot water and a little soap: Clean with a dishcloth.
The seal Do not remove!	Hot water and a little soap: Clean with a dishcloth. Do not rub.
Wire shelves or rails	Hot water and a little soap: Soak and clean using a dishcloth or brush.
Sliding guides	Hot water and a little soap: Clean with a dishcloth or a brush. Do not leave this to soak or wash in a dishwasher.
Accessories	Hot water and a little soap: Soak and clean using a dishcloth or brush.

Cleaning the self-cleaning surfaces in the oven interior

The inside rear and side walls and top of some ovens may be lined with a highly porous ceramic lining. This lining absorbs splashes produced during baking and roasting, dissolving them while the oven is working. This cleaning will be most effective at higher temperatures and during longer cooking times.

Proceed as follows if the oven is still dirty after being used several times:

1. Thoroughly clean the bottom and any walls that do not have this lining.
2. Programming the 3D Hot air function.
3. Empty the oven and then leave it on with the door closed for approximately 2 hours at maximum temperature.

The ceramic lining will regenerate. Once the oven has cooled down, remove any brown and white stains with water and a soft sponge.

Slight discolouration of the lining does not affect its self-cleaning performance.

Caution!

- Do not use abrasive cleaning products. These would scratch and impair the highly porous lining.
- Never use oven cleaning products on ceramics. If oven cleaner is spilled on this accidentally, immediately remove it using lots of water and a sponge.

Cleaning the oven's enamelled bottom and walls

Use a cleaning cloth and hot water with a little soap or vinegar.

If very dirty, use a fine steel scourer or a special oven cleaning product. These must only be used when the oven interior is cold. Do not use metal scourers or special oven cleaning products on self-cleaning surfaces.

Light

The oven light can be turned on manually to facilitate cleaning.

Turning on the oven light

Turn the function control knob to the ☼ position.

The light will come on. The temperature control knob must be turned off.

Turning the oven light off

Turn the function control knob to the o position.

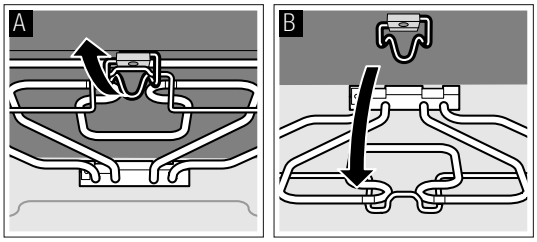
Removing the grill heating element

The grill heating element can be removed in some ovens to facilitate cleaning.

⚠ **Risk of burns.!**

The oven must be cold.

1. Pull the grill element handle towards you and push it upwards until you hear it click into position (figure A).
2. At the same time, hold the grill element and swing it down (figure B).



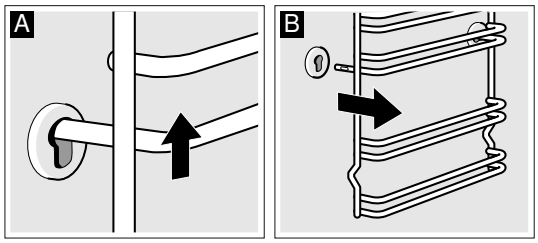
After cleaning, push the grill heating element up again. Push the locking handle down and secure the grill element.

Removing and refitting the wire shelves or left and right hand side rails

The wire shelves or left and right hand side rails can be removed for cleaning. The oven must be cold.

Release the guides or rails

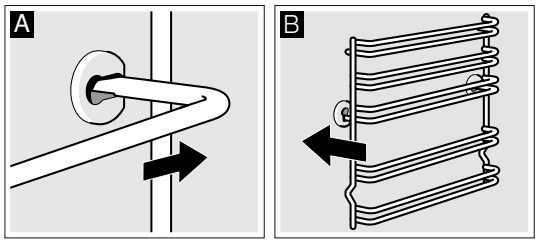
1. Lift the front of the guide or rail and release it (figure A).
2. Then pull the guide or rail forwards completely and remove it (figure B).



Clean the guides or rails with detergents and a sponge. The use of a brush is recommended for stubborn stains.

Install the wire shelves or rails

1. First insert the shelf or the rail in the rear groove by pushing it back slightly (figure A)
2. then insert it in the front groove (figure B).

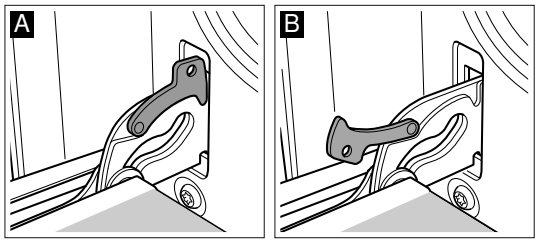


Wire shelves or rails can be adjusted on the left and right hand side. Their curvature should always be face down.

Unhooking and hanging the oven door

The front panel can be unhooked to help remove the oven door and clean the glass panels.

The oven door hinges are fitted with a locking lever. The door cannot be unhooked if the locking lever is closed (figure A). Once the locking lever has been opened to unhook the door (figure B), the hinges will be locked in position. This prevents the door from suddenly closing.

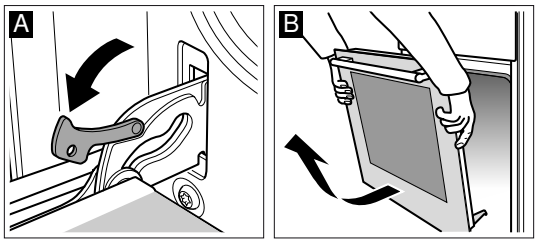


⚠ **Risk of injuries.!**

The hinges may close suddenly if they are not locked in position by the lever. Note that the locking levers are always closed, apart from when unhooking the door, when the levers must be open.

Unhooking the door

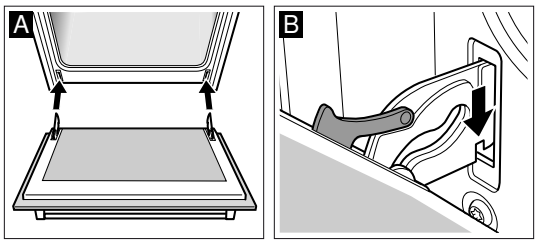
1. Fully open the oven door.
2. Remove both locking levers located on the right and left hand sides (figure A).
3. Fully close the oven door as far as possible (figure B). Grip the left and right hand sides of the door with both hands. Close the door slightly more and remove it.



Hanging the door

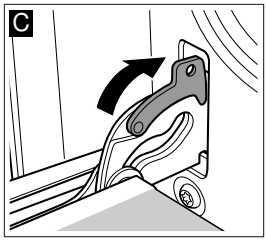
Rehang the door by following the same steps but in reverse order.

1. When refitting the door, check that both hinges are positioned exactly inside their respective openings (picture A).
2. The bottom groove of the hinges must fit snugly on both sides.



The door may be left crooked if the hinges are not mounted properly.

3. Reclose the attachment levers (picture C). Close the oven door.



⚠ Risk of injuries.!

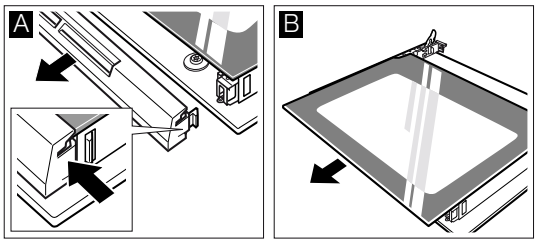
Do not touch the hinges; the door might accidentally fall or a hinge might suddenly close. Notify the Technical Assistance Service.

Removing and installing the door panels

To facilitate cleaning, you can remove the glass panels from the oven door.

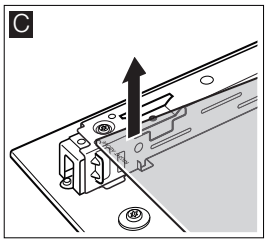
Dismantling

1. Unhook the oven door and place it on a cloth with its handle pointing downwards.
2. Remove the upper cover from the oven door. To do this, press with your fingers on the tabs on the left and right (Figure A).
3. Lift and remove the top glass panel (Figure B).



In doors with three glass panels, the following step will also be necessary:

4. Lift and remove the glass panel (Figure C).



Clean the glass panels using a glass cleaning product and a soft cloth.

Do not use abrasive or corrosive cleaning products, glass scrapers or hard metal scourers as these could damage the glass.

⚠ Risk of injury!

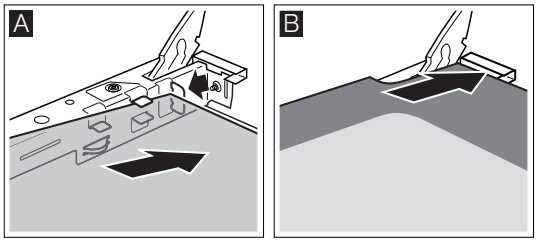
Scratched glass in the appliance door may develop into a crack. Do not use a glass scraper, or sharp or abrasive cleaning aids or detergents.

Installing

Follow steps 2 to 4 with doors that have two glass panels.

When installing, ensure that the "right above" inscription on the lower left part is inverted.

1. Insert the glass panel by tilting it backwards (Figure A).
2. Insert the upper glass panel on both mounts by tilting it backwards. Ensure that its smooth surface is facing outwards. (Figure B)



3. Fit and tighten the cover.
4. Refit the oven door.

Once the glass panels have been correctly fitted, the oven is ready to use.

Troubleshooting

Quite often, when there is a malfunction, it is usually a small irregularity which is easy to rectify. Before contacting the Technical Assistance Service, try to determine the cause of the fault using the following table.

Troubleshooting table

Fault	Possible cause	Solution/advice
The oven does not work.	The fuse has blown.	Check the state of the fuse in the fuse box.
	Power cut.	Check that the light in the kitchen and other household appliances are working.
The display panel shows a flashing ◷ symbol and four zeros.	Power cut.	Set the time once again.
The oven does not heat up.	There is dust on the contacts.	Turn the control knobs several times in both directions.

Error messages

When the display panel shows an error message with E, press the ◷ button. The message will disappear. The set time function will be deleted. If the error message does not disappear, call the Technical Assistance Service.

The following error messages can be solved by the user.

Error message	Possible cause	Solution/advice
E011	A button has been pressed for too long or has got stuck.	Press all of the buttons one by one. Check if any button is stuck, covered or dirty.

⚠ **Risk of electric shock.!**

Incorrect repairs can be dangerous. Repairs may only be carried out by qualified personnel from the Technical Assistance Service.

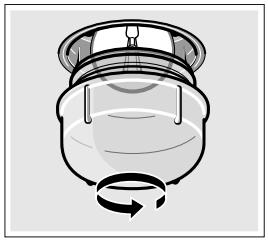
Changing the oven bulb

If the oven light bulb is damaged it must be replaced. Special 25 W, E14, 220 V-240 V heat-resistant light bulbs (to 300 °C temperature) can be obtained from the Technical Support Service or in specialist shops. Only use this type of bulb.

⚠ **Risk of electrical discharge and the resulting shock.!**

Disconnect the appliance from the mains. Ensure that this is turned off.

1. Place a dishcloth into the cold oven to avoid damage.
2. Remove the glass protection by unscrewing it to the left.



3. Replace the bulb with a similar bulb.
4. Screw the protection glass back into place.
5. Remove the dishcloth and switch the oven back on at the mains.

Protective glass panels

Damaged protective glass panels must be replaced. Protective glass panels cay be obtained from the Technical Assistance Service. Please quote your appliance's product number and production number.

After-sales service

Our after-sales service is there for you if your appliance needs to be repaired. We will always find the right solution in order to avoid unnecessary visits from a service technician.

E number and FD number

When calling us, please give the product number (E no.) and the production number (FD no.) so that we can provide you with the correct advice. The rating plate containing these numbers can be found on the right-hand side of the oven door. You can make a note of the numbers of your appliance and the telephone number of the after-sales service in the space below to save time should it be required.

E no.	**FD no.**

After-sales service ☏

Please note that there will be a fee for a visit by a service technician in the event of a malfunction, even during the warranty period.

Please find the contact data of all countries in the enclosed customer service list.

To book an engineer visit and product advice

GB 0844 8928979
Calls from a BT landline will be charged at up to 3 pence per minute. A call set-up fee of up to 6 pence may apply.

IE 01450 2655

Trust the expertise of the manufacturer, and rest assured that the repair will be carried out by trained service technicians using original spare parts for your domestic appliance.

Energy and environment tips

Here you can find tips on how to save energy when baking and roasting and how to dispose of your appliance properly.

Saving energy

- Preheat the oven only if this is required by a recipe or is indicated in the tables.
- Use dark, lacquered or black enamel baking tins. These are more efficient at absorbing heat.
- Keep the oven door closed during cooking, baking and roasting cycles.
- When baking several cakes, these should be preferably baked one after the other. The oven will still be hot, thereby reducing the cooking time for the second cake. Two rectangular baking tins can be placed side-by-side.
- For long cooking times, the oven may be turned off 10 minutes prior to the specified time, allowing the item to continue to cook but taking advantage of the oven's residual heat.

Environmentally-friendly disposal of waste

Dispose of packaging with the environment in mind.



This appliance is identified according to the Waste Electrical and Electronic Equipment Directive WEEE 2002/96/EC. This directive defines the framework for the recycling and reuse of appliances used in EU territory.

Tested for you in our cooking studio

Here you will find a selection of dishes and the ideal settings for them. We will show you which type of heating and which temperature are best suited for your dish. You can find information about suitable accessories and the height at which they should be inserted. There are also tips about cookware and preparation methods.

Notes

- The values in the table always apply to dishes placed into the cooking compartment when it is cold and empty.
  Only preheat the appliance if the table specifies that you should do so. Do not line the accessories with greaseproof paper until after they have been preheated.
- The times specified in the tables are guidelines only. They will depend on the quality and composition of the food.
- Use the accessories supplied. Additional accessories may be obtained as special accessories from specialist retailers or from the after-sales service.
  Before using the oven, remove any unnecessary accessories and ovenware from the cooking compartment.
- Always use oven gloves when taking hot accessories or ovenware out of the cooking compartment.

Cakes and pastries

Baking on one level

The best method for baking a cake is to place it on one level with top and bottom heating ⊟.

When baking using the 3D ⊛ Hot air function, the following levels are recommended for the accessories:

- Cakes in tins: level 2
- Cakes on the tray: level 3

Baking at different levels

Use the 3D ⊛ Hot air mode.

Baking on two levels:

- Universal tray: level 3.
- Oven tray: level 1.

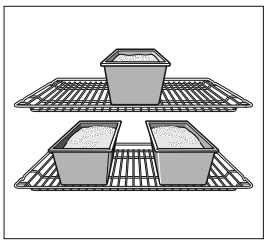
Baking on three levels:

- Universal tray: level 5.
- Oven tray: level 3.
- Oven tray: level 1.

Trays put in the oven at the same time are not necessarily ready at the same time.

In these tables you will find numerous tips for your dishes.

If 3 rectangular cakes tins are used at the same time, place on the wire shelf as shown in the diagram.



Baking tins

It is best to use dark-coloured metal baking tins.

Baking times are increased when light-coloured baking tins made of thin metal or glass dishes are used, and cakes do not brown so evenly.

If you wish to use silicone baking tins, use the information and recipes provided by the manufacturer as a guide. Silicone baking tins are often smaller than normal tins. The amount of mixture and recipe instructions may differ.

Tables

The table shows the optimum heating methods for each type of cake or dessert. The temperature and cooking time will depend on the amount and the consistency of the dough. For this reason the cooking tables always provide approximate cooking times. Always begin by trying the lowest value. The items will be more evenly browned at a lower temperature. If necessary, this can be increased next time.

If the oven is preheated, cooking times are reduced by 5 to 10 minutes.

Additional information is provided in the Tips for baking section as an appendix to the tables.

To bake a cake only on one level, place the mould on the enamel tray.

When baking several cakes at the same time, the moulds can be placed together on the wire shelf.

Cakes in tins	Cake tin	Level	Heating type	Temperature in °C	Time in minutes
Easy sponge cake	Crown-shaped/rectangular cake tin	2		160-180	60-75
	3 rectangular cake tins	3+1		140-160	70-90
Batter dough cakes, fine	Crown-shaped/rectangular cake tin	2		150-170	60-70
Tart base, sponge cake dough	Tart tin	3		160-180	20-30
Fine fruitcake, sponge cake dough	Round/springform tin	2		160-180	50-60
Sponge cake base, 2 eggs (preheat)	Tart tin	2		150-170	20-30
Sponge cake base, 6 eggs (preheat)	Springform tin	2		150-170	40-50
Shortcrust pastry base with edge	Springform tin	1		180-200	25-35
Cheese cake or fruit tart, shortcrust pastry base*	Springform tin	1		160-180	70-90
Quiche	Pizza tray	1		220-240	35-45
Sponge in concentric cake tin	Concentric cake tin	2		150-170	60-70
Pizza, thin base with light topping (preheat)	Pizza tray	1		270	10-20
Savoury cake*	Springform tin	1		170-190	45-55

* Let the cake cool for 20 minutes with the oven switched off and closed.

Cakes prepared on the tray	Accessories	Level	Heating type	Temperature in °C	Time in minutes
Dry layer sponge cake	Universal tray	2		170-190	20-30
	Universal tray + oven tray	3+1		160-170	30-40
Fruit or liquid layer sponge cake	Universal tray	2		170-190	25-35
	Universal tray + oven tray	3+1		140-160	40-50
Dry layer yeast dough	Universal tray	3		170-180	25-35
	Universal tray + oven tray	3+1		150-170	35-45
Fruit or liquid layer yeast dough	Universal tray	3		160-180	40-50
	Universal tray + oven tray	3+1		150-160	50-60
Lattice-topped shortcrust tart with dry layer	Universal tray	1		180-200	20-30
Lattice-topped shortcrust tart with fruit or liquid layer	Universal tray	2		160-180	60-70
Quiche	Universal tray	1		210-230	40-50
Swiss roll (preheating)	Universal tray	2		170-190	15-20
Plaited loaf made with 500 g of flour	Universal tray	2		170-190	25-35
Bread roll made with 500 g of flour	Universal tray	3		160-180	60-70
Bread roll made with 1 kg of flour	Universal tray	3		150-170	90-100

Cakes prepared on the tray	Accessories	Level	Heating type	Temperature in °C	Time in minutes
Puff pastry, sweet	Universal tray	2		190-210	55-65
Pizza	Universal tray	2		200-220	25-35
	Universal tray + oven tray	3+1		180-200	40-50
Flambéed tart (preheating)	Universal tray	2		270	15-20
Börek	Universal tray	2		190-200	40-55

Small pastries	Accessories	Level	Heating type	Temperature in °C	Time in minutes
Pastries and biscuits	Universal tray	3		140-160	15-25
	Universal tray + oven tray	3+1		130-150	25-35
	2 oven trays + universal tray	5+3+1		130-150	25-40
Tea biscuits (preheating)	Universal tray	3		140-150	30-40
	Universal tray	3		140-150	20-30
	Universal tray + oven tray	3+1		140-150	25-35
	2 oven trays + universal tray	5+3+1		140-150	25-35
Macaroons	Universal tray	2		110-130	30-40
	Universal tray + oven tray	3+1		110-120	35-45
	2 oven trays + universal tray	5+3+1		110-120	35-45
Meringues	Universal tray	3		80-100	100-150
Tartlets	Wire shelf and tartlet tin	3		180-200	20-25
	2 wire shelves and tartlet tin	3+1		160-180	25-30
Ensaimada	Universal tray	2		210-230	30-40
Puff pastry	Universal tray	3		190-200	25-35
	Universal tray + oven tray	3+1		190-200	30-40
	2 oven trays + universal tray	5+3+1		170-180	35-45
Yeast dough pastry	Universal tray	2		190-210	20-30
	Universal tray + oven tray	3+1		160-180	25-35

Bread and rolls
Preheat the oven for bread making unless otherwise instructed.
Do not spill water directly into the oven when it is hot.

Bread and rolls	Accessories	Level	Heating	Temperature in °C	Time in minutes
Yeast bread made using 1.2 kg of flour	Universal tray	2		270	8
				200	35-45
Fermented dough bread made using 1.2 kg of flour	Universal tray	2		270	8
				200	40-50
Bread pudding	Universal tray	2		270	15-20
Bread rolls (no preheating)	Universal tray	3		200	20-30
Sweet yeast dough bread rolls	Universal tray	3		180-200	15-20
	Universal tray + oven tray	3+1		150-170	20-30

Suggestions and practical advice for baking

If you want to use your own recipe.	You can use a similar product to the one listed in the cooking table as a guide.
How to check whether your sponge cake is ready.	10 minutes before the end of the cooking time indicated in the recipe, test the thickest part of the cake with a thin wooden skewer. The cake is ready when the skewer comes out clean, with no traces of cake mix.
The cake is too flat.	Next time, try using less liquid or reduce the oven temperature by 10 degrees. Ensure you mix the dough according to the times given in the recipe.
The cake has a peaked centre, but the edges are lower.	Do not grease the cake tin. Once the cake is ready, use a knife to carefully remove it from the cake tin.
If the cake is too brown on top.	Position the cake lower in the oven, reduce the oven temperature and bake it for longer.

The cake is too dry.	Use a skewer to make small holes in the finished cake. Pour a few drops of fruit juice or alcoholic drink over the cake. Next time, increase the oven temperature by 10 degrees and reduce the cooking time.
The bread or cake (fruit cake, for example) looks fine on the outside but still has soft (soggy) areas inside.	Next time, use less liquid and leave the product for a little longer in the oven, at a lower temperature. The bases of cakes with juicy toppings should be baked first on their own. Then sprinkle chopped almonds or breadcrumbs on the base before adding the topping. Follow the recipe and the cooking times.
Pastries are not evenly browned.	Select a lower temperature; the pastries will be browned more uniformly. Bake more delicate pastries with top and bottom heating on one level. Overhanging greaseproof paper may also affect air circulation. Always trim it to fit the baking tray.
The fruit pie is not brown enough at the bottom.	Next time put the pie in at a lower level.
The fruit juices are spilling out.	Next time use the universal tray if available.
Small pastries made with yeast may stick together during baking.	Leave a space of about 2 cm between them. Then they will have enough space to rise and brown on all sides.
Products have been baked on different levels. Pastries on the upper tray are darker than those on the lower tray.	Always use the 3D Hot air function when baking products on different levels. Although several baking trays may be placed in the oven at the same time, this does not mean that they will necessarily all be ready at the same time.
Baking moist cakes produces condensation.	Condensation may form when baking. Some of this moisture may evaporate via the door handle, and drops of condensation may form on the control panel or on the front of nearby kitchen units. The oven is physically designed with this in mind.

Meat, poultry, fish

Cookware

Any heatproof cookware can be used. For large roasts, the enamel tray can also be used.

It is best to use glass containers. Check that the lid of the cookware will fit and close properly.

If using enamel containers, add more liquid.

When using stainless steel pans, the meat does not brown well and may even be left rare. If so, lengthen the cooking time.

Data shown in tables:
Uncovered cookware = open
Covered cookware = closed

Always place cookware in the centre of the wire shelf.

Hot glass cookware should be placed on a dry dishcloth. The glass could shatter if rested on a wet or cold surface.

Roasting

Add in a little liquid if the meat is lean. Cover the base of the ovenware with approx. ½ cm of liquid.

Add liquid generously for pot roasts. Cover the base of the ovenware with approx. 1 - 2 cm of liquid.

The amount of liquid depends on the type of meat and the material the ovenware is made of. If preparing meat in an enamelled roasting dish, it will need a little more liquid than if cooked in glass ovenware.

Roasting dishes made from stainless steel are not ideal. The meat cooks more slowly and browns less fully. Use a higher temperature and/or a longer cooking time.

Grilling

Always use the grill with the oven closed.

For grilling, preheat the oven for about 3 minutes before the food is placed inside the oven.

Place the pieces directly on the wire shelf. If only one piece is prepared, it is best if placed in the centre of the wire shelf.

Place the enamel tray at level 1. The tray will help keep the oven clean by catching any meat juices.

Do not place the baking tray or universal tray at level 4 or 5. Due to the extreme heat, it could be deformed and cause damage to the oven interior when it is removed.

In so far as it is possible, use pieces of the same thickness. This will help them brown evenly and remain juicy. Salt the fillets after grilling.

Turn the pieces after ⅔ the time has elapsed.

The grill resistance switches on and off automatically. This is normal. The frequency depends on the chosen power level.

Meat

Turn pieces of meat halfway through the cooking time.

When the roast is ready, turn off the oven and allow it to rest for an additional 10 minutes. This allows better distribution of the meat juices.

After cooking, wrap sirloin in aluminium foil and leave it to rest for 10 minutes in the oven.

For roast pork with a rind, score the rind in a crossways pattern, then lay the roast in the dish with the rind at the bottom.

Meat	Weight	Accessories and cookware	Level	Heating	Temperature at °C, grill power	Time in minutes
Beef						
Braised beef	1.0 kg	covered	2		200-220	100
	1.5 kg		2		190-210	120
	2.0 kg		2		180-200	140
Steak, medium rare	1.0 kg	uncovered	2		210-230	60
	1.5 kg		2		200-220	80
Roast beef, medium rare	1.0 kg	uncovered	1		220-240	60
Beefsteak, 3 cm thick, medium rare		Wire shelf + universal tray	5+1		3	15

Meat	Weight	Accessories and cook-ware	Level	Heating	Temperature at °C, grill power	Time in minutes
Veal						
Roast veal	1.0 kg	uncovered	2		190-210	110
	1.5 kg		2		180-200	130
	2.0 kg		2		170-190	150
Leg of veal	1.5 kg	uncovered	2		210-230	140
Pork						
Roast without bacon (e. g. nape)	1.0 kg	uncovered	1		190-210	120
	1.5 kg		1		180-200	150
	2.0 kg		1		170-190	170
Roast with bacon (e. g. shoulder)	1.0 kg	uncovered	1		190-210	130
	1.5 kg		1		180-200	160
	2.0 kg		1		170-190	190
Pork loin	500 g	Wire shelf + universal tray	3+1		230-240	30
Roast pork, lean	1.0 kg	uncovered	2		190-210	120
	1.5 kg		2		180-200	140
	2.0 kg		2		170-190	160
Shoulder of pork with bone	1.0 kg	covered	2		210-230	70
Beefsteak, 2 cm thick		Wire shelf + universal tray	5+1		3	15
Pork medallions, 3 cm thick		Wire shelf + universal tray	5+1		3	10
Lamb						
Shoulder of lamb with bone	1.5 kg	uncovered	2		190-210	60
Leg of lamb, no bone, medium rare	1.5 kg	uncovered	1		160-180	120
Game						
Fillet of venison on the bone	1.5 kg	uncovered	2		200-220	50
Boneless leg of venison	1.5 kg	covered	2		210-230	100
Roast boar	1.5 kg	covered	2		180-200	140
Roast venison	1.5 kg	covered	2		180-200	130
Rabbit	2.0 kg	covered	2		220-240	60
Minced meat						
Minced meat casserole	500 g of meat	uncovered	1		180-200	80
Sausages						
Sausages		Wire shelf + universal tray	4+1		3	15

Poultry

The weights of the table are for unstuffed birds ready to roast.

Place whole birds on the wire shelf initially with the breast side down. Turn once after ⅔ the estimated time.

Turn pieces of meat such as turkey pieces or turkey breasts over after half the cooking time has elapsed. Turn the pieces of poultry after ⅔ the time has elapsed.

If cooking duck or goose, prick the skin below the wings to release the fat.

The birds can be made brown and crunchy if they are smeared with butter, brine or orange juice more or less at the end of cooking time.

If grilling directly on the shelf, place the enamel tray on level 1.

Poultry	Weight	Accessories and cookware	Level	Heating	Temperature at °C, grill power	Time in minutes
Chicken, whole	1.2 kg	Wire shelf	2		220-240	60-70
Poularde, whole	1.6 kg	Wire shelf	2		210-230	80-90
Chicken, halves	500 g each	Wire shelf	2		220-240	40-50
Chicken pieces	150 g each	Wire shelf	3		210-230	30-40
Chicken pieces	300 g each	Wire shelf	3		210-230	35-45
Chicken breasts	200 g each	Wire shelf	3		3	30-40

Poultry	Weight	Accessories and cookware	Level	Heating	Temperature at °C, grill power	Time in minutes
Duck, whole	2.0 kg	Wire shelf	2		190-210	100-110
Duck breasts	300 g each	Wire shelf	3		240-260	30-40
Goose, whole	3.5-4.0 kg	Wire shelf	2		170-190	120-140
Goose legs	400 g each	Wire shelf	3		220-240	40-50
Small turkey, whole	3.0 kg	Wire shelf	2		180-200	80-100
Turkey roll	1.5 kg	uncovered	1		200-220	110-130
Turkey breast	1.0 kg	covered	2		180-200	90
Turkey thigh	1.0 kg	Wire shelf	2		180-200	90-100

Fish

Turn the fish pieces after ⅔ the time has elapsed.

Whole fish do not need to be turned over. Bake whole fish in swimming position with the dorsal fin up. So that the fish remains stable, place a cut potato or a small container suitable for baking into the abdomen of the fish.

To cook fish fillets, add a few tablespoons of liquid when cooking.

If grilling directly on the shelf, place the enamel tray on level 1.

Fish	Weight	Accessories and cookware	Level	Heating	Temperature at °C, grill power	Time in minutes
Fish, whole	of approx. 300 g	Wire shelf	2		2	20-25
	1.0 kg	Wire shelf	2		200-220	45-55
	1.5 kg	Wire shelf	2		190-210	60-70
	2.0 kg	covered	2		190-210	70-80
Ventresca fish, 3 cm thick		Wire shelf	3		2	20-25
Fish fillet		covered	2		210-230	25-30

Tips for roasting and grilling

The table does not contain information for the weight of the joint.	Select the next lowest weight from the instructions and extend the time.
How to tell when the roast is ready.	Use a meat thermometer (available from specialist shops) or carry out a “spoon test”. Press down on the roast with a spoon. If it feels firm, it is ready. If the spoon can be pressed in, it needs to be cooked for a little longer.
The roast is too dark and the crackling is partly burnt.	Check the shelf height and temperature.
The roast looks good but the juices are burnt.	Next time, use a smaller roasting dish or add more liquid.
The roast looks good but the juices are too clear and watery.	Next time, use a larger roasting dish and use less liquid.
Steam rises from the roast when basted.	This is normal and due to the laws of physics. The majority of the steam escapes through the steam outlet. It may settle and form condensation on the cooler switch panel or on the fronts of adjacent units.

Au gratin, soufflés, toast

Place the cookware on the wire shelf.

To roast directly on the wire shelf without containers, insert the enamelled tray at level 1. This will keep the oven cleaner.

The result of a gratin depends on the size of the dish and gratin height. The data shown in the table are only given as a guide.

Food	Accessories and cookware	Level	Heating	Temperature at °C, grill power	Time in minutes
Gratins					
Gratins, dessert	Tin for au gratin cooking	2		180-200	50-60
Soufflé	Tin for au gratin cooking	2		180-200	35-45
	Ramekins	2		200-220	25-30
Pasta au gratin	Tin for au gratin cooking	2		200-220	40-50
Lasagne	Tin for au gratin cooking	2		180-200	40-50

Food	Accessories and cookware	Level	Heating	Temperature at °C, grill power	Time in minutes
Au gratin dishes					
Potatoes gratin with raw ingredients, max. 4 cm in height	1 baking pan for au gratin cooking	2		160-180	60-80
	2 two baking pans for au gratin cooking	3+1		150-170	60-80
Toast					
4 units au gratin	Wire shelf + universal tray	3+1		160-170	10-15
12 units, au gratin	Wire shelf + universal tray	3+1		160-170	15-20

Ready-made products

Read the manufacturer's instructions on the packaging.

When covering accessories with parchment paper, ensure that the paper is suitable for high temperatures. Cut the paper to the size of the dish to be prepared.

The result depends directly on the type of food. There may be irregularities and colour differences in raw products.

Dish	Accessories	Level	Heating type	Temperature in °C	Time in minutes
Pizza, deep frozen					
Thin base pizza	Universal tray	2		200-220	15-25
	Universal tray + wire shelf	3+1		180-200	25-35
Thick base pizza	Universal tray	2		170-190	20-30
	Universal tray + wire shelf	3+1		170-190	30-40
Pizza-baguette	Universal tray	3		170-190	20-30
Mini pizza	Universal tray	3		190-210	10-20
Pizza, frozen					
Pizza (preheat)	Universal tray	1		180-200	10-15
Potato-based products, deep frozen					
Chips	Universal tray	3		190-210	20-30
	Universal tray + oven tray	3+1		190-200	35-45
Croquettes	Universal tray	3		190-210	20-25
Potato cakes, stuffed potatoes	Universal tray	3		200-220	15-25
Bakery products, deep frozen					
Bread rolls and baguettes	Universal tray	3		180-200	10-20
Pretzels (bread dough)	Universal tray	3		200-220	10-20
Bakery products, pre-baked					
Bread rolls and baguettes	Universal tray	2		190-210	10-20
	Universal tray + wire shelf	3+1		160-180	20-25
Fried foods, deep frozen					
Fish fingers	Universal tray	2		220-240	10-20
Chicken fingers, nuggets	Universal tray	3		200-220	15-25
Puff pastry, deep frozen					
Puff pastry	Universal tray	3		190-210	30-35

Special dishes

At low temperatures, a good creamy yoghurt and a spongy yeast dough can be obtained.

First remove accessories and wire shelves or left and right-hand side rails from inside the oven.

Making yoghurt

1. Boil 1 litre of milk (3.5 % fat) and allow it to cool to about 40 °C.
2. Mix 150 g of yoghurt (at fridge temperature).
3. Pour the mixture into jars or bowls and cover them with transparent film.
4. Preheat the oven as instructed.
5. Now, place the bowls or jars on the bottom of the oven and prepare as follows.

Leaving yeast dough to rise

1. Prepare the yeast dough as usual. Pour the dough into a heat-resistant ceramic baking dish and cover it.
2. Preheat the oven as instructed.
3. Turn off the appliance and allow the dough to rise inside the oven.

Food	Cookware	Level	Type of heating	Temperature	Time
Yoghurt	Place the bowls or jars	at the bottom of the oven		Preheat to 50 °C	5 min.
				50 °C	8 h
Allow the dough with yeast to rise	Place a heat resistant cookware	at the bottom of the oven		Preheat to 50 °C	5-10 min.
				turn off the appliance and place the dough inside the oven.	20-30 min.

Defrosting

Defrosting time depends on the type and quantity of food.

Read and note the manufacturer's instructions on the packaging.

Remove frozen food from the container and place in appropriate cookware on the wire shelf.

Place the bird on a dish with the breast facing down.

Frozen products	Accessories	Level	Type of heating	Temperature
For example, cream cakes, buttercream tarts, chocolate or sugar-coated cakes, fruit, chicken, sausages and meat, bread, rolls, pies and other pastries	Shelf	1		The temperature control knob remains off.

Drying

Use only fruit and vegetables that are in perfect condition and wash them thoroughly first.

Drain well and dry thoroughly.

Place the universal tray on level 3 and the shelf on level 1.

Cover the universal tray and shelf with special baking parchment or greaseproof paper. .

Food	Level	Type of heating	Temperature in °C	Cooking time, hours
600 g of sliced apples	1+3		80	approximately 5 h
800 g of pears cut into chunks	1+3		80	approximately 8 h
1.5 kg of cherries	1+3		80	approximately 8-10 h
200 g of cleaned, fresh herbs	1+3		80	approximately 1½ h

Note: If the fruit or vegetables contain a lot of juice or water, they will have to be turned over several times. Once dried, remove them from the paper immediately.

Jam making

For cooking, the jars and the elastic bands must be clean and in perfect condition. Whenever possible, use jars of equal sizes. The values in the tables are given for round 1-Litre jars.

Caution!

Do not use larger or taller jars. Their lids could explode.

Only use fruit and vegetables that are in good condition. Clean them well.

The times given in tables are only given as an indication. These can vary according to the outside temperature, number of jars, quantity and temperature of the jar content. Before turning off the appliance, ensure the jars have begun to bubble.

Preparation

1. Tip the fruit or vegetable into the jars but do not fill them to the brim.
2. Clean the edges of the jars; these must be clean.
3. Place a cover and wet elastic band on each jar.
4. Close the jars with clamps.

Do not place more than six jars in the oven at the same time.

Setting

1. Place the universal tray on level 2. Place the jars on the tray so that they do not touch each other.
2. Pour ½ litre of water (approx. 80 °C) on the universal tray.
3. Close the oven door.
4. Position the control knob to bottom heat position .
5. Set the temperature between 170 and 180 °C.

Jam making

After approximately 40 - 50 minutes, bubbles begin to form rapidly. Switch the oven off

Take the jars out of the oven after approximately 25 - 35 minutes (the residual heat is used in this time). If these are allowed to cool in the oven for more time, this could promote the formation of germs making the jam acidic.

Fruit in 1 L jars	from when bubbles start to appear	Residual heat
Apples, gooseberries, strawberries	To switch off	approx. 25 minutes
Cherries, apricots, peaches, gooseberries	To switch off	approx. 30 minutes
Apple, pear or cherry puree	To switch off	approx. 35 minutes

Cooking vegetables
When small bubbles begin to form in the jars, adjust the temperature to approximately 120 - 140 °C.
About 35 - 70 minutes, depending on the type of vegetables.
After this time, turn off the oven to use the residual heat.

Cold cooking vegetables in 1 L jars	When bubbles start to appear 120-140 ºC	Residual heat
Peppers	-	approx. 35 minutes
Beetroot	approx. 35 minutes	approx. 30 minutes
Brussels sprouts	approx. 45 minutes	approx. 30 minutes
Beans, kohlrabi, red cabbage	approx. 60 minutes	approx. 30 minutes
Peas	approx. 70 minutes	approx. 30 minutes

Remove the jars from the oven

Remove the jars from inside the oven when cooking is finished.

Caution!

Do not place hot jars on a cold or wet surface. They could explode.

Acrylamide in food

Acrylamide is produced particularly in cereal and potato products prepared at high temperatures, e. g., chips, toast, rolls, bread and pastries (biscuits, spiced biscuits, Christmas biscuits).

Tips for preparing food with a low acrylamide content	
General	■ Keep the cooking time to a minimum. ■ Brown the food, making sure it is not overtoasted. ■ Large, thick pieces of food contain a low acrylamide content.
Baking	With top and bottom heat max. 200 °C With 3D Hot air max. 180 °C.
Pastries and biscuits	With top and bottom heat max. 190 °C. With 3D Hot air max. 170 °C. Eggs or egg yolks reduce the formation of acrylamide.
Oven potato chips	Spread them evenly on a single layer in the baking tray. Bake at least 400 g on each baking tray so that the chips do not dry out

Test dishes

These tables have been produced for test institutes to facilitate the inspection and testing of the various appliances.

In accordance with EN 50304/EN 60350 (2009) and IEC 60350.

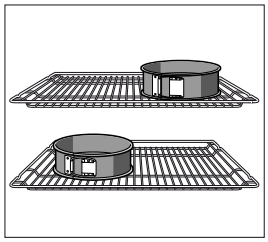
Baking

Baking on 2 levels:
Always place the universal deep tray on the upper level and the flat oven tray on the lower level.

Baking on 3 levels:
Always place the universal deep tray on the upper level.

Butter cookies:
Trays put in the oven at the same time are not necessarily ready at the same time.

Covered apple pie on level 1:
Place dark springform tins with some space between them.
Covered apple pie on 2 levels:
Place dark springform tins on top of one another.



Cakes in springform tins:
Bake using top and bottom heating on level 1. Use the universal tray instead of the wire shelf and place the springform tins on it.

Food	Accessories and tins	Level	Type of heating	Temperature in °C	Time in minutes
Butter cookies (preheating*)	Universal tray	3		150-160	20-30
	Universal tray	3		140-150	20-30
	Universal tray + oven tray	3+1		140-150	25-35
	2 oven trays + universal tray	5+3+1		140-150	25-35
Small cakes (pre-heating*)	Universal tray	3		150-170	20-30
	Universal tray + oven tray	3+1		140-160	25-35
	Universal tray	3		150-160	25-30
	2 oven trays + universal tray	5+3+1		140-150	25-30
Sponge cake (preheating*)	Springform tin on the wire shelf	2		170-180	30-40
Sponge cake	Springform tin on the wire shelf	2		165-175	35-45
Flat yeast cake	Universal tray	3		160-180	30-40
	Universal tray	3		140-160	35-45
	Universal tray + oven tray	3+1		160-170	30-40
Covered apple pie	Wire shelf + 2 springform tins Ø 20 cm.	1		190-210	70-90
	2 wire shelves + 2 springform tins Ø 20 cm.	3+1		170-190	60-80

* Do not use rapid heating to preheat the oven

Wire shelves and baking trays may be obtained as optional accessories from specialist retail outlets.

Grilling

If food is placed directly on the wire shelf, place the enamel tray at level 1. The tray will help keep the oven clean by catching any meat juices.

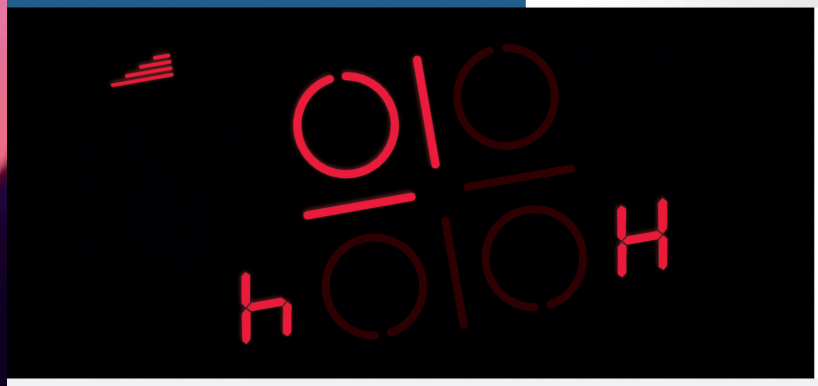
Food	Accessories	Level	Type of heating	Grill power	Time in minutes
Brown toast (preheat for 10 min.)	Shelf	5		3	½-2
12 beefburgers* (no pre-heating)	Grill + enamel tray	4+1		3	25-30

* Turn once after time ⅔.





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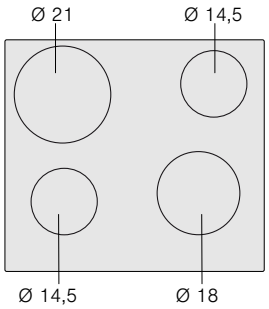


Hob
PKE6..C17., PKF6..C17.

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[en] Instruction manual

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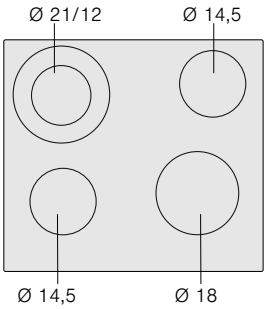


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Additional information on products, accessories, replacement parts and services can be found at **www.bosch-home.com** and in the online shop **www.bosch-eshop.com**

⚠ Safety precautions

Please read this manual carefully. Please keep the instruction and installation manual as well as the appliance certificate in a safe place for later use or for subsequent owners.

Check the appliance for damage after unpacking it. Do not connect the appliance if it has been damaged in transport.

Only a licensed professional may connect appliances without plugs. Damage caused by incorrect connection is not covered under warranty.

This appliance is intended for domestic use only. The appliance must only be used for the preparation of food and drink. The appliance must be supervised during operation. Only use this appliance indoors.

This appliance is not intended for operation with an external clock timer or a remote control.

Do not use covers. These can cause accidents, due to overheating, catching fire or materials shattering, for example.

Do not use inappropriate child safety shields or hob guards. These can cause accidents.

This appliance may be used by children over the age of 8 years old and by persons with reduced physical, sensory or mental capabilities or by persons with a lack of experience or knowledge if they are supervised or are instructed by a person responsible for their safety how to use the appliance safely and have understood the associated hazards.

Children must not play with, on, or around the appliance. Children must not clean the appliance or carry out general maintenance unless they are at least 8 years old and are being supervised.

Keep children below the age of 8 years old at a safe distance from the appliance and power cable.

Ø = cm

Risk of fire!

- Hot oil and fat can ignite very quickly. Never leave hot fat or oil unattended. Never use water to put out burning oil or fat. Switch off the hotplate. Extinguish flames carefully using a lid, fire blanket or something similar.
- The hotplates become very hot. Never place combustible items on the hob. Never place objects on the hob.
- The appliance gets hot. Do not keep combustible objects or aerosol cans in drawers directly underneath the hob.

Risk of burns!

The hotplates and surrounding area (particularly the hob surround, if fitted) become very hot. Never touch the hot surfaces. Keep children at a safe distance.

Risk of electric shock!

- Incorrect repairs are dangerous. Repairs may only be carried out by one of our trained after-sales engineers. If the appliance is faulty, unplug the mains plug or switch off the fuse in the fuse box. Contact the after-sales service.
- Do not use any high-pressure cleaners or steam cleaners, which can result in an electric shock.
- A defective appliance may cause electric shock. Never switch on a defective appliance. Unplug the appliance from the mains or switch off the circuit breaker in the fuse box. Contact the after-sales service.
- Cracks or fractures in the glass ceramic may cause electric shocks. Switch off the circuit breaker in the fuse box. Contact the after-sales service.

Risk of injury!

Saucepans may suddenly jump due to liquid between the pan base and the hotplate. Always keep the hotplate and saucepan bases dry.

Causes of damage

Caution!

- Rough pot and pan bases scratch the ceramic.
- Avoid boiling pots dry. This may cause damage.
- Never place hot pots or pans on the control panel, the display area or the surround. This may cause damage.
- Damage can occur if hard or pointed objects fall on the hob.
- Aluminium foil and plastic containers melt on hot hotplates. Oven protective foil is not suitable for your hob.

Overview

The following table provides an overview of the most frequent kinds of damage:

Damage	Cause	Action
Stains	Food spills	Remove spills immediately with a glass scraper.
	Unsuitable cleaning agents	Only use cleaning agents which are suitable for ceramic
Scratches	Salt, sugar and sand	Do not use the hob as a work surface or storage space.
	Rough pot and pan bases scratch the ceramic.	Check your cookware.
Discolouration	Unsuitable cleaning agents	Only use cleaning agents which are suitable for ceramic
	Pan abrasion (e.g. aluminium)	Lift the pots and pans when moving them.
Blisters	Sugar, food with a high sugar content	Remove spills immediately with a glass scraper.

Environmental protection

Environmentally-friendly disposal

Dispose of packaging in an environmentally-friendly manner.



This appliance is labelled in accordance with European Directive 2012/19/EU concerning used electrical and electronic appliances (waste electrical and electronic equipment - WEEE). The guideline determines the framework for the return and recycling of used appliances as applicable throughout the EU.

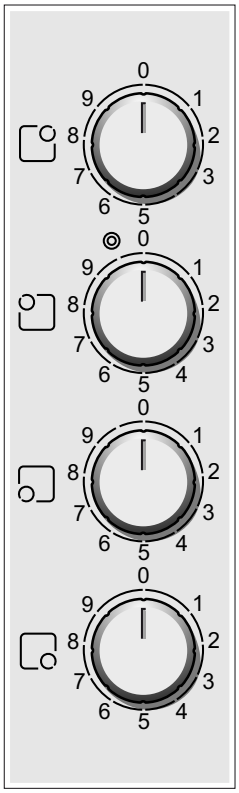
Energy-saving tips

- Always place suitable lids on saucepans. When cooking without a lid, considerably more energy is required. A glass lid means that you can see inside without having to lift the lid.
- Use pots and pans with even bases. Uneven bases increase energy consumption.
- The diameter of pot and pan bases should be the same size as the hotplate. In particular, small saucepans on the hotplate cause energy losses. Please note: cookware manufacturers often indicate the upper diameter of the saucepan. This is usually bigger than the diameter of the base of the pan.
- Use a small saucepan for small quantities. A larger, less full saucepan requires a lot of energy.
- Cook with only a little water. This will save energy. Vitamins and minerals in vegetables are preserved.
- Always cover as large an area of the hotplate as possible with your saucepan.
- Switch to a lower heat setting in good time.
- Select a suitable ongoing cooking setting. You will waste energy by using an ongoing cooking setting which is too high.
- Use the residual heat of the hob. For longer cooking times, you can switch the hotplate off 5-10 minutes before the end of the cooking time.

Getting to know your appliance

The instruction manual is the same for various different hobs. An overview of the models with their dimensions is given on *page 2*.

The control panel



Hotplate controls

The hotplate controls are permanently fixed. They must not be removed. Forcibly removing the hotplate controls leads to them being destroyed.

The hotplates

Hotplate	Activating and deactivating
○ Single-circuit hotplate	
◎ Dual-circuit hotplate	Switching on: turn the hotplate switch clockwise to the ◎. Set the heat setting. Switching off: turn the hotplate switch to 0 and make new setting. Never turn the hotplate switch past the ◎ symbol to 0.

Hotplate and residual heat indicators

The hotplate and residual heat indicators ≋ light up when a hotplate is warm:

- Hotplate indicator - during operation, shortly after you have switched on a hotplate.
- Residual heat indicator - after cooking, when the hotplate is still warm.

You can use the residual heat to save energy, e.g. to keep a small dish warm or to melt chocolate.

Setting the hob

This section informs you how to set the hotplates. The table shows heat settings and cooking times for various meals.

Switching the hob on and off

You can switch the hob on and off with the hotplate controls.

Setting a hotplate

Adjust the heat setting of the hotplates using the hotplate controls.

Heat setting 1 = lowest setting

Heat setting 9 = highest setting

The symbol in the display panel indicates the hotplate to which the display relates, e.g. for the right rear hotplate.

Note: Hotplate temperature is regulated by the heat switching on and off. The heat may also switch on and off at the highest setting.

Table of cooking times

The following table provides some examples.

Cooking times and heat settings may vary depending on the type of food, its weight and quality. Deviations are therefore possible.

For bringing liquids to the boil, use heat setting 9.

Stir thick liquids occasionally.

	Ongoing cooking setting	Ongoing cooking time in minutes
Melting		
Butter, gelatine	1	-
Heating and keeping warm		
Stew (e.g. lentil stew)	1	-
Milk**	1-2	-
Poaching, simmering		
Dumplings	3-4*	20-30 min
Fish	3*	10-15 min
White sauces, e.g. béchamel sauce	1	3-6 min
Boiling, steaming, braising		
Rice (with double the quantity of water)	3	15-30 min
Unpeeled boiled potatoes	3-4	25-30 min
Boiled potatoes	3-4	15-25 min
Pasta, noodles	5*	6-10 min
Stew, soups	3-4	15-60 min
Vegetables and frozen vegetables	3-4	10-20 min
Cooking in a pressure cooker	3-4	-
Braising		
Roulades	3-4	50-60 min
Pot roasts	3-4	60-100 min
Goulash	3-4	50-60 min
Frying**		
Escalope, plain or breaded	6-7	6-10 min
Chop, plain or breaded	6-7	8-12 min
Steak (3 cm thick)	7-8	8-12 min
Fish and fish fillet, plain or breaded	4-5	8-20 min
Fish and fish fillet, breaded and frozen, e.g. fish fingers	6-7	8-12 min
Stir fry, frozen	6-7	6-10 min
Pancakes	5-6	consecutively

* Ongoing cooking without lid
** Without lid

Cleaning and care

The information in this section provides help on how best to care for your hob.

Suitable maintenance and cleaning products can be purchased from the after-sales service or in our e-Shop.

Ceramic

Clean the hob after each use. This will prevent spills from burning onto the ceramic.

Only clean the hob when it has cooled down sufficiently.

Use only cleaning agents which are suitable for glass ceramic. Follow the cleaning instructions on the packaging.

Never use:

- Undiluted washing-up liquid
- Detergent intended for dishwashers
- Scouring agents
- Harsh cleaning agents such as oven spray or stain remover
- Abrasive sponges
- High-pressure cleaners or steam jet cleaners

Ground-in dirt can be best removed with a glass scraper, available from retailers. Please note the manufacturer's instructions.

You can also obtain a suitable glass scraper from our after-sales service or from the e-Shop.

Using special sponges to clean glass ceramic achieves great cleaning results.

Hob surround

To prevent damage to the hob surround, observe the following instructions:

- Use only hot soapy water.
- Wash new sponge cloths thoroughly before use.
- Do not use any sharp or abrasive agents.
- Do not use the glass scraper.

After-sales service

Our after-sales service is there for you if your appliance should need to be repaired. We are committed fo find the best solution also in order to avoid an unnecessary call-out.

E number and FD number:

Please quote the E number (product number) and the FD number (production number) of your appliance when contacting the after-sales service. The rating plate bearing these numbers can be found on the appliance certificate.

Please note that a visit from an after-sales service engineer is not free of charge, even during the warranty period.

Please find the contact data of all countries in the enclosed customer service list.

To book an engineer visit and product advice

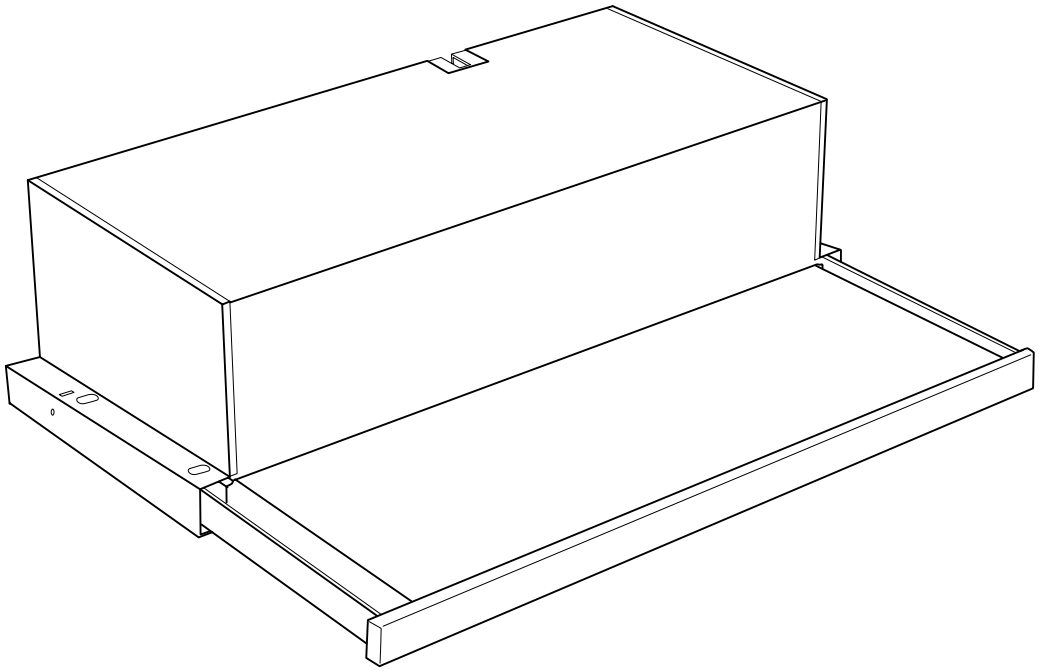
GB 0844 8928979
Calls from a BT landline will be charged at up to 3 pence per minute. A call set-up fee of up to 6 pence may apply.

IE 01450 2655
0.03 € per minute at peak. Off peak 0.0088 € per minute.

Rely on the professionalism of the manufacturer. You can therefore be sure that the repair is carried out by trained service technicians who carry original spare parts for your appliances.

REHR6* WRH605I*
WRH608I* WRR614*A
WRH908I*

Retractable Rangehood
User manual



WELCOME

Thank you for purchasing this appliance. You've chosen a product that brings with it decades of professional experience and innovation. Ingenious and stylish, it has been designed with you in mind. So whenever you use it, you can be safe in the knowledge that you'll get great results every time.

LEGEND

The symbols you will see in this booklet have these meanings:

WARNING!
This symbol indicates information concerning your personal safety

CAUTION!
This symbol indicates information on how to avoid damaging the rangehood

IMPORTANT!
This symbol indicates tips and information about use of the rangehood

ENVIRONMENT!
This symbol indicates tips and information about economical and ecological use of the rangehood

CONDITIONS OF USE

This appliance is intended to be used in household and similar applications such as:

- Staff kitchen areas in shops, offices and other working environments
- Farm houses
- By clients in hotels, motels and other residential type environments
- Bed and breakfast type environments.
- Catering and similar non-retail applications

CONTENTS

3 **Important safety instructions**
4 **Installation**
6 **Operation and maintenance**
7 **Warranty**

RECORD MODEL AND SERIAL NUMBER HERE:

Model: _____

Serial No: _____

SAFETY INSTRUCTIONS

Please read the user manual carefully and store in a handy place for later reference. Pass the user manual on to possible new owners of the appliance.

Read the following carefully to avoid damage or injury.

Note: You must read these warnings carefully before installing or using the accessory. If you need assistance, contact your Customer Care Department. The manufacturer will not accept liability, should these instructions or any other safety instructions incorporated in this book be ignored.

ENVIRONMENT!

Remove and discard any packaging material before using this accessory. Most of the packaging materials are recyclable. Please dispose of those materials through your local recycling depot or by placing them in the appropriate collection containers.

WARNING!

- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning the use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
- Ensure the rangehood is switched off before carrying out maintenance, to avoid any possibility of electric shock.
- Grease filters must be removed every four weeks (maximum) for cleaning to reduce the risk of fire.
- Do not light a flame under the rangehood.
- This rangehood is not recommended for barbecues.
- The exhaust air from the rangehood must not be discharged into any heating flue, which may carry combustion products from other sources.
- Exhaust air must not be discharged into a wall cavity, unless the cavity is designed for the purpose.
- There must be adequate ventilation of the room when the rangehood is used at the same time as appliances burning gas or other fuels.
- Always cover lit gas burners with pots or pans when the rangehood is in use.
- Always switch off gas burners before you remove pots or pans.

CAUTION

- Accessible parts may become hot when used with cooking appliance.
- Regulations concerning the discharge of air have to be fulfilled.
- Failure to install the screws or fixing device in accordance with these instructions may result in electrical hazards.

Cleaning

- Wipe the rangehood body and flue with a sponge or soft cloth soaked in warm soapy water, and dry with a soft cloth, for stainless steel models apply a stainless steel protector. Do not use oven cleaners or other abrasive materials.
- There is a fire risk if cleaning is not carried out in accordance with the instructions.

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 gas and electricity authorities.
- If the supply cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person in order to avoid a hazard.

Accessories

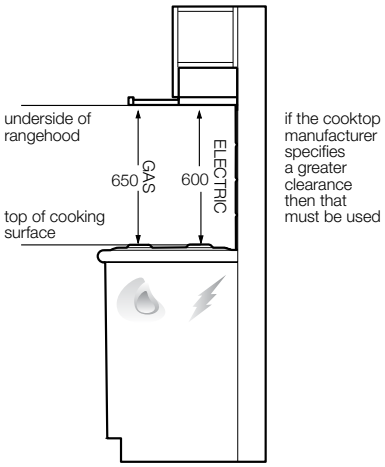
- Use 125mm round exhaust ducting for best performance.
- When using flexible duct always install duct with the wire helix pulled taut to minimise pressure loss.
- Try to keep exhaust duct short and straight.
- Keep bends in the exhaust duct to a minimum.
- Do not restrict exhaust duct.
- Reducing the size of the exhaust duct will reduce the airflow of the rangehood. Please read instructions carefully. Service calls resulting from incorrect installation will be charged for.

Exhaust air from the rangehood must not be discharged into any heating flue which may carry combustion products from other sources. In addition, exhaust air must not be discharged into a wall cavity, unless the cavity is designed for the purpose. Adequate ventilation of the room must be ensured when the rangehood is operating simultaneously with appliances burning gas or other fuels. Installation must comply in all respects with your gas and electrical authorities. This rangehood is an indoor domestic appliance, and has been manufactured and tested to comply with Australian and New Zealand Standard AS/NZS 60335.2.31

INSTALLATION

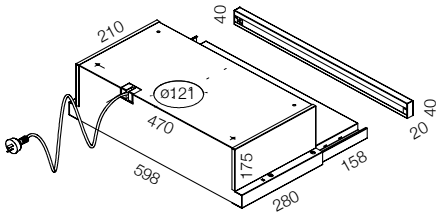
Standard ducting installation

The rangehood must be positioned at a minimum clearance of 600mm for an electric cooktop and 650mm for a gas cooktop. the rangehood should be no further than 800mm from the cooktop, otherwise the unit becomes less effective as the distance from the cooktop surface to the rangehood increases.

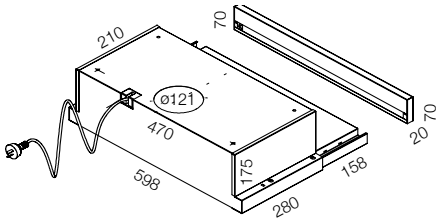


Fixing point dimensions – 600mm

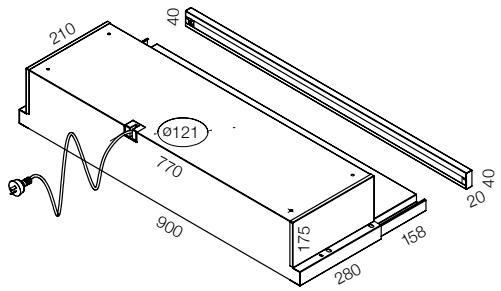
REHR6* WRH605I* WRH608I*



WRR614SA



Fixing point dimensions – 900mm

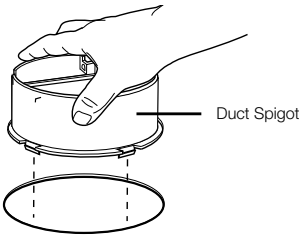


⚠ WARNING!

Failure to install the screws or fixing device in accordance with these instructions may result in electrical hazards.

Ducting installation

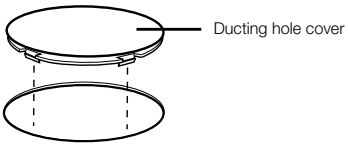
When installing with ducting pipe the Duct spigot must be fitted to the ducting hole on top of the body of the rangehood.



Recirculating installation

(For Models: WRH608I* WRR614*A & WRH908I*)

When installed in recirculating mode the ducting hole cover must be fitted.



Parts supplied with hood

1 × Duct Spigot

1 × Ducting hole cover (only for WRH608I* WRR614*A and WRH908I*)

4 × M6 × 40 screws

4 × Ø6 washers

2 × Carbon filters (only for WRR614*A)

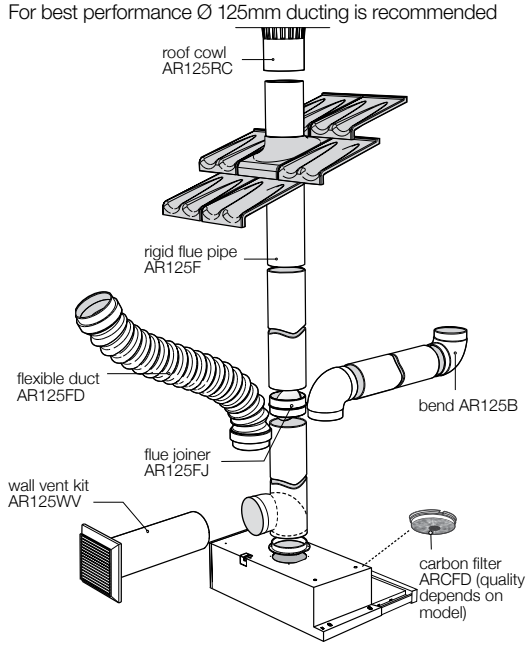
Parts to be purchased

- Aluminium tape or cable ties to secure flue pipe
- Custom drawer fascia (if required)
- Ducting accessories

INSTALLATION

Ducting accessories - REHR6* WR H605I* WR H608I* WRR614*A WRH908I*

For best performance Ø 125mm ducting is recommended

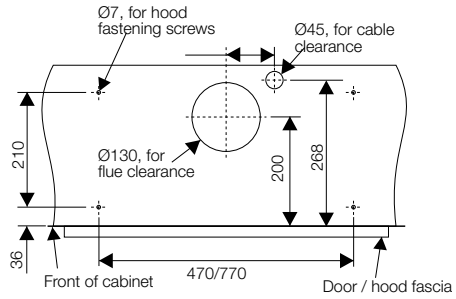


Accessories can be bought from your local appliance retailer, or in Australia at our online spare parts and accessories store: shop.electrolux.com.au

Drilling holes

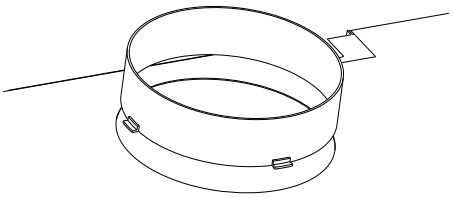
Drill the holes on top wooden support.

- drill Ø7 hole
- drill Ø45 hole
- cut Ø130 hole



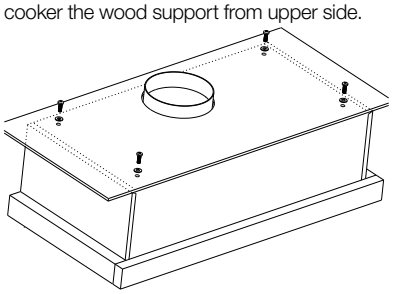
Fixing duct spigot

Snap in duct spigot to the rangehood.



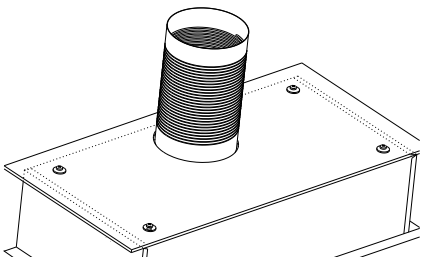
Fixing the rangehood

Use 4 x M6x40 screws and washers supplied to fasten the cooker the wood support from upper side.



Fixing flue pipe

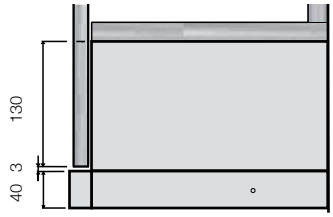
Fix a 125mm diameter noncombustible rigid flue pipe. Fix flue pipe to the exhaust transition duct. Use cable ties or aluminium tape to secure flue pipe to the duct spigot. If using a flexible duct, install with the wire helix pulled taut to minimise pressure loss and noise.



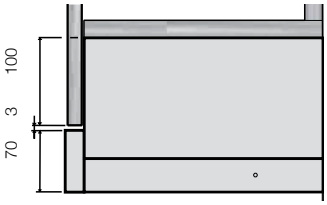
INSTALLATION

Installation using the supplied drawer fascia – REHR6* WRH605I* WRH608I* WRH908I*

Standard ducted installation calls for a door extension of 130mm whether the client opts to use the supplied draw fascia or a custom fascia of the same dimensions as that supplied.



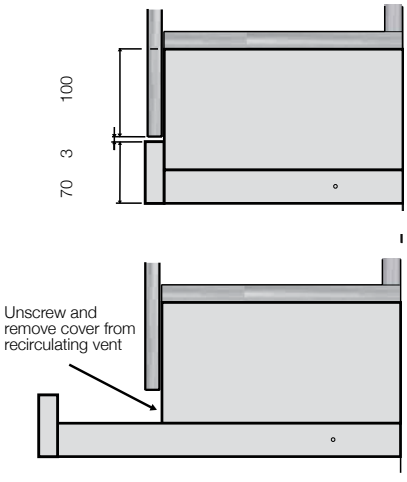
WRR614*A



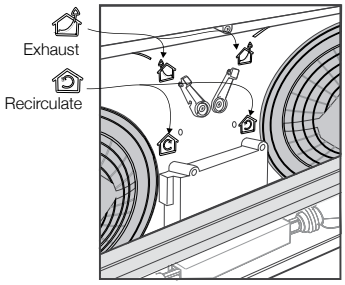
Recirculating vent installation – WRH608I* WRH908I (WRR614*A already fitted with 70mm front panel)

Note: If the rangehood is to be vented using the recirculating vent rather than standard ducting, the supplied drawer fascia is not to be used and must be replaced with a client specific custom fascia.

The custom drawer fascia must be a minimum of 70mm deep as air expelled through the recirculating vent must be deflected upwards.

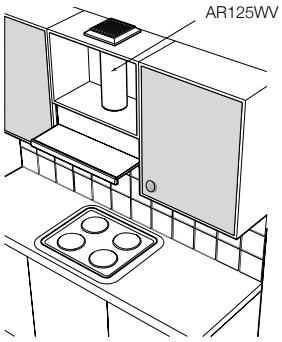


Setting of circulation air doors



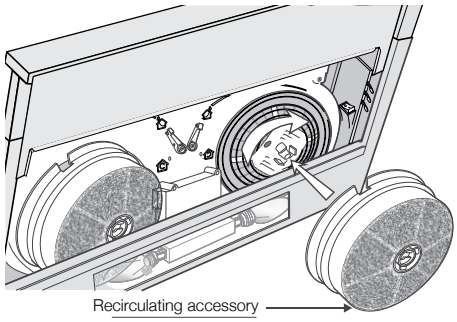
Ducted recirculating installation – REHR6* WRH605I* WRH608I* WRH908I*

If ducted recirculating installation is used, carbon filters are recommended.



All models optional carbon filter

An optional carbon filter will diminish cooking odours in the recirculated air. Depending on the frequency of use and the type of cooking, the expected life of carbon filters from 1 to 6 months. Replacement is required. It is recommended to use carbon filters for recirculating installation.



Optional carbon filter ARCFD for recirculating mode only. Using carbon filters will reduce the airflow of the rangehood.

OPERATION

IMPORTANT!

The Edison Screw lamps may have come loose during transportation.

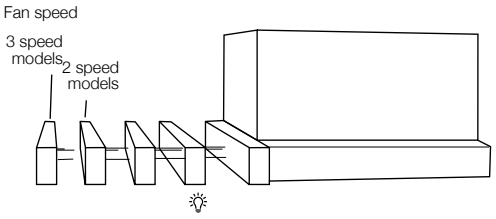
Ensure that lamps are tightened firmly into the socket before power is applied.

REHR6*

The operation of the light and the two-speed fan are controlled by the drawer action. (see diagram)

WRH605I* WRH608I* WRR614*A WRH908I*

The operation of the lights and the three speed fans are controlled by the drawer action. (see diagram)



To replace the light globes

1. Open drawer and remove filter.
2. Turn mains switch off before removing lamp.

Replace with 28W maximum E14 halogen candle lamp. Depending on model will require 1 or 2 globes. The lamp assembly includes a silicone seal, this must be replaced when a new lamp is used. The silicone seal is placed over the lamp thread and then the lamp is screwed into the holder. Ensure replacement lamp is tightened firmly.

Replacement lamps from Electrolux Parts Centres are supplied with silicone seals.

Maintenance

To maintain efficiency and reduce fi re risk, fi lters should be removed every four weeks (maximum) for cleaning. Soak and agitate filters in hot soapy water or washing soda. Rinse, drain, shake well and replace.

Do not use caustic solutions or other corrosive agents.

The filters can be washed in the dishwasher, recommended the filters be placed on the top shelf of the dishwasher.

NOTE: Where fitted, optional carbon filters are intended to be a disposable item and should be discarded when saturated. Washing the carbon filter is not recommended.

Remove filters for cleaning

1. Slide filter tray forward 1cm.
2. Push in clip on either side to release fi lter. Fig 1.
3. Pull filter downwards to remove. Repeat 2 & 3 for models with a second fi lter. Fig 2.
4. Turn off mains switch before cleaning drawer and rangehood body.
5. After cleaning, re-fit filters making sure the clip pins are securely fitted into the locating holes in the rangehood body and for twin filter versions, also located in the pull out drawer section.
6. Holding clip in, push opposite side of filter up until pins are over locating holes.
7. Release clip ensuring fi lter is securely fitted.

Safety Tips: Use of two hands for removal and re-fitting of filters is recommended to avoid accidental dropping of filters which could cause damage to your cooktop or kitchen surfaces.

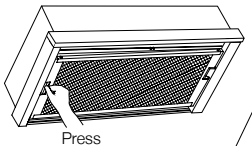


Fig. 1

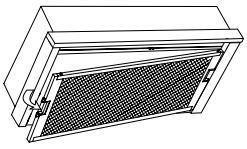


Fig. 2

Electrolux Warranty

FOR SALES IN AUSTRALIA AND NEW ZEALAND
APPLIANCE: RANGEHOOD

This document sets out the terms and conditions of the product warranties for Electrolux 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 Schedule 2 to the Competition and Consumer Act 2010;
   (c) 'Appliance' means any Electrolux product purchased by you and accompanied by this document;
   (d) 'ASC' means Electrolux authorised service centres;
   (e) 'Electrolux' means Electrolux Home Products Pty Ltd of 163 O'Riordan Street, Mascot NSW 2020, ABN 51 004 762 341 in respect of Appliances purchased in Australia and Electrolux (NZ) Limited (collectively 'Electrolux') of 3-5 Niall Burgess Road, Mount Wellington, in respect of Appliances purchased in New Zealand;
   (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 Electrolux, at its discretion, to repair an Appliance during the Warranty Period;
   (g) 'Warranty Period' means the Appliance is warranted against manufacturing defects in Australia for 24 months and in New Zealand 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 or New Zealand and used in normal domestic applications and is in addition to (and does not exclude, restrict, or modify in any way) any non-excludable statutory warranties in Australia or New Zealand.
3. During the Warranty Period Electrolux or its ASC 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. Electrolux or its ASC may use remanufactured parts to repair your Appliance. You agree that any replaced Appliances or parts become the property of Electrolux. This warranty does not apply to light globes, batteries, filters or similar perishable parts.
4. Parts and Appliances not supplied by Electrolux are not covered by this warranty.
5. To the extent permitted by law, you will bear the cost of transportation, travel and delivery of the Appliance to and from Electrolux or its ASC. 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 Electrolux or its ASC.

   In all instances, unless the Appliance is transported by Electrolux or an Electrolux authorised representative, the Appliance is transported at the owner's cost and risk while in transit to and from Electrolux or its ASC.
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. Electrolux 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 Electrolux 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 Electrolux, an authorised repairer or ASC.
8. This warranty, the contract to which it relates and the relationship between you and Electrolux are governed by the law applicable where the Appliance was purchased. Where the Appliance was purchased in New Zealand for commercial purposes the Consumer Guarantee Act does not apply.
9. To the extent permitted by law and subject to your non-excludable statutory rights and warranties, Electrolux 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 Electrolux in Australia, the Appliances come with a guarantee by Electrolux that cannot be excluded under the ACL. 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, Electrolux shall, at its discretion, determine whether repair, replacement or refund will apply if an Appliance has a valid warranty claim applicable to it.
12. For Appliances and services provided by Electrolux in New Zealand, the Appliances come with a guarantee by Electrolux pursuant to the provisions of the Consumer Guarantees Act, the Sale of Goods Act and the Fair Trading Act.
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, Electrolux and its ASC may exchange information in relation to you to enable Electrolux to meet its obligations under this warranty.

Important Notice
Before calling for service, please ensure that the steps listed in clause 13 above have been followed.

FOR SERVICE or to find the address of your nearest state service centre in Australia **PLEASE CALL 13 13 49** For the cost of a local call (Australia only)	**SERVICE AUSTRALIA** ELECTROLUX HOME PRODUCTS electrolux.com.au	**FOR SPARE PARTS** or to find the address of your nearest state spare parts centre in Australia **PLEASE CALL 13 13 50** For the cost of a local call (Australia only)
FOR SERVICE or to find the address of your nearest authorised service centre in New Zealand **FREE CALL 0800 10 66 10** (New Zealand only)	**SERVICE NEW ZEALAND** ELECTROLUX (NZ) Limited electrolux.co.nz	**FOR SPARE PARTS** or to find the address of your nearest state spare parts centre in New Zealand **FREE CALL 0800 10 66 20** (New Zealand only)

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Instructions for use

WASHER-DRYER

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English,1

ARMF 125

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Installation

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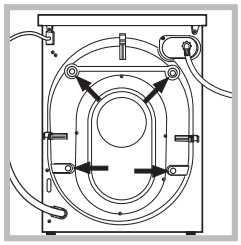
! This instruction manual should be kept in a safe place for future reference. If the washer-dryer is sold, transferred or moved, make sure that the instruction manual remains with the machine so that the new owner is able to familiarise himself/herself with its operation and features.

! Read these instructions carefully: they contain vital information relating to the safe installation and operation of the appliance.

Unpacking and levelling

Unpacking

1. Remove the washer-dryer from its packaging.
2. Make sure that the washer-dryer has not been damaged during the transportation process. If it has been damaged, contact the retailer and do not proceed any further with the installation process.



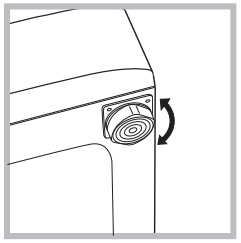
3. Remove the **4** protective screws (used during transportation) and the rubber washer with the corresponding spacer, located on the rear part of the appliance (*see figure*).

4. Close off the holes using the plastic plugs provided.
5. Keep all the parts in a safe place: you will need them again if the washer-dryer needs to be moved to another location.

! Packaging materials should not be used as toys for children.

Levelling

1. Install the washer-dryer on a flat sturdy floor, without resting it up against walls, furniture cabinets or anything else.

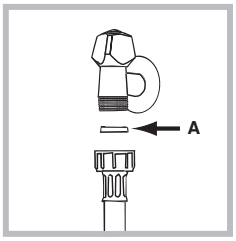


2. If the floor is not perfectly level, compensate for any unevenness by tightening or loosening the adjustable front feet (*see figure*); the angle of inclination, measured in relation to the worktop, must not exceed 2°.

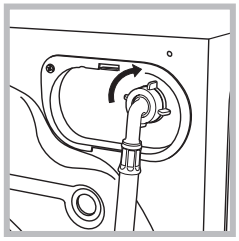
Levelling the machine correctly will provide it with stability, help to avoid vibrations and excessive noise and prevent it from shifting while it is operating. If it is placed on carpet or a rug, adjust the feet in such a way as to allow a sufficient ventilation space underneath the washer-dryer.

Connecting the electricity and water supplies

Connecting the water inlet hose



1. Insert seal A into the end of the inlet hose and screw the latter onto a cold water tap with a 3/4 gas threaded opening *(see figure).*
Before performing the connection, allow the water to run freely until it is perfectly clear.



2. Connect the inlet hose to the washer-dryer by screwing it onto the corresponding water inlet of the appliance, which is situated on the top right-hand side of the rear part of the appliance *(see figure)*.

3. Make sure that the hose is not folded over or bent.

! The water pressure at the tap must fall within the values indicated in the Technical details table *(see next page).*

! If the inlet hose is not long enough, contact a specialised shop or an authorised technician.

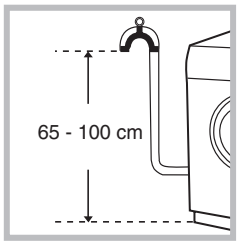
! Never use second hand hoses sets. Do not reuse hose sets from any previously installed washing machine.

! Use the ones supplied with the machine.

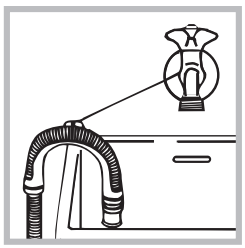
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Connecting the drain hose



Connect the drain hose, without bending it, to a drainage duct or a wall drain located at a height between 65 and 100 cm from the floor;



alternatively, rest it on the side of a washbasin or bathtub, fastening the duct supplied to the tap (*see figure*). The free end of the hose should not be underwater.

! We advise against the use of hose extensions; if it is absolutely necessary, the extension must have the same diameter as the original hose and must not exceed 150 cm in length.

Electrical connections

Before plugging the appliance into the electricity socket, make sure that:

- the socket is earthed and complies with all applicable laws;
- the socket is able to withstand the maximum power load of the appliance as indicated in the Technical data table *(see opposite);*
- the power supply voltage falls within the values indicated in the Technical data table *(see opposite);*
- the socket is compatible with the plug of the washer-dryer. If this is not the case, replace the socket or the plug.

! The washer-dryer must not be installed outdoors, even in covered areas. It is extremely dangerous to leave the appliance exposed to rain, storms and other weather conditions.

! When the washer-dryer has been installed, the electricity socket must be within easy reach.

! Avoid using any extension cord or multiple socket outlet.

! The cable should not be bent or compressed.
CAUTION: If this appliance is supplied from an extension cord or portable electrical outlet device, the extension cord set or electrical portable outlet device must be positioned so that it is not subject to splashing or contact with moisture.

! The power supply cable must only be replaced by authorised technicians.

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

Warning! The company shall not be held responsible in the event that these regulations are not respected.

The first wash cycle

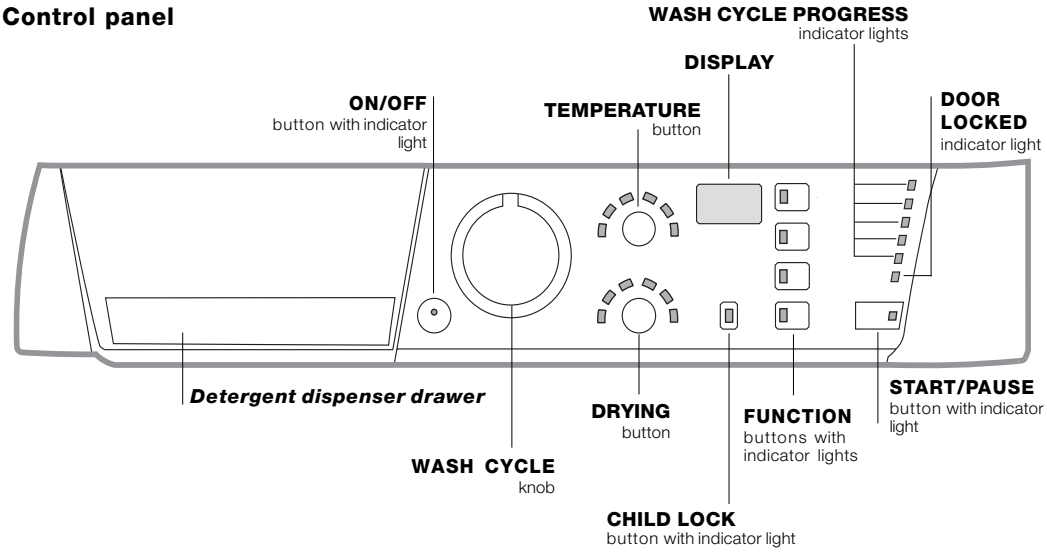
Once the appliance has been installed, and before you use it for the first time, run a wash cycle with detergent and no laundry, using the wash cycle 1.

Technical data	
Model	ARMF 125
Dimensions	width 59,5 cm height 85 cm depth 53,5 cm
Capacity	from 1 to 7,5 kg for the wash programme; from 1 to 4,5 kg for the drying programme
Electrical connections	please refer to the technical data plate fixed to the machine
Water connections	maximum pressure 1 MPa (10 bar) minimum pressure 0.05 MPa (0.5 bar) drum capacity 52 litres
Spin speed	up to 1200 rotations per minute
Energy rated programmes according to AS/NZS 2040.2	**Wash:** programme 1; temperature 60°C; using a load of **7,5** kg. **Drying:** cotton cycle performed with a **4,5** kg load, by selecting the dryness level.
CE	This appliance conforms to the following EC Directives: - 89/336/EEC dated 03/05/89 (Electromagnetic Compatibility) and subsequent modifications - 2002/96/EC - 2006/95/EC (Low Voltage)

Description of the washer-dryer and starting a wash cycle

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Control panel



Detergent dispenser drawer: used to dispense detergents and washing additives (*see "Detergents and laundry"*).
There is a key which provides a summary of the available wash cycles inside the detergent dispenser drawer; this may be consulted at any time.

ON/OFF button with indicator light: switches the machine on and off.
If the indicator light is illuminated, this indicates that the machine is switched on.

WASH CYCLE knob: programmes the wash cycles. During the wash cycle, the knob does not move.

DRYING button: used to set the desired drying programme (*see "Personalisation"*).

TEMPERATURE button: sets the temperature or the cold wash cycle (*see "Personalisation"*).

DISPLAY: indicates the time remaining for the selected wash cycle and, if a delayed start has been programmed, the time remaining until the start of the wash cycle.

CHILD LOCK button with indicator light: activates or deactivates the control panel lock.

FUNCTION buttons with indicator light**:** used to select the available functions. The indicator light corresponding to the selected function will remain lit.

WASH CYCLE PROGRESS indicator lights: used to monitor the progress of the wash cycle.
The illuminated indicator light shows which phase is in progress.

DOOR LOCKED indicator light: indicates whether the door may be opened or not *(see next page)*.

START/PAUSE button with indicator light: starts or temporarily interrupts the wash cycles.
N.B. To pause the wash cycle in progress, press this button; the corresponding indicator light will flash orange, while the indicator light for the current wash cycle phase will remain lit in a fixed manner. If the DOOR LOCKED indicator light is switched off, the door may be opened.
To start the wash cycle from the point at which it was interrupted, press this button again.

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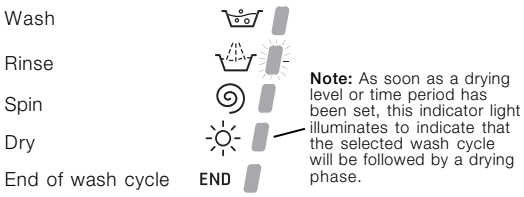
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Indicator lights

The indicator lights provide important information.
This is what they can tell you:

Wash cycle phase indicator lights
As the WASH CYCLE knob is rotated, the indicator lights illuminate, indicating the stages which will be performed by the machine in accordance with the selected wash cycle.

Once the desired wash cycle has been selected and has begun, the indicator lights switch on one by one to indicate which phase of the cycle is currently in progress.



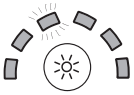
Note:
during the "Pump out" phase, the indicator light corresponding to the "Spin" cycle phase will illuminate.

Function buttons and corresponding indicator lights
When a function is selected, the corresponding indicator light will illuminate.
If the selected function is not compatible with the programmed wash cycle, the corresponding indicator light will flash, a sound signal will be emitted and the function will not be activated.
If a function which is incompatible with another function selected previously, only the most recent selection will remain active.

Temperature indicator light
When a temperature value is selected, the corresponding indicator light will illuminate.



Drying indicator light
When a drying value is selected, the corresponding indicator light will illuminate.



Child lock indicator light
To **activate** the control panel lock, press and hold the button for approximately 2 seconds. When the indicator light is illuminated, the control panel is locked. This means it is possible to prevent wash cycles from being modified accidentally, especially where there are children in the home.
To **deactivate** the control panel lock, press and hold the button for approximately 2 seconds.

Door locked indicator light
If this indicator light is on, the appliance door is locked to prevent it from being opened accidentally; to avoid any damage, wait for the indicator light to switch off before you open the appliance door.
N.B. If the DELAY TIMER function is activated, the door cannot be opened; pause the machine by pressing the START/PAUSE button if you wish to open it.

! If the START/PAUSE indicator light (orange) flashes rapidly at the same time as the function indicator light, this indicates a problem has occurred (*see "Troubleshooting"*).

Starting a wash cycle

1. Switch the washer-dryer on by pressing the ON/OFF button. All indicator lights will switch on for a few seconds, then they will switch off and the START/PAUSE indicator light will pulse.

2. Load the laundry and close the door.

3. Set the WASH CYCLE knob to the desired programme.

4. Set the washing temperature (*see "Personalisation").*

5. Set the drying cycle if necessary *(see "Personalisation").*

6. Measure out the detergent and washing additives (*see "Detergents and laundry").*

7. Select the desired functions.

8. Start the wash cycle by pressing the START/PAUSE button and the corresponding indicator light will remain lit in a fixed manner, in green.
To cancel the set wash cycle, pause the machine by pressing the START/PAUSE button and select a new cycle.

9. At the end of the wash cycle the END indicator light will switch on. The DOOR LOCKED indicator light will switch off, indicating that the door may be opened. Take out your laundry and leave the appliance door ajar to make sure the drum dries completely. Switch the washer-dryer off by pressing the ON/OFF button.

Wash cycles

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Table of wash cycles

Wash cycles	Description of the wash cycle	Max. temp. (°C)	Max. speed (rpm)	Drying	Detergents			Max. load (kg)	Cycle duration
					Bleach	Wash	Fabric softener		
	Specials cycles								The duration of the wash cycles can be checked on the display.
6	**Sanitary:** Extremely soiled whites.	90°	1200	●	●	●	●	7,5	
6	**Sanitary:** Heavily soiled whites and resistant colours.	60°	1200	●	-	●	●	7,5	
7	**Night cycle:** Lightly soiled delicate colours.	40°	800	-	-	●	●	4	
8	**Baby cycle:** Heavily soiled delicate colours.	40°	800	●	-	●	●	2	
9	**Silk/Curtains:** For garments in silk and viscose, lingerie.	30°	0	-	-	●	●	1	
10	**Wool:** For wool, cashmere, etc.	40°	800	●	-	●	●	1,5	
	Daily wash cycles								
1	**White Cotton (1):** For normally soiled to heavily soiled whites and resistant colours.	60°	1200	●	●	●	●	7,5	
1	**White Cotton (2):** Heavily soiled whites and delicate colours.	40°	1200	●	●	●	●	7,5	
2	**Colourfast Cotton (3):** Lightly soiled whites and delicate colours.	40°	1200	●	●	●	●	7,5	
3	**Synthetics:** Heavily soiled resistant colours.	60°	800	●	-	●	●	3	
3	**Synthetics:** Lightly soiled resistant colours.	40°	800	●	-	●	●	3	
4	**Daily 30':**To refresh lightly soiled garments quickly (not suitable for wool, silk and clothes which require washing by hand).	30°	800	●	-	●	●	3	
5	**Mix 15':** To refresh lightly soiled garments quickly (not suitable for wool, silk and clothes which require washing by hand).	30°	800	●	-	●	●	1,5	
	Partials wash cycles								
A	Rinse Fast	-	1200	●	-	-	●	7,5	
B	Spin Fast	-	1200	●	-	-	-	7,5	
C	Pump out	-	0	-	-	-	-	7,5	
	Drying cycles								
11	Cotton drying	-	-	●	-	-	-	4,5	
12	Synthetics drying	-	-	●	-	-	-	3	
13	Wool drying	-	-	●	-	-	-	1,5	

The information contained in the table is intended as a guide only.

For all Test Institutes:
1) Test wash cycle in compliance with regulation AS/NZS 2040.2: set wash White Cotton (1) cycle with a temperature of 60°C at 1200rpm.
2) Long wash cycle for cottons: set wash cycle 1 with a temperature of 40°C.
3) Short wash cycle for cottons: set wash cycle 2 with a temperature of 40°C.

Specials wash cycles

Sanitary (wash cycle 6). A high-temperature hygienic wash cycle (over 60°C) which requires the use of bleach. Pour the bleach, the detergent and the additives into the relevant compartments (see paragraph entitled *"Detergent dispenser drawer"*).

Night cycle (wash cycle 7). This is a silent cycle which can be run at night, when the electricity prices are lower. The wash cycle is designed for cottons and synthetics. At the end of the cycle the machine stops while there is still water in the drum; to spin and drain the laundry press the START/PAUSE button; alternatively the machine will perform the spin cycle and drain the water automatically after 8 hours.

Baby cycle (wash cycle 8). This wash cycle can be used to remove the soiling typically caused by babies, while ensuring that all detergent is removed from nappies in order to prevent the delicate skin of babies from suffering allergies. The cycle has been designed to reduce the amount of bacteria by using a greater quantity of water and optimising the effect of special disinfecting additives added to the detergent. At the end of the wash cycle, the machine will slowly rotate the drum to prevent the formation of creases; to end the cycle press the START/PAUSE button.

Daily 30'(wash cycle 4) this wash cycle was designed to wash lightly soiled garments quickly: it lasts just 30 minutes and therefore saves both energy and time. By selecting this wash cycle (5 at 30°C), it is possible to wash different fabrics together (except for wool and silk items), with a maximum load of 3 kg.

Mix 15'(wash cycle 5) this wash cycle was designed to wash lightly soiled garments quickly: it lasts just 15 minutes and therefore saves both energy and time. By selecting this wash cycle (5 at 30°C), it is possible to wash different fabrics together (except for wool and silk items), with a maximum load of 1.5 kg.

Personalisation

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Setting the temperature

By pressing the TEMPERATURE button to set the wash temperature (see *Table of wash cycles*).
The temperature may be lowered, or even set to a cold wash ().
The washer-dryer will automatically prevent you from selecting a temperature which is higher than the maximum value set for each wash cycle.

Setting the drying cycle

The desired drying cycle type may be set by pressing the DRYING button once or several times. Two options are available:
A - Based on time: from **40** to **180** minutes.
B - Based on the how damp the clothes are once they have been dried:
Iron dry : slightly damp clothes, easy to iron.
Cupboard dry : very dry clothes, recommended for towelling and bathrobes.

Table of Drying times (guideline values)

Fabric type	Load type	Max. load (kg)	Cupboard dry	Iron dry
Cotton	Clothing of different sizes, Terry towels	4,5	180	160
Synthetics	Sheets, Shirts, Pyjamas, socks, etc.	3	180	160
Wool	Knitwear, Pullovers, etc.	1,5	150	130

If your laundry load to be washed and dried is much greater than the maximum stated load *(see adjacent table)*, perform the wash cycle, and when the cycle is complete, divide the garments into groups and put some of them back in the drum. At this point, follow the instructions provided for a "**Drying only**" cycle. Repeat this procedure for the remainder of the load.
N.B.: when the drying is complete there is a cooling period, even though the DRYING button is in the **0** position.

Drying only

Turn the WASH CYCLE knob to one of the drying settings (**11-12-13**) according to the type of fabric, then select the desired drying duration using the DRYING button.

Functions

The various wash functions available with this washer-dryer will help to achieve the desired results, every time.
To activate the functions:
1. Press the button corresponding to the desired function;
2. the function is enabled when the corresponding indicator light is illuminated.

Note: If the indicator light flashes rapidly, this signals that this particular function may not be selected in conjunction with the selected wash cycle.

Delay timer

To set a delayed start for the selected wash cycle, press the button repeatedly until the desired delay time is displayed (this may be between 1 hour and 24 hours).
To disable the function press the button until the text *OFF* is displayed.
N.B. Once you have pressed the START/PAUSE button, the delay time may only be decreased if you wish to modify it.

! This option is enabled with all programmes.

Super Wash

Because a greater quantity of water is used in the initial phase of the cycle, and because of the increased cycle duration, this function offers a high-performance wash.

! This function may not be used in conjunction with wash cycles 4, 5, 6, 9, 10, 11, 12, 13, A, B, C.

Extra rinse

By selecting this function, the efficiency of the rinse is increased and optimal detergent removal is guaranteed. It is particularly useful for sensitive skin.

! This function may not be used in conjunction with wash cycles 4, 5, 11, 12, 13, B, C.

1200-600

Press this button to reduce the spin speed.

! This function may not be used in conjunction with wash cycles 9, C, 11, 12, 13.

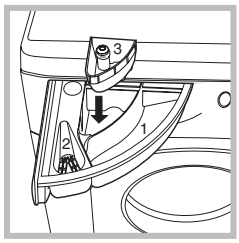
Detergents and laundry

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Detergent dispenser drawer

Good washing results also depend on the correct dose of detergent: adding too much detergent will not necessarily result in a more efficient wash, and may in fact cause build up on the inside of your appliance and contribute to environmental pollution.

! Do not use hand washing detergents because these create too much foam.



Open the detergent dispenser drawer and pour in the detergent or washing additive, as follows.

compartment 1: Detergent for the wash cycle (powder or liquid)
Liquid detergent should only be poured in immediately prior to the start of the wash cycle.
compartment 2: Additives (fabric softeners, etc.)
The fabric softener should not overflow the grid.
extra compartment 3: Bleach

Bleach cycle

Bleaching may only be performed in conjunction with wash cycles **1**, **2**, **6**.
Pour the bleach into extra compartment **3**; pour the detergent and softener into the corresponding compartments, then select one of the abovementioned wash cycles.
This option is recommended only for very soiled cotton garments.

Preparing the laundry

- Divide the laundry according to:
  - the type of fabric/the symbol on the label.
  - the colours: separate coloured garments from whites
- Empty all garment pockets and check the buttons.
- Do not exceed the listed values, which refer to the weight of the laundry when dry:
  Durable fabrics: max. 7,5 kg
  Synthetic fabrics: max. 3 kg
  Delicate fabrics: max. 2 kg
  Wool: max. 1,5 kg

How much does your laundry weigh?

1 sheet 400-500 g
1 pillow case 150-200 g
1 tablecloth 400-500 g
1 bathrobe 900-1200 g
1 towel 150-250 g

Garments requiring special care

Silk: use special wash cycle **9** to wash all silk garments. We recommend the use of special detergent which has been designed to wash delicate clothes.
Curtains: fold curtains and place them in a pillow case or mesh bag. Use wash cycle **9**.
Wool: Ariston is the only washer-dryer manufacturer to have been awarded the prestigious Woolmark Platinum Care endorsement (M.0508) by the Woolmark Company, which means that all woollen garments may be washed in the washer-dryer, even those which state “hand wash only” on the label. Wash cycle **10** therefore offers complete peace of mind when washing woollen garments in the washer-dryer (max. load 1,5 kg) and guarantees optimal performance.

Load balancing system

Before every spin cycle, to avoid excessive vibrations and to distribute the load in a uniform manner, the drum rotates continuously at a speed which is slightly greater than the washing rotation speed. If, after several attempts, the load is not balanced correctly, the machine spins at a reduced spin speed. If the load is excessively unbalanced, the washer-dryer performs the distribution process instead of spinning. To encourage improved load distribution and balance, we recommend small and large garments are mixed in the load.

Precautions and tips

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! This washer-dryer was designed and constructed in accordance with international safety regulations. The following information is provided for safety reasons and must therefore be read carefully.

General safety

- This appliance was designed for domestic use only.
- The washer-dryer must only be used by adults, in accordance with the instructions provided in this manual.
- Do not touch the machine when barefoot or with wet or damp hands or feet.
- Do not pull on the power supply cable when unplugging the appliance from the electricity socket. Hold the plug and pull.
- Do not open the detergent dispenser drawer while the machine is in operation.
- Do not touch the drained water as it may reach extremely high temperatures.
- Never force the porthole door. This could damage the safety lock mechanism designed to prevent accidental opening.
- If the appliance breaks down, do not under any circumstances access the internal mechanisms in an attempt to repair it yourself.
- Always keep children well away from the appliance while it is operating.
- Children should be supervised to ensure that they do not play with the appliance.
- The door can become quite hot during the wash cycle.
- If the appliance has to be moved, work in a group of two or three people and handle it with the utmost care. Never try to do this alone, because the appliance is very heavy.
- Before loading laundry into the washer-dryer, make sure the drum is empty.
- During the drying phase, the door tends to get quite hot.
- Do not use the appliance to dry clothes that have been washed with flammable solvents (e.g. trichlorethylene).
- Do not use the appliance to dry foam rubber or similar elastomers.
- Make sure that the water tap is turned on during the drying cycles.
- 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 use of the appliance by a person responsible for their safety.

To minimize the risk of fire in a tumble dryer, the following should be observed:

• Items that have been spotted or soaked with vegetable or cooking oil constitute a fire hazard and should not be placed in a tumble dryer.
Oil-affected items can ignite spontaneously, especially when exposed to heat sources such as in a tumble dryer. The items become warm, causing an oxidation reaction in the oil.
Oxidation creates heat. If the heat cannot escape, the items can become hot enough to catch fire.
Piling, stacking or storing oil-affected items can prevent heat from escaping and so create a fire hazard.
If it is unavoidable that fabrics that contain vegetable or cooking oil or have been contaminated by hair care products be placed in a tumble dryer they should first be washed in hot water with extra detergent - this will reduce, but not eliminate, the hazard.
The 'cool down' cycle of tumble dryers should be used to reduce the temperature of the items. They should not be removed from the tumble dryer or piled or stacked while hot.

• Items that have been previously cleaned in, washed in, soaked in or spotted with petrol/gasoline, dry-cleaning solvents or other flammable or explosive substances should not be placed in a tumble dryer.
Highly flammable substances commonly used in domestic environments include acetone, denatured alcohol, petrol/gasoline, kerosene, spot removers (some brands), turpentine, waxes and wax removers.

• Items containing foam rubber (also known as latex foam) or similarly textured rubber. like materials should not be dried in a tumble dryer on a heat setting.
Foam rubber materials can, when heated, produce fire by spontaneous combustion.

• Fabric softeners or similar products should not be used in a tumble dryer to eliminate the effects of static electricity unless this practice is specifically commended by the manufacturer of the fabric softener or product.

• Undergarments that contain metal reinforcements should not be placed in a tumble dryer.
Damage to the tumble dryer can result if metal reinforcements come loose during drying.
When available a drying rack could be used for such items.

• Plastic articles such as shower caps or babies' waterproof napkin covers should not be placed in a tumble dryer.

• Rubber-backed articles, clothes fitted with foam rubber pads, pillows, galoshes and rubbercoated tennis shoes should not be placed in a tumble dryer.

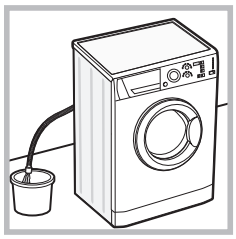
• WARNING: Never stop a tumble dryer before the end of the drying cycle unless all items are quickly removed and spread out so that the heat is dissipated.

Disposal

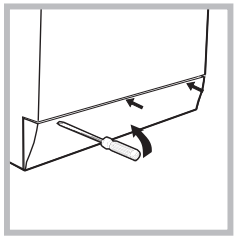
- Disposing of the packaging materials: observe local regulations so that the packaging may be re-used.
- The European Directive 2002/96/EC on Waste Electrical and Electronic Equipment, requires that old household electrical appliances must not be disposed of in the normal unsorted municipal waste stream. Old appliances must be collected separately in order to optimise the recovery and recycling of the materials they contain and reduce the impact on human health and the environment. The crossed out "wheeled bin" symbol on the product reminds you of your obligation, that when you dispose of the appliance it must be separately collected.
  Consumers should contact their local authority or retailer for information concerning the correct disposal of their old appliance.

Opening the porthole door manually

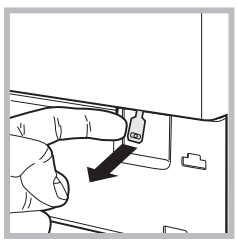
In the event that it is not possible to open the porthole door due to a powercut, and if you wish to remove the laundry, proceed as follows:

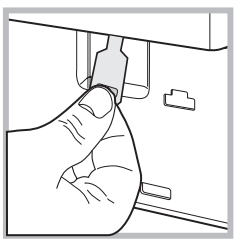


1. remove the plug from the electrical socket.
2. make sure the water level inside the machine is lower than the door opening; if it is not, remove excess water using the drain hose, collecting it in a bucket as indicated in the *figure*.



3. using a screwdriver, remove the cover panel on the lower front part of the washer-dryer (*see figure*).





4. pull outwards using the tab as indicated in the figure, until the plastic tie-rod is freed from its stop position; pull downwards and open the door at the same time.

5. reposition the panel, making sure the hooks are securely in place before you push it onto the appliance.

Care and maintenance

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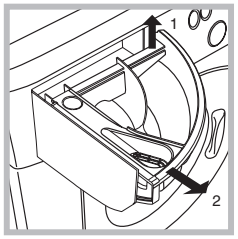
Cutting off the water and electricity supplies

- Turn off the water tap after every wash cycle. This will limit wear on the hydraulic system inside the washer-dryer and help to prevent leaks.
- Unplug the washer-dryer when cleaning it and during all maintenance work.

Cleaning the washer-dryer

The outer parts and rubber components of the appliance can be cleaned using a soft cloth soaked in lukewarm soapy water. Do not use solvents or abrasives.

Cleaning the detergent dispenser drawer



Remove the dispenser by raising it and pulling it out (*see figure*).
Wash it under running water; this operation should be repeated frequently.

Caring for the door and drum of your appliance

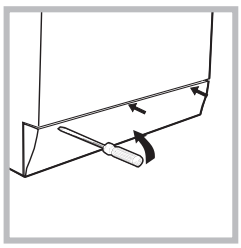
- Always leave the porthole door ajar in order to prevent unpleasant odours from forming.

Cleaning the pump

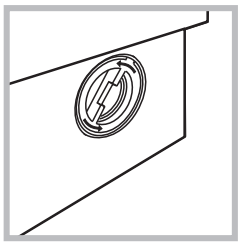
The washer-dryer is fitted with a self-cleaning pump which does not require any maintenance. Sometimes, small items (such as coins or buttons) may fall into the pre-chamber which protects the pump, situated in its bottom part.

! Make sure the wash cycle has finished and unplug the appliance.

To access the pre-chamber:



1. using a screwdriver, remove the cover panel on the lower front part of the washer-dryer (*see figure*);



2. unscrew the lid by rotating it anti-clockwise (*see figure*): a little water may trickle out. This is perfectly normal;

3. clean the inside thoroughly;
4. screw the lid back on;
5. reposition the panel, making sure the hooks are securely in place before you push it onto the appliance.

Checking the water inlet hose

Check the inlet hose at least once a year. If there are any cracks, it should be replaced immediately: during the wash cycles, water pressure is very strong and a cracked hose could easily split open.

! Never use second-hand hoses.

Troubleshooting

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Your washer-dryer could fail to work. Before contacting the Technical Assistance Centre (*see "Assistance"*), make sure that the problem cannot be not solved easily using the following list.

Problem:	Possible causes / Solutions:
If the text "F-05" appears on the display.	• Drain pump may be blocked, see "cleaning the pump" under "Care and Maintance" chapter. • **!** If the problem persist after the above checks have been carried out, shut off the water tap, unplug the machine and contact assistance.
The washer-dryer does not switch on.	• The appliance is not plugged into the socket fully, or is not making contact. • There is no power in the house.
The wash cycle does not start.	• The washer-dryer door is not closed properly. • The ON/OFF button has not been pressed. • The START/PAUSE button has not been pressed. • The water tap has not been opened. • A delayed start has been set (using the Delay Timer, *see "Personalisation").*
The washer-dryer does not take in water (the indicator light for the first wash cycle stage flashes rapidly).	• The water inlet hose is not connected to the tap. • The hose is bent. • The water tap has not been opened. • There is no water supply in the house. • The pressure is too low. • The START/PAUSE button has not been pressed.
The washer-dryer continuously takes in and drains water.	• The drain hose is not fitted at a height between 65 and 100 cm from the floor (*see "Installation")*. • The free end of the hose is under water (*see "Installation")*. • The wall drainage system is not fitted with a breather pipe. If the problem persists even after these checks, turn off the water tap, switch the appliance off and contact the Assistance Service. If the dwelling is on one of the upper floors of a building, there may be problems relating to water drainage, causing the washer-dryer to fill with water and drain continuously. Special anti-draining valves are available in shops and help to avoid this inconvenience.
The washer-dryer does not drain or spin.	• The wash cycle does not include draining: some wash cycles require the drain phase to be started manually. • The drain hose is bent (*see "Installation")*. • The drainage duct is clogged.
The washer-dryer vibrates a lot during the spin cycle.	• The drum was not unlocked correctly during installation (*see "Installation")*. • The washer-dryer is not level (*see "Installation")*. • The washer-dryer is trapped between cabinets and walls (*see "Installation")*.
The washer-dryer leaks.	• The water inlet hose is not screwed on properly (*see "Installation")*. • The detergent dispenser drawer is blocked (for cleaning instructions, *see "Care and maintenance")*. • The drain hose is not fixed properly (*see "Installation"*).
The START/PAUSE indicator light (orange) and the function indicator lights flash rapidly.	• Switch off the machine and unplug it, wait for approximately 1 minute and then switch it back on again. If the problem persists, contact the Technical Assistance Service.
There is too much foam.	• The detergent is not suitable for machine washing (it should display the text "for washer-dryers" or "hand and machine wash", or the like). • Too much detergent was used.
The washer-dryer does not dry.	• The appliance is not plugged into the socket, or not enough to make contact. • There has been a power failure. • The appliance door is not shut properly. • A delayed start has been set (using the Delay Timer, *see "Personalisation").* • Button DRYING is in the **0** position.

Service

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Before calling for Assistance:
- Check whether you can solve the problem alone *(see "Troubleshooting")*;
- Restart the programme to check whether the problem has been solved;
- If this is not the case, contact an authorised Technical Assistance Centre using the telephone number provided on the guarantee certificate.

! Always request the assistance of authorised technicians.

Have the following information to hand:
- the type of problem;
- the appliance model (Mod.);
- the serial number (S/N).

This information can be found on the data plate applied to the rear of the washer-dryer, and can also be found on the front of the appliance by opening the door.

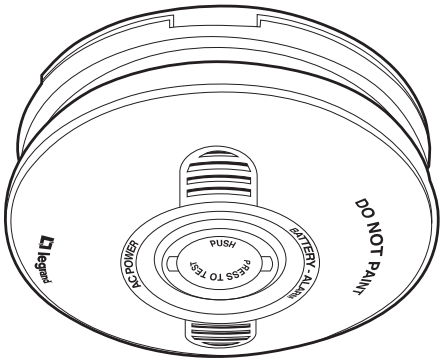
ARISTON
PRIORITY SERVICE
If you are not copletelly satisfied with your appliance or require service call:
Australia
Phone: 1300 815 589
New Zealand
Phone: (09) 306 1020

GENUINE ACCESSORIES
& SPARE PARTS
A wide range of genuine accessories are available for your appliance call:
Australia
Phone: 03 9768 0898
New Zealand
Phone: (09) 306 1020

AUSTRALIA
ARISIT PTY LIMITED
40-44 Mark Anthony Drive, Dandenong South, VIC 3175, Australia
Fax: Service & Sales (03) 9768 0838
Email: consumer.care@arisit.com

NEW ZEALAND
ARISIT PTY LIMITED
PO Box 68-140 Newton, Auckland 1145, New Zealand
Fax: (09) 302 0077 -
Email: sales@aristonappliances.co.nz

PROFESSIONAL IONISATION / PHOTOELECTRIC SMOKE ALARM
INSTALLATION INSTRUCTIONS



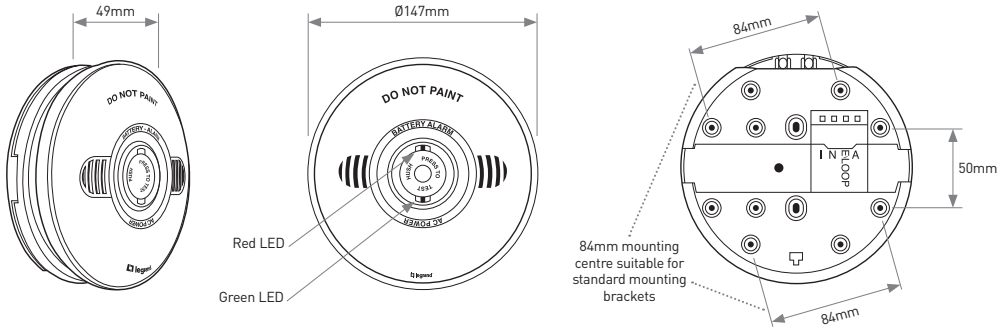
Specifications:

Cat No.	**643084 (Ionisation)** **643085 (Photoelectric)**
Supply Voltage	230-240V a.c.
Frequency	50Hz
Backup Battery	9V battery included (recommended replacement: Energizer 522, Duracell MN 1604 or MX 1604)
Temperature Range	+5°C to ~ +50°C
Humidity Range	10-95% at 20°C
Siren Sound Level	> 85 dB at 3 metres

.9µCi Am241 **WARNING:** THIS DEVICE CONTAINS A SMALL AMOUNT OF RADIOACTIVE MATERIAL.

Applicable to 643084 Ionisation alarm only.

IMPORTANT: READ ALL INSTRUCTIONS BEFORE INSTALLATION.
NO USER SERVICEABLE PARTS INSIDE THIS SMOKE ALARM.
Do not attempt to repair the smoke alarm yourself.



Installation:

WARNING: In the interests of safety, a licensed electrician, in accordance with the relevant requirements of AS/NZS 3000, must install this smoke alarm and all wiring.

This alarm must be wired to a continuous 230-240V a.c. 50Hz circuit. Ensure any switching device cannot inadvertently override the unit.

NOTE: See overleaf for recommended locations of alarms

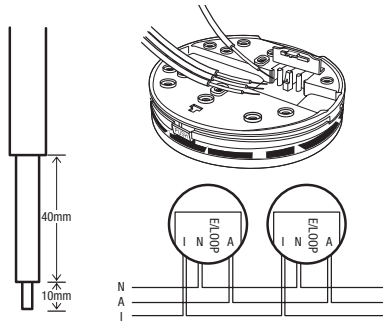
INSTALLER PLEASE NOTE:
- Before you connect the mains power, check wiring polarity.
- If the alarm 'chirps ' press the Test button to check the battery condition. Replace battery if necessary.
- If 'chirps ' persist return smoke alarm to your supplier.

WIRING INSTRUCTIONS:
- This smoke alarm can be interconnected with other 643084 or 643085 smoke alarms. Interconnection with other brands or models may cause damage or result in a shock or fire risk.
- Up to a limit of 20 smoke alarms may be interconnected.
- **Not interconnectable with HPM 645/3 ionisation smoke alarm**
- There are four terminals in the supply terminal block, marked A, I, N and E/LOOP. It is important that the alarm be wired correctly to ensure correct operation. Incorrect wiring to the smoke alarm will damage the unit and invalidate the warranty. See wiring diagrams.
- **A maximum length of 300 metres of wire can be used in interconnecting smoke alarms. Spacing between interconnected smoke alarms must not exceed 30m per alarm.**
- Interconnected smoke alarms must be connected to the same final sub-circuit.
- Do not use any wire that could later be confused with the normal house wires for the interconnect wire. For example, green/yellow earth wire.
- Do not connect AC power wires to I interconnect terminal. This may damage smoke alarms.
- Do not connect the I interconnect wire to any device, except the I interconnect terminal of another 643084 or 643085 smoke alarm or interface 643086. Otherwise, smoke alarms will be damaged.
- Smoke alarms should be interconnected only within the confines of a single-family living unit. If smoke alarms are interconnected between different units, there may be excessive nuisance alarms. Residents may not be aware that smoke alarms are being tested or that it is a nuisance alarm caused by cooking, etc.

PROFESSIONAL IONISATION / PHOTOELECTRIC SMOKE ALARM
INSTALLATION INSTRUCTIONS

Installation:

■ Terminals at back of mounting base are marked as follows:
A - Active **I - Interconnect** **N - Neutral** **E/Loop - Earth or Loop**



EXAMPLE OF MULTIPLE ALARM WIRING:
When interconnected, all smoke alarms will sound upon activation. However, only the originating smoke alarm will have flashing Red LED.

WARNING: Connecting the Interconnect terminal to any supply conductor will result in damage to the alarm, failure to operate or shock hazard and will void the warranty of the alarm.

WARNING: Under no circumstances must an insulation resistance test be carried out on a circuit to which a smoke alarm is connected.

The test could cause irreparable damage to the internal circuitry of the smoke alarm and make it inoperative.

The warranty would be void under such circumstances.

Mounting Instructions:

1. Write down the date of installation on label provided.
2. Strip the Active/Neutral and Interconnect (if used) wires back to the strip length shown above.
3. Connect the wires to the correct terminals on the base as indicated and ensure the screws are fully tightened.
4. Clip the flap closed to prevent accidental contact with the live terminals.
5. Screw the mounting base to the ceiling or wall using the plugs and screws provided or No.6/No.8 superscrews.
6. Install the 9V battery. The smoke alarm will not latch to the base unless battery is installed.
7. Turn on the mains power and check the green and red LED function. Green LED should glow to show main power present. Red LED will pulse every 60 seconds to indicate correct operation and the 9V battery is OK.
8. Press the Test/Hush button for 5 seconds to check the alarm works.
9. When installing onto a wall the mounting hinge must be on left hand side.

Operation, Testing and Maintenance:

OPERATION

The smoke alarm is operational once all wires are properly connected, the smoke alarm is correctly installed on the mounting base, battery inserted and the alarm has been tested. There are two LED indicators. Each of them has a unique function:

Red LED
■ **Stand-by condition:** will flash once approximately every 60 seconds to indicate unit is functioning properly.
■ **Alarm condition:** will flash quickly when unit goes into alarm. The flashing red LED and pulsating alarm will continue until the air is cleared. For interconnected units, the originating smoke alarm red LED will be flashing. All other units will sound but not flash.

Green LED
■ **AC Mains-ON Indicator:** indicates that the unit is operating with AC power. If this LED goes out, it indicates that the AC power is off.

False Alarm Hush Control Feature:
■ This smoke alarm has the capability of being temporarily desensitised for approximately 10 minutes.
■ If the smoke alarm is sounding it can be desensitised by pressing the "HUSH/TEST" button on the smoke alarm cover.
■ After pressing the "HUSH/TEST" button, the alarm will silence immediately and red LED will flash every 15 seconds for approximately 10 minutes to indicate the alarm is in the temporary desensitised condition.
■ The smoke alarm will automatically reactivate after approximately 10 minutes and sound the alarm if particles of combustion are still present.
■ The "HUSH" feature may be used repeatedly until the air has cleared.

TESTING

NOTE: Before testing, make sure that the smoke alarm is connected to AC power supply (make sure the green LED is ON) and there is a 9V battery properly installed.
■ Test alarm by pushing and holding the test "HUSH/TEST" button for 5 seconds. This should sound the alarm if all electronic circuitry and horn are working.
■ If no alarm sounds, check battery wiring, fuses or circuit breaker and make certain that alarm is connected to a continuous final sub-circuit.
■ With interconnected units, holding test button down on one unit will cause all connected units to sound.
■ Continuous chirping or erratic noise or low sound from an alarm may indicate a defective alarm.

Smoke alarm should be tested on a monthly basis. To accurately test the integrity of the sensing chamber use a smoke detector (aerosol) tester.

NOTE: After the above alarm test with the 'HUSH/TEST' button, the alarm will be desensitised for about 10 minutes. **ONLY DO THE SMOKE AEROSOL TEST AFTER THIS DESENSITISED PERIOD.**

WARNING: Do not apply excessive force on the "HUSH/TEST" button this may damage the smoke alarm and may void the warranty.

WARNING: Never use an open flame of any kind to test your alarm. You may damage the alarm or set fire to your home. The built-in test switch enables testing of all electronic components and the horn.

MAINTENANCE

The smoke alarm is virtually maintenance free. However, under dusty or greasy conditions, a vacuum cleaner may be used to clean the exterior of unit (including slots on cover). **DO NOT IMMERSE IN OR SPRAY WITH HOUSEHOLD CLEANERS.**
If the unit gives a chirping sound every 60sec the battery may need to be replaced.

Battery:

BATTERY INSTALLATION

■ The smoke alarm uses one 9V battery to automatically provide back-up power to the alarm if AC power fails. The battery will operate the alarm for approximately one to three months with AC power off.
■ **USE ONLY BATTERIES AS SPECIFIED IN THE PRODUCT LABEL. USE OF A DIFFERENT BATTERY MAY HAVE A DETRIMENTAL EFFECT ON OPERATION OR MAY CAUSE THE BATTERY TO EXPLODE.**
■ **USE ONLY THE FOLLOWING 9-VOLT ALKALINE BATTERIES FOR REPLACEMENT: EVEREADY/ENERGIZER 522 DURACELL MN1604, MX1604**
■ Battery can only be inserted in one direction. Ensure polarity is correct.

BATTERY REPLACEMENT

■ To replace battery, unlatch unit from mounting base and remove the battery from compartment. Replace the old battery with a fresh one and close unit. Verify that the green LED is on.
■ To ensure proper operation, the battery should be replaced once a year.
■ Smoke alarm cannot be closed properly without battery in place.

Repairs and Services:

- If the smoke alarm is defective in any way, do not tamper with the unit. See warranty for instructions on in-warranty returns. **Note: NO USER REPLACEABLE PARTS INSIDE.**

643084 only:

- The smoke alarm uses a very small amount of radioactive element that is safely contained within the sealed source.

NOTE: When this product is no longer required dispose by returning to HPM Legrand office in your state capital or your state's Health Department. Alternative disposal is not permitted unless accepted under your state's Health and Safety Regulations.

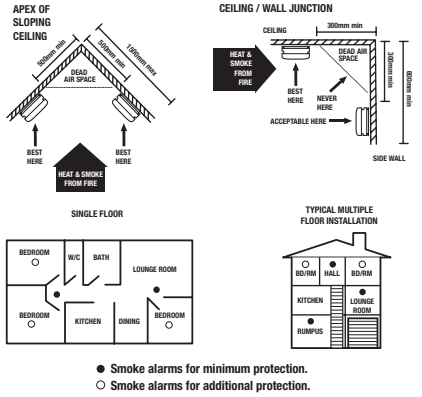
- **Please note:** It is illegal to send radioactive material through Australia Post. Check for similar conditions with any forwarding agency before sending this article.

WARNING: DO NOT TAMPER WITH RADIOACTIVE SOURCE.

Recommended Locations of Alarms:

- Install at least one alarm for each separate sleeping area. Try to cover the exit path as the bedrooms are usually farthest from an exit. If there is more than one sleeping area, install additional alarms in each sleeping area in the immediate vicinity of bedrooms.
- Install at least one alarm to protect any stairway as stairways act like chimneys for smoke and heat.
- Install at least one alarm on every floor level.
- Install an alarm in every room where a smoker sleeps as additional protection.
- Install an alarm in every room where electrical appliances are operated (i.e. portable heaters or humidifiers) as additional protection.
- Install an alarm in every room where someone sleeps with the door closed as additional protection. The closed door may prevent the alarm from waking the sleeper.
- Smoke, heat and other combustion products rise to the ceiling and spread horizontally. Mounting the alarm on the ceiling in the centre of the room places it closest to all points in the room. Ceiling mounting is preferred in ordinary residential construction.
- For mobile home installation select location carefully to avoid thermal barrier that may form at the ceiling. For more details see Mobile Home Installation.
- When mounting an alarm on the ceiling install it at a minimum of 300mm from the side wall and 600mm from any corner (see diagram).
- When mounting an alarm on a wall, install it at a minimum of 300mm from the ceiling level but not more than 600mm from the ceiling level and any corner (see diagram) NOTE: The performance of smoke alarms mounted on a wall is unpredictable, and is not recommended when ceiling mounting can be implemented.
- When mounting an alarm at the apex of a sloping ceiling it should be located a minimum of 500mm from the apex but should not exceed 1500mm (see diagram).
- Locate smoke alarm at both ends of a bedroom hallway if the hallway is more than 9m long.

Installation of Smoke Alarms:



● Smoke alarms for minimum protection.
○ Smoke alarms for additional protection.

IMPORTANT: INCORRECT ORIENTATION OF SMOKE ALARMS MAY DECREASE OPERATIONAL EFFECTIVENESS

Mobile Home Installation:

- Modern mobile homes have been designed and insulated to be energy efficient. Install smoke alarms as recommended (refer to RECOMMENDED LOCATIONS).
- In mobile homes that are not well insulated extreme heat or cold can be transferred from the outside through poorly insulated walls and roof. This may create a thermal barrier that can prevent smoke from reaching a smoke alarm mounted on the ceiling. In such units, install the smoke alarm on inside partition between 300mm and 600mm from the ceiling.
- If you are not sure about the insulation in your mobile home, or if you notice the walls and ceilings are either hot or cold, install alarm on an inside wall. For minimum protection, install one alarm close to the bedrooms.

For additional protection, see SINGLE FLOOR plan. We recommend that the smoke alarm be tested after each journey.

Avoid These Locations:

Do not place alarm in the following locations:

- The garage. Gas released when you start your automobile may cause false alarms.
- In front of forced air supply ducts used for heating and air-conditioning and other high airflow areas.
- In the peak of an "A" frame type of ceiling.
- In areas where temperatures may fall below +5ºC or rise above +50ºC.
- In dusty areas, dust particles may cause smoke alarm to false alarm or fail to alarm.
- We do not recommend installation in or directly adjacent to areas of high condensation such as bathrooms & laundries due to potential for false alarms.
- Kitchen/cooking areas.

Good Safety Habits:

The use of this product should not be seen as a substitute for basic safety precaution in the prevention of fire.

- Do not smoke in bed.
- Do not leave children at home alone.
- Do not clean with flammable liquids, such as petrol.
- Safely store flammable materials.
- Smoke alarms must be tested regularly to ensure that the batteries and alarm circuit are in good operating condition.

PROFESSIONAL IONISATION / PHOTOELECTRIC SMOKE ALARM
INSTALLATION INSTRUCTIONS

The Limitations of Smoke Alarms:

- Smoke alarms cannot provide an alarm if smoke does not reach the alarm. Therefore, smoke alarms may not sense fires starting in chimneys, walls, on roofs, on the other side of a closed door, or on a different floor.
- If the alarm is located outside the bedrooms, or on a different floor, it may not wake up sound sleepers. A smoke alarm in the bedroom, is therefore recommended as additional protection.
- Smoke alarms have been significant in saving lives in many parts of the world. However, U.S. Government research indicates that they may not give early enough warning in up to 35% of fires. Hence, the use of this product does not act as a substitute for basic prevention.
- Although smoke alarms can help save lives by providing early warnings of a fire, they are not a substitute for an insurance policy.
- This smoke alarm alone will not alert the hearing impaired. Use special purpose smoke alarm with lights or vibrating devices, for those hard of hearing.

False Alarms:

- In very humid areas or near a bathroom, moisture can cause false alarms in Ionisation smoke alarms.
- This smoke alarm is designed to minimise false alarms. Smoking will not normally set off the alarm unless smoke is blown directly into the alarm.
- Combustion particles from cooking may set off the alarm if the alarm is located close to the cooking surface.
- Because large quantities of combustion particles are generated from spills or grilling an alarm with a Hush Control device is preferable near a kitchen environment.
- If the alarm does sound, check for a fire before silencing the alarm. If a fire is discovered, escape quickly and call the Fire Brigade.

Develop and Practise a Plan of Escape:

- Make a floor plan indicating all doors and windows and at least two escape routes from each room. Second storey house windows may need a rope or chain ladder.
- Have a family meeting and discuss your escape plan, showing everyone what to do in case of fire.
- Determine a place outside your home where all of you can meet, if a fire occurs.
- Familiarise everyone with the sound of the smoke alarm and practice leaving your home when they hear it.
- Practice a fire drill at least every six months, including drills at night. Practice allows you to test your plan before an emergency. You may not be able to reach your children. It is important that they know what to do!

What to do when the Alarm Sounds:

- Leave immediately by your plan of escape. Every second counts, so don't waste time getting dressed or picking up valuables.
- In leaving, don't open any inside door without first feeling its surface. If hot, or if you see smoke seeping through cracks, don't open that door! Instead, use your alternative exit. If inside door is cool, place your shoulder against it, open it slightly and be ready to slam it shut if heat and smoke rush in.
- Stay close to the floor if air is smoky. Breathe shallowly through a wet cloth if possible.
- Once outside, go to your selected meeting place and make sure everyone is there.
- Call the Fire Brigade from your neighbour's home - not from yours!
- Don't return to your home until officials say that it is safe to do so. For additional information on fire safety, contact your local Fire Brigade.

Disclaimers:

1. This product must be installed by a licenced electrician.
2. For indoor use only
3. This product should not be installed in areas exposed to constant vibration, temperature fluctuations, or areas of high humidity.
4. This product contains no serviceable parts and no attempt should be made to repair this product. If the product is faulty it should be discarded.
5. Severe electromagnetic interference from other products may cause malfunction of this product.
6. Ionisation smoke alarms contain radioactive particles. Please refer to instructions for disposal requirements.
7. This product has a 10 year design life. At the end of this time it should be replaced. The date of Manufacture is coded on every alarm in the form B/N 15 March 2013.
8. This product has been designed to operate in ambient temperatures: 5°C to 50°C.
9. This product is not suitable for marine environments such as areas subject to salt spray and/or mist.
10. This product is not suitable for installation in hazardous and/or corrosive areas.
11. This product has been designed for domestic or similar uses and is not suitable for a commercial installation.
12. The material in this product may vary in colour from batch to batch. Colour matching from one batch to another cannot be guaranteed.
13. Electrical installations periodically receive transient over voltages. This product has been designed to minimise the effect of such voltages on connected equipment. It may not give full protection for extreme over voltage transients such as those resulting from a close lighting strike.
14. This product has been designed to operate on a nominal supply voltage of 230V - 240V a.c. ± 6%.
15. This product must be installed and used as per these instructions.
16. After installation this product must be tested as required by the appropriate government and/or staturatory regulations.
17. This product utilises intellectual property in the form of registered designs, trademarks, and/or patents. Such intellectual property remains the property of HPM Legrand in all cases.
18. HPM Legrand reserves the right to modify the specification of this product at any time.

This smoke alarm has a maximum 10 year life span. THIS SMOKE ALARM HAS BEEN TESTED AND PASSED TO AS3786-1993
DEAR ELECTRICIAN: PLEASE LEAVE THIS MANUAL FOR THE OWNER. THANK YOU FOR CHOOSING THIS SMOKE ALARM.

Warranty

HPM Legrand will honour all statutory guarantees that you as a consumer are entitled to rely upon under the Australian and New Zealand Consumer Laws against a manufacturer including a guarantee that any products HPM Legrand has manufactured or imported are of acceptable quality.

To make a claim under any statutory guarantee (or other warranty) you should first contact the supplier, contractor or retailer from whom you purchased the products.

Customer Service

For all Customer Service and Technical Support enquires please call Monday to Friday during business hours.

HPM Legrand Australia
1300 369 777
www.legrand.com.au

HPM Legrand New Zealand
0800 476 009
www.legrand.co.nz

ABN: 31 000 102 661

LE05841AAC

INDIGO

INDIGO APARTMENTS

Block 13 Section 25 Griffith ACT 2603

Installation, Operation & Maintenance Manual for

Aluminium Glazed Windows & Doors & Stainless Steel Balustrades

Owner/Client	AGP Amalgamated
Architect	Kasparek Architects
Head Contractor	Milin Builders
Trade Subcontractor	System Windows

Volume: 1

Date of Issue: 17 August 2017

Indigo Apartments

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Indigo Apartments



SECTION 1 - Directory & Contact Information

Architect

Name: Kasparek Architects
Address: 7/25 Jerrabomberra Ave, Narrabundah ACT 2604
Phone Number: 0416 292466
Email architects@kasparek.com.au

Head Contractor

Name: Milin Builders
Address: 3/57 Eyre Street Kingston ACT 2604 – PO Box 4362. Kingston ACT 2604
Phone Number: (02) 6260 3338
Email: reception@milin.com.au
Website: www.milin.com.au

Trade Subcontractor

Name: System Windows
Address: 2/15 Sleigh Place, Hume ACT 2620 – PO BOX 6035, Mawson ACT 2607
Phone Number: (02) 6260 1432 Fax Number: (02) 6260 1508
Email: admin@systemwindows.com.au

Suppliers

Name: Aluminium Industries
Address: 152-160 Ordish Rd, Dandenong South VIC 3175
Phone Number: (03) 9798 4433
Website: www.alumind.com.au/

Name: Viridian
Address: 139-145 Newton Road, Wetherill Park, NSW 2164
Phone Number: (02) 9756 2100 Fax Number: (02) 9757 6617
Website: www.viridianglass.com

Name: Glass Tech
Address: 9 Cheney Place Mitchell ACT 2911
Phone Number: (02) 6181 2991
website: www.glass-tech.com.au

Name: ACT Powdercoating Services
Address: 16 – 20 Silva Avenue, Queanbeyan East NSW 2620
Phone Number: (02) 6299 2155
Email: info@pcsact.com.au
Website: www.pcsact.com.au

Name: Progressive Controls
Address: 129 Gladstone Street, Fyshwick ACT 2609
Phone Number: (02) 6280 4655 Fax Number: (02) 6280 7592
Email: pc.sales@bigpond.com

SECTION 2 - Installation Description

2.1 General Description

Supply and installation of aluminium external windows, glazed doors and stainless steel balustrades to the Indigo Apartments building.

2.2 Safety Notice

Listed in this manual are suggested procedures for maintaining and operating the aluminium framed glazed windows and doors installed by System windows.

Maintenance managers and staff should evaluate the safety and risks associated with the maintaining aluminium framed windows and doors.

Consultation with Worksafe Australia is recommended.

Following these procedures will ensure the best possible appearance and condition of anodized aluminium and the glazed windows and doors. Departure from the procedures may lead to damage to the aluminium finish or glass surface.

Chemicals used for the cleaning of windows and doors, if not handled correctly, can cause serious injury.

Care must be taken and safety notes and instructions observed.

SECTION 3 - Maintenance Procedures

3.1 General Aluminium maintenance

Aluminium finished surfaces should be regularly washed down with water to maintain their attractive appearance. The aluminium frames of windows and doors should be washed whenever the glass is cleaned.

The frequency of washing is determined by the desired appearance of the structure and by the local environment, but should occur at least every six months. Areas close to the sea or subject to industrial fall-out and having limited rainfall require more frequent attention.

3.2 Cleaning Aluminium

Where regular maintenance does not remove all the dirt which may be adhering to the surface the following procedure should be followed.

Indigo Apartments



Wash with warm water and a non abrasive kitchen detergent, using a soft cloth. To prevent shiny spots do not press to hard and to minimise streaking wash from the bottom up. Rinse with fresh clean water immediately afterwards to remove all traces of detergent.

If this does not remove all dirt built up a solvent cleaner such as kerosene, turpentine or white spirit may be used. Failing this, mild oil-base abrasive car cleaner or mild soap base abrasive bath cleaner can be used. Thoroughly rinse and dry with a soft cloth after cleaning.

3.3 What You Should Do

Protect exposed Aluminium surfaces until all wet trades etc. have been completed

Any cement or acid should be removed as soon as practical.

When cleaning, wash down all surfaces with a neutral detergent and rinse thoroughly.

To clean long neglected areas it is advisable to use proprietary cleaners specifically formulated for aluminium surfaces. These products contain residual waxes etc. and can substantially improve the appearance of worn or weathered surfaces.

3.4 What You Should NEVER Do

Use of wire brushes, steel wool, emery paper are NOT recommended under any circumstances.

Avoid mechanical damage from scaffolding etc.

DO NOT allow strong acids such as Hydrochloric, Acetic etc to come into contact with powdercoated aluminium

DO NOT allow mortar or mortar cleaning chemicals to come into contact with powdercoated aluminium.

Anodised Aluminium should not be in direct contact with brass or copper.

3.5 General Glass Maintenance

This information is offered as a general guide only. Specific advice on the cleaning of glass should always be sought from a reputable glazier or professional window cleaner before any glass cleaning is undertaken.

3.6 Professional Cleaners

Professional glass cleaners have significant experience and access to equipment, materials and methods which the general public may not. As professional glass cleaners are acknowledged experts in the cleaning of glass, Viridian offers the information on this page as general advice only for the professional glass cleaner to consider as part of the development of their own cleaning processes.

Indigo Apartments

3.7 Instructions to All Trades and Individuals

While cleaning ensure jewellery and watches are removed and gloves should be worn.

It is recommended that glass be protected from contamination caused by building materials and methods during construction as this will greatly simplify the glass cleaning task at the end of the project. If the glass is not protected during construction then the glass and frames should be cleaned frequently during construction.

Construction dust, leachate from concrete and rusting from steel can contribute to the formation of mild chemicals, which may stain or otherwise damage the glass.

Glass should be cleaned using only cleaning materials which are free of grit and debris (to avoid scratching and marking of the glass surface).

Only detergents and cleaning solutions which are recommended for cleaning glass should be used. Mild detergents are preferable.

Glass installations which are adjacent to concrete (e.g. concrete slab floors) require extra care and cleaning due to the abrasive nature of concrete dust.

All tradesmen should be advised to be aware of damaging glass and windows and to leave in place any materials protecting the window or glass.

3.8 What Not to Do

Do not use cleaners which contain Hydrofluoric or Phosphoric acid as they are corrosive to the glass surface.

Do not clean the glass when the glass is hot or in direct sunlight.

Do not allow cleaning solutions to contact the edges of Insulating Glass Units

Do not store or place other material in contact with the glass. (This can damage the glass or create a heat trap leading to thermal breakage).

Abrasive cleaners, powder based cleaners, scouring pads or other harsh materials should not be used to clean windows or other glass products.

Avoid causing extreme temperature changes to the glass as this may lead to thermal fracture of the glass, i.e. do not splash hot water on cold glass or freezing water on hot glass.

Some tapes or adhesives can stain or damage glass surfaces. Avoid using such materials unless they are known to be easily removed.

Indigo Apartments



3.9 If Damage Occurs!

If glass is damaged or broken on-site ensure that experienced glaziers are engaged to rectify the situation. Glass can be a safety hazard if not handled properly.

3.10 Note to the Painter!

Paint spots have been traditionally removed using a sharp razor blade. The use of a blade can in some cases cause damage to the glass. As an alternative, investigate solvents or graffiti removal materials, ensuring that they will not damage the glass. If a blade or scraper is used then the risk of damage can be reduced by using a scraper which has a clean edge and is held at an angle of 30 degrees to the glass. Consult the supplier of the blade or scraper as to how it is best used to clean glass. However, surface coated, modified or tinted glass requires special care. Seek cleaning advice from your local glass merchant.

3.11 Maintenance and Protection of Stainless Steel

It is important to wash your stainless steel balustrading regularly to keep the surface looking good.

For best results use soap or mild detergent and warm water followed by rinsing with clean cold water.

If salts and other contaminants are left to build up they can cause a brown stain on the surface of the stainless, known as ‘tea staining’ (note this is not rust). Tea stains can be removed with a tea stain remover, however if you leave it too long it will involve a lot of elbow grease! Always wipe in the direction of the grain and never use an abrasive cleaner or cloth as these will scratch the surface of the stainless steel. Remember simply rinsing the stainless with water once a week will help significantly to keep the surface looking good.

Our tips for a premium quality finish...

- 316 grade mirror finish for all outdoor balustrades

- Keep it clean! A quick once over with some warm soapy water and a quick rinse every few weeks will save hours of elbow grease if you leave it too long.

3.12 About This Cleaning Advice

This information is offered as a general guide only this guidance does not preclude the use of other methods, materials or equipment, however the user should undertake careful evaluation and make suitable enquiries of the suitability of alternative methods, materials or equipment, before using them

Indigo Apartments

SECTION 4 - Drawings

The following record drawings are provided in this manual

Drawing List			
3644	CS-01	AP	Drawing List
Floor Plans			
3644	0100	AP	Window Location Ground Floor
3644	0101	AP	Window Location Level 1
3644	0102	AP	Window Location Level 2
3644	0103	AP	Window Location Level 3
3644	0104	AP	Window Location Level 4
3644	0105	AP	Window Location Level 5
3644	1000	AP	Window Elevations Ground Floor
3644	1001	AP	Window Elevations Ground Floor
3644	1002	AP	Window Elevations Ground Floor & Level 1
3644	1003	AP	Window Elevations Level 1
3644	1004	AP	Window Elevations Level 1
3644	1005	AP	Window Elevations Level 2
3644	1006	AP	Window Elevations Level 2
3644	1007	AP	Window Elevations Level 2 & 3
3644	1008	AP	Window Elevations Level 3
3644	1009	AP	Window Elevations Level 3
3644	1010	AP	Window Elevations Level 3 & 4
3644	1011	AP	Window Elevations Level 4
3644	1012	AP	Window Elevations Level 4
3644	1013	AP	Window Elevations Level 5
3644	1014	AP	Window Elevations Level 5
3644	1015	AP	Window Elevations Level 5
Details			
3644	1200	AP	Window Details
3644	1201	AP	Window Details
3644	1202	AP	Window Details
3644	1203	AP	Window Details
3644	1204	AP	Window Details
3644	1205	AP	Window Details
3644	1206	AP	Window Details
3644	1207	AP	Window Details
3644	1208	AP	Window Details
3644	1209	AP	Window Details

Indigo Apartments



SECTION 5 - Warranties & Certificates

5.1 Installation and Product Warranties

1. System Windows warrants that its works are constructed in accordance with the plans and specifications as defined and is in accordance with AS1288 and AS2047
2. The Works comply and shall continue to comply throughout the Warranty Period with all relevant Australian Standards and other standards either specified in the contract or applicable to the works and current at the time of execution of the works.
3. The warranty shall not apply to any failure or defect in the Works caused by:

    3.1 lightning, hurricane, tornado, fire or other acts of God;

    3.2 abnormal structural settlement, or movement or unsoundness or disintegration of structure of the building and the underlying substrates;

    3.3 alteration of the works by person other than System Windows;

    3.4 damage to the finished surfaces of the works caused by abrasion, corrosive substances and environmental conditions and by other circumstances beyond the reasonable anticipation of System Windows;

    3.5 penetration or damage caused by third parties not being employees, agents sub-contractors or suppliers of System Windows;

    3.6 foreign objects or failure to properly maintain the works;

    3.7 defective building work by others;

    3.8 design by others or instructions to execute variations or to chance the design of the work to the extent that the design or instructions cause the damage, result in the works not being fit for their intended purpose or in accordance with the plans and specification or the applicable standards;

    3.9 any glass breakage from any cause other than faulty materials up to and specified design wind pressure as determined in accordance with Australian and New Zealand Standards AS/NZS 1170 and AS1288 or NZS 4223 and specifically excludes and consequential liabilities following installation. In Australia: subject to limitations imposed by the Trade Practices Act 1974 and any other applicable legislation. This Warranty is in substitution for and to the exclusion of all other rights and remedies (if any);
4. If during the warranty period any failure or defect in the Works becomes apparent because of a breach of the requirements of clause 1 and 2 hereof, and the failure or defect is reported to System Windows in writing, then

System Windows, without limiting any other liability that System Windows may have by reason of such failure or defect, shall at its election make safe and rectify the failure or defect, or pay the cost of having the failure or defect rectified by another. Provided that if the failure or defect is caused in part or contributed to by a matter referred to in clause 3, or by any unreasonable delay in giving the notice required by this Clause or in giving access to the site System Windows shall not be liable for that portion of the loss, expense or damage caused or contributed to by a matter referred to in clause 3, or by the failure to give notice or to allow access to System Windows.

5. System Windows shall obtain and supply such product warranties for products incorporated into the Works as it is able to obtain with due diligence.
6. System Windows shall be allowed access in normal working hours to effect the repairs and in carrying our renewal, repair or replacement pursuant to Clause 4 having regard to the reasonable instructions of the owners and occupants of the Building.
7. For the purposes of clause 3 and the requirement to properly maintain the works, the following scheduled maintenance of the works shall be performed by the owner or its agents;

    7.1 Wash the glass, aluminium framework and the panel system with mild liquid non-abrasive detergent and water every three months or other period noted in the annexure. Inspect drainage holes and clear any blockages during the cleaning process required pursuant to Clause 7.1.

    7.2 Tracks and rollers must be cleaned with a regular and ongoing maintenance. As they are subject to normal wear and tear they are **not** covered by this 10 year warranty.

8. This warranty shall apply for the benefit of the persons named below. The warranty is transferable between any such parties but it shall be a pre-condition to the efficacy of any transfer or assignment of the warranty that the party so assigning the warranty shall give written notice to System Windows of any such assignment or transfer with any reasonable time of the purported assignment.

OTHER EXCLUSIONS TO THE WARRANTY:

NIL

PERSONS ENTITLED TO THE BENEFIT OF THIS WARRANTY:

Indigo Apartments

THE WORKS

Indigo Apartments

Installation, Operation & Maintenance Manual

Indigo Apartments
Block 13 Section 25
Griffith ACT 2603

WARRANTY PERIOD
10 Years

Indigo Apartments

5.2 Certificates

SYSTEM WINDOWS
Stadaero Pty Ltd T/as System Windows
ABN 40 008 615 094
P.O. Box 6035, MAWSON ACT 2607
Telephone: (02) 6260 1432
Facsimile: (02) 6260 1508

CERTIFICATE OF COMPLIANCE
WINDOWS AND DOORS

INDIGO APARTMENTS
BLOCK 13 SECTION 25 GRIFFITH ACT

I hereby certify that the glazing & installation of windows and doors carried out by this company to The Indigo Apartments, Block 13 Section 252 Griffith ACT 2603 is in accordance with;

AS/NZS 1664
AS1288 – 2006 BCA B1.4 (h) (iii) Spec C2.5, Spec C3.4
AS 2047 – 2014 BCA 2015 B1.4, F1.13, J3.4
AS/NZS 2208 – 1996 BCA B1.4

Graeme Gardiner

CERTIFICATE OF COMPLIANCE
BALUSTRADES AND HANDRAILS

INDIGO APARTMENTS
BLOCK 13 SECTION 25 GRIFFITH ACT

I hereby certify that the glazing carried out by this company to balustrades and handrails, The Indigo Apartments, Block 13 Section 25 Griffith ACT 2603 is in accordance with the Building Code 2015 B1.2 and B1.4 and following Australian Standards:

AS/NZS 1664
AS1288 – 2006 BCA B1.4 (h) (iii) Spec C2.5, Spec C3.4
AS2047 – 2014 BCA 2016 B1.4, F1.13, J3.4
AS/NZS 2208 – 1996 BCA B1.4
AS1170.1-2002 AS1288-2006
AS1170, AS1231, AS1288, AS1449, AS1554, AS1627, AS1866, AS2208, AS2837 1986, AS3678, AS3679, AS3715 2002, AS100 1998

Graeme Gardiner

Indigo Apartments

FTTH BUNDLE

S	M	L	XL
$49.99 per month	$59.99 per month	$69.99 per month	$79.99 per month
No lock-in contract $99.95 setup - Min charge $179.94 18 month contract $0 setup - Min charge $929.82	No lock-in contract $99.95 setup - Min charge $189.94 18 month contract $0 setup - Min charge $1109.82	No lock-in contract $99.95 setup - Min charge $199.94 18 month contract $0 setup - Min charge $1289.82	No lock-in contract $99.95 setup - Min charge $209.94 18 month contract $0 setup - Min charge $1469.82
Up to **12Mbps** Download Connection Speed#	**50Mbps - 100Mbps** Download Connection Speed#	**50Mbps - 100Mbps** Download Connection Speed#	**50Mbps - 100Mbps** Download Connection Speed#
Unlimited Data Usage	Unlimited Data Usage	Unlimited Data Usage	Unlimited Data Usage
Wi-Fi Modem Included	Wi-Fi Modem Included	Wi-Fi Modem Included	Wi-Fi Modem Included
Voice Service	Voice Service	Voice Service	Voice Service
Local Calls: Pay As You Go	Local Calls: Pay As You Go	Local Calls: Unlimited	Local Calls: Unlimited
National Calls: Pay As You Go	National Calls: Pay As You Go	National Calls: Unlimited	National Calls: Unlimited
13/1300 Calls: Pay As You Go	13/1300 Calls: Pay As You Go	13/1300 Calls: Pay As You Go	13/1300 Calls: Pay As You Go
Au Mobile: Pay As You Go	Au Mobile: Pay As You Go	Au Mobile: Unlimited	Au Mobile: Unlimited
International: Pay As You Go	International: Pay As You Go	International: 100 Minutes^^	International: Unlimited to 15 Countries

Minimum Charge for FTTH Bundle calculated as: (contract term x $(FTTH Bundle Monthly Charge) + setup + $20 Prepayment + $10 Equipment Delivery Fee). Early termination fees apply.

'Monthly Usage Quota: 1GB (Gigabyte) = 1000MB (Megabyte). Unused usage quota forfeited each month. Speed will be shaped to 32Kbps/32Kbps for the billing cycle in which the monthly usage quota has been exceeded. Downloads and uploads are counted.

Availability: Only available in selected buildings. Please use the address checker on TPG website to check the availability in your area. Further availability checks will be conducted upon registration.

#FTTH Speeds: Actual throughput speeds may be slower and could vary due to various factors including interference, download source, customer cabling and equipment. The S Bundle has an upload connection speed of up to 1Mbps. The M, L and XL Bundles have an upload connection speed of up to 20Mbps.

Included Calls (FTTH S and M Bundles): Charges for calls are not included in the FTTH S Bundle & M Bundle and will be charged listed TPG rates on a 'pay as you go' basis and deducted from your Prepayment. Calls to 19/1900 numbers are not supported.

Included Calls (FTTH L Bundle): FTTH L Bundle allows you to make unlimited Local Calls (excluding 13/1300 numbers), unlimited Standard National Calls to Landlines and unlimited calls to Standard Australian Mobiles. Calls to 19/1900 numbers are not supported. The 100 International Minutes per month included in bundle can be used to call International Landline and Mobile destinations (excluding calls to satellite phones) listed on our International Call Rates page. Standard per minute rates listed on our International Call Rates page apply after the first 100 minutes of International Calls and for calls to satellite phones. Unused included minutes for international calls expire at the end of each month. Charges for calls made that are not included in the bundle (e.g. calls to 13/1300 and Directory Services) will be charged at listed TPG rates by deducting usage charges from your Prepayment.

Included Calls (FTTH XL Bundle): FTTH XL Bundle allows you to make unlimited calls to Landline and Mobile numbers in 15 countries (Canada, China, France, Germany, Greece, Hong Kong, India, Korea (South), Malaysia, New Zealand, Singapore, Taiwan, Thailand, United Kingdom, United States), unlimited Local Calls (excluding 13/1300 numbers), unlimited Standard National Calls to Landlines and unlimited calls to Standard Australian Mobiles. Calls to 19/1900 numbers are not supported. Standard per minute rates listed on our International Call Rates page apply for International Calls to other countries and calls to satellite phones. Charges for calls made that are not included in the bundle (e.g. calls to 13/1300 numbers, Directory Services and satellite phones) will be charged at listed TPG rates by deducting usage charges from your Prepayment.

Special Note: TPG Voice Service is delivered using voice over Internet Protocol (VoIP). The Voice Service supports fax to national numbers in the Telstra, Optus, AAPT and Primus PSTN network. Fax to international numbers is not reliable and VoIP based fax is not supported. This plan does not support the Priority Assistance Scheme. The Voice Service does not support old dial up technology devices with built in modems such as EFTPOS, Back to Base Alarms and Foxtel Program purchase. These devices have been replaced by Internet Protocol (IP) enabled devices and many TPG customers are able to use EFTPOS, Back to Base alarms and Foxtel Program purchase through the internet provided that their devices are IP enabled. For further details on IP enabled devices contact your device supplier. TPG Voice Service also does not support analogue modems, Priority Assistance Scheme, calls to 19/1900, 0500 numbers and Universal International Freephone Numbers (UIFN). The Voice Service requires a broadband connection and power to the Wi-Fi modem router supplied by TPG and to the TPG equipment in your building. If there is a broadband connection outage in your premises or your building due to power or other faults, the Voice Service will not work and you cannot make phone calls including "000" emergency calls. Once an FTTH Bundle plan is purchased, you cannot cancel either component (FTTH or Voice Service). Cancellation will cease both services. You cannot purchase either TPG FTTH or Voice Service as a standalone service. Installation of your FTTH Bundle service takes between 2 to 10 working days to complete.

TPG Voice rates and features: Refer to 'TPG Voice Call Rates' and 'TPG Voice Features' sections for information about applicable call rates and features.

FTTH BUNDLE

TPG Voice Call Rates

Services	Rate
Local Calls	25¢ per call
National Calls	25¢ per minute^ (plus 39¢ call connection)
National Cap	Capped at $2 up to 20 minutes per call per minute National Call rates thereafter^
Mobile Calls	39¢ per minute^ (plus 39¢ call connection)
Mobile Cap	Capped at $2.48 up to 20 minutes per call per minute Mobile Call rates thereafter^
International Calls	Check website www.tpg.com.au/ftth/international-callrates (39¢ call connection applies) Call connection not charged for the first 100 minutes (L Bundle) each month and for all calls to specific International destinations (XL Bundle)
13/1300 Calls	30¢ per call
18/1800 Calls	Free
19/1900 Calls	Not Supported
Directory Assistance - 1223	$1.10 per call
Speaking Clock - 1194	40¢ per call
TPG 13 14 23	Free

^ Charged per 30 second block or part thereof.

TPG Voice Features

Features & Services	Description	Rate
Call Barring	Allows you to restrict certain call types that can be dialled from your Voice Service	Free
Number Display / Number Block	Select whether you would like your caller identity blocked or displayed when calling other parties	Free
Call Waiting	Notifies you of an incoming call on your Voice Service while you are already on a call. You can place your call on hold to answer the incoming call	Free
Call Forwarding	Allows you to divert calls from your Voice number to a different number	Standard call rates apply to forwarded calls
Caller ID	Allows you to see the phone number of the person calling you on your Voice service (only applicable on phones that supports caller ID)	Free

tpg.com.au 13 14 23

FTTH BUNDLE

Important Things You Need to Know

Critical Information Summary (CIS): The CIS sets out the important information you need to know about a TPG service. You can review the CIS for your selected FTTH Bundle plan at www.tpg.com.au/terms_conditions/CIS.

CSG: All plans set out in this brochure are subject to you agreeing to waive the Customer Service Guarantee (CSG). For more information please contact TPG Sales on **13 14 23**.

Non-commercial purposes: The plans set out in this brochure are all for residential consumers only and may not be used for commercial purposes.

Prepayment: All TPG services are prepaid. You must pay the monthly recurring charges in advance. In addition, you must make a prepayment for usage that is not within the included value (if any) for the plan that you have acquired. Your initial prepayment will be $20. After registration, you may nominate how much you wish to prepay but the minimum prepayment is $20. The prepayment will be debited from your nominated bank account or credit card. By acquiring and continuing to use the service, you agree to an automatic top up of your prepayment. The top up will occur when the amount of prepayment falls to below $10. When that happens, TPG will debit a sufficient amount from your bank account/credit card to restore your nominated prepayment amount. If your usage is high, this can occur more than once per month. You authorise TPG to make such debits to your account/credit card. If you do not exceed the Included Value and do not incur any charges that are excluded from your plan, there will be no automatic top-ups. We will send you messages about your usage and the debits during the month. Your service will become inactive if our attempts to debit credit card/bank account to top up your prepayment are unsuccessful. If you do not use the prepayment, it will be forfeited to us when you cancel the service. You agree that no bill will be provided for this service and that direct debiting of your account or charge to your credit card may occur notwithstanding that no bill is provided and that it may occur even though you may not have had the opportunity to check charges at least 10 working days before the debit.

TPG Voice Number: At registration time, you can choose to port your existing number to TPG or have TPG supply a Direct Inward Dial Number (DID) for use with the Voice service. This number will be allocated to you based on the address which you provide us at the time of registration. TPG will make use of your number as a reference point to charge for local calls. TPG will use its best endeavours to supply the Integrated Public Number Database (IPND) with your address details for the purpose of emergency services (000) calling.

Number Porting: You can port (transfer) your phone number from Telstra, Optus, AAPT, Primus or Powertel to TPG. We may not be able to port your number in all circumstances, including where you fail to provide correct account details, or as a result of contractual obligations with your existing provider. If you are porting your number to TPG, inbound calling to your number will not commence until porting is complete which will take a further 1 to 5 business days. Please do not cancel your phone service until the number has been ported.

IP Address: All plans come with Dynamic IP address.

Additional Pricing: Visit TPG website www.tpg.com.au/fttb/additional-pricing for FTTH Bundle additional pricing (Change of Plan, Moving Home, Cancellation, etc)

Network Boundary Point: TPG will supply every customer with a Wi-Fi Modem to get connected with TPG's FTTH service. Customers are required to pay a $10 standard delivery fee or they can collect the necessary equipment from TPG's head office in North Ryde NSW. An Optical Network Terminal (ONT) is pre-installed at the customer's premises. TPG's responsibility and demarcation point is the LAN1 port on the ONT. TPG is not responsible for any cabling beyond that point.

Wi-Fi Modem Included: A 4 Port Wi-Fi Modem Router is included in FTTH Bundle plans. $10 Delivery fee applies if equipment is not collected from TPG's Head Office.

Collection Notice: During your application for a TPG service, you provided personal information to TPG Internet Pty Ltd. We collect your personal information to enable us to supply, support, bill and otherwise manage services that you (or a person/company with whom you are associated) acquire or wish to acquire. Without your personal information we will not be able to supply those services. The personal information you provide by completing these fields will not usually be disclosed to anyone else. Our privacy policy contains information about how we may use your personal information, how you may access your personal information and seek correction of such information as well as how to complain about a breach of the Australian Privacy Principles and how we will deal with such a complaint. www.tpg.com.au/about/privacy

Terms and Conditions: www.tpg.com.au/terms_conditions/standard
Service Description & Terms - FTTH: www.tpg.com.au/terms_conditions/fttb
Service Description & Terms – TPG Voice: www.tpg.com.au/terms_conditions/tpg_voice

WHY PAY MORE?
tpg.com.au 13 14 23

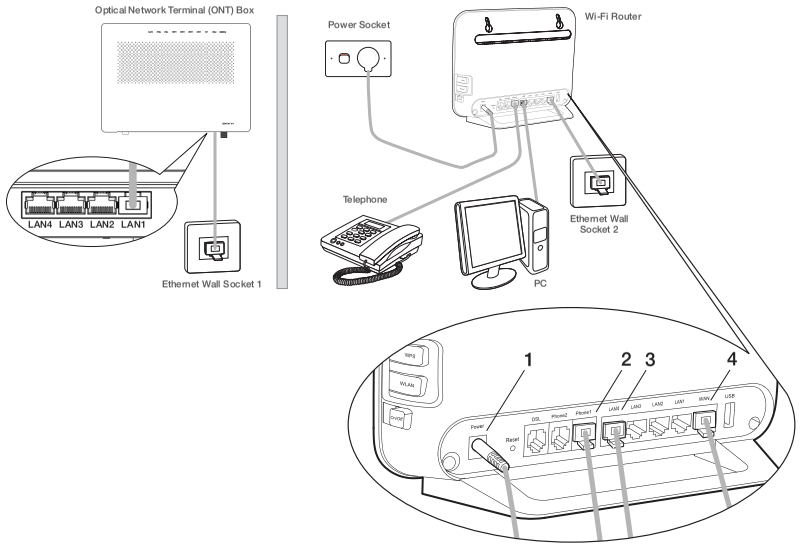
Pricing information is correct as at March 2017. TPG Internet Pty Ltd ABN 15 068 383 737.

MILIN BUILDERS DEVELOPERS

QUICK INSTALLATION GUIDE - FTTH BUNDLE

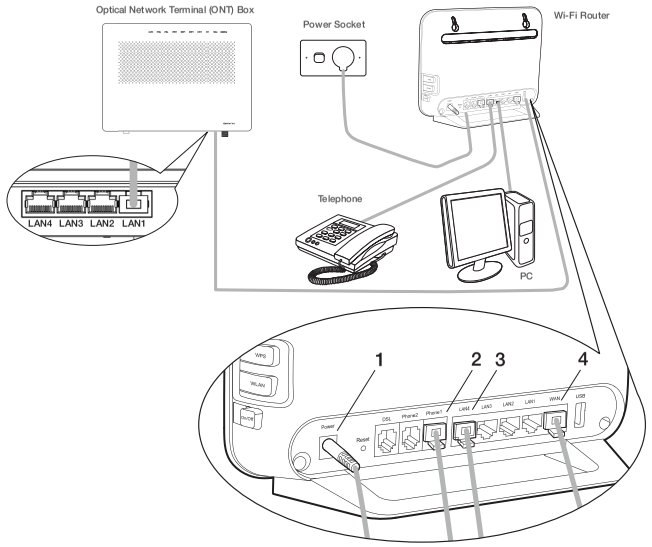
1. SETTING UP PHYSICAL CONNECTION

Physical Setup With Internal Ethernet Wiring



1. **Connect the Power port on the back of your router** to your power socket
2. **Connect your telephone handset** to the Phone1 port on the back of your router
3. **Connect your computer** to any of the 4 LAN ports on the back of your router
4. If you have internal Ethernet wiring, ensure that the LAN1 port on the Optical Network Termination (ONT) box is connected to the Ethernet wall socket. You can then **connect the WAN port on the back of your router** to the corresponding Ethernet wall socket.

Physical Setup Without Internal Ethernet Wiring

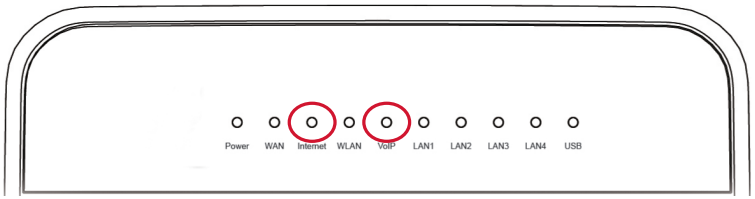


1. **Connect the Power port on the back of your router** to your power socket
2. **Connect your telephone handset** to the Phone1 port on the back of your router
3. **Connect your computer** to any of the 4 LAN ports on the back of your router
4. **Connect the WAN port on the back of your router** to the LAN1 port on the Optical Network Termination (ONT) box

QUICK INSTALLATION GUIDE - FTTH BUNDLE

2. WAIT FOR FTTH ACTIVATION

- When your TPG connection is active, the **Internet light** on the front of your router will become solid green.
- The **VoIP light** on the front of your router will become solid green to indicate that your Voice Service is active.

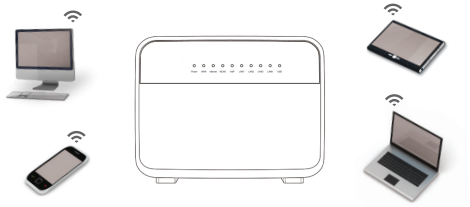


3. Wi-Fi SETUP

Your router has been pre-configured for wireless, the security key is printed on a sticker on the back of your router.

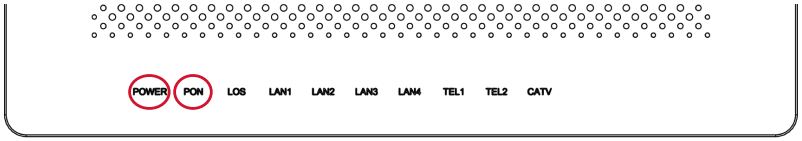
1. Make sure that wireless (Wi-Fi) is enabled on your devices
2. Using your wireless device, scan the wireless networks and select the network called **WiFi-XXXX** (XXXX is a random 4 digit alpha numeric code) You may notice there are two wireless networks present. You may connect to either of these
3. Enter the **Security Key**. By default, the security key is printed on a sticker on the back of your router

   Note: TPG recommend placing your WiFi router in an open area to maximise WiFi coverage within your apartment.



TROUBLESHOOTING

If you are still not connected to the internet, please check the Optical Network Terminal (ONT) box. Both the **Power** and **PON** lights should be steady on, otherwise it may indicate that there is a hardware or connection issue. Please call our Technical Support on 13 14 23 (Option 2 + 1)



YOUR TPG ACCOUNT

Your **TPG username** is provided in the **emails** we sent you after registration. You would have chosen your **TPG password** at the time of registration.

For security purposes we highly recommend that you change your password regularly. To change your password, please follow the steps below.

1. Visit www.tpg.com.au/account
2. Login using your **TPG username** and **password**
3. Click **Change your Password**
4. Enter your new password and then click **Change Password**

If you have forgotten your password, visit www.tpg.com.au/password.

FOR MORE INFORMATION

For Technical Support: helpdesk@tpg.com.au
For Customer Service: customer_service@tpg.com.au
Online: www.tpg.com.au/support
Call: 13 14 23 (option 2 + 1)

MILIN BUILDERS DEVELOPERS

FTTB Bundle Registration (and FTTH)

If you currently have ADSL with TPG, please call Customer Service on 13 14 23 before completing this form.

Please print clearly in BLOCK LETTERS to avoid delays in processing.

Return this form by: Fax 02 9850 0813
Post PO Box 1844, Macquarie Centre, North Ryde NSW 2113
Email sales@tpg.com.au
Enquiries 1300 720 016
Register Online www.tpg.com.au/fttb or www.tpg.com.au/ftth

A Plan Type (Please select ONE box only)

Subject to availability in your building. To confirm if you can get TPG FTTB Bundle visit: www.tpg.com.au/fttb.
Monthly access charges are payable monthly in advance. Payment options are Direct Debit or Credit Card.

Check availabilty of TPG FTTH Bundles at www.tpg.com.au/ftth

FTTH & ***FTTB Bundle Plans***	**Monthly Access Charge**	**Connection Speed (down/up)**	**Monthly Usage Quota**	**Included Calls**	**Min Total Cost No lock-in**	**Min Total Cost 18 Month**
☐ ***FTTB S Bundle*** /FTTH	**$49.99**	Up to 12Mbps/1Mbps #	**Unlimited**	**Pay As You Go**	$179.94	$929.82
☐ ***FTTB M Bundle*** /FTTH	**$59.99**	From 50Mbps to 100Mbps Download Connection Speed #	**Unlimited**	**Pay As You Go**	$189.94	$1,109.82
☐ ***FTTB L Bundle*** /FTTH	**$69.99**	From 50Mbps to 100Mbps Download Connection Speed #	**Unlimited**	- Unlimited Local Calls (excluding 13/1300) - Unlimited Standard National Calls to Landlines - Unlimited Calls to Standard Australian Mobiles - 100 International Minutes per Month^^	$199.94	$1,289.82
☐ ***FTTB XL Bundle*** /FTTH	**$79.99**	From 50Mbps to 100Mbps Download Connection Speed #	**Unlimited**	- Unlimited Local Calls (excluding 13/1300) - Unlimited Standard National Calls to Landlines - Unlimited Calls to Standard Australian Mobiles - Unlimited International Calls to 15 Countries: Canada, China, France, Germany, Greece, Hong Kong, India, Korea (South), Malaysia, New Zealand, Singapore, Taiwan, Thailand, UK and USA	$209.94	$1,469.82

IMPORTANT THINGS YOU NEED TO KNOW:

Availability: Only available in selected buildings. Please use the address checker on TPG website to check the availability in your area. Further availability checks will be conducted upon registration.

Minimum total cost for FTTB Bundle plans over contract term calculated as: (contract term x $(FTTB Bundle Monthly Charge) + setup + $20 Prepayment + $10 Equipment Delivery Fee). Early termination fees apply.

Special Note: TPG Voice Service is delivered using voice over Internet Protocol (VoIP). The Voice Service supports fax to national numbers in the Telstra, Optus, AAPT and Primus PSTN network. Fax to international numbers is not reliable and VoIP based fax is not supported. This plan does not support the Priority Assistance Scheme. The Voice Service does not support old dial up technology devices with built in modems such as EFTPOS, Back to Base Alarms and Foxtel Program purchase. These devices have been replaced by Internet Protocol (IP) enabled devices and many TPG customers are able to use EFTPOS, Back to Base alarms and Foxtel Program purchase through the internet provided that their devices are IP enabled. For further details on IP enabled devices contact your device supplier. TPG Voice Service also does not support analogue modems, Priority Assistance Scheme, calls to 19/1900, 0500 numbers and Universal International Freephone Numbers (UIFN). The Voice Service requires a broadband connection and power to the Wi-Fi modem router supplied by TPG and to the TPG equipment in your building. If there is a broadband connection outage in your premises or your building due to power or other faults, the Voice Service will not work and you cannot make phone calls including "000" emergency calls. Once an FTTB Bundle plan is purchased, you cannot cancel either component (FTTB or Voice Service). Cancellation will cease both services. You cannot purchase either TPG FTTB or Voice Service as a standalone service. Your FTTB Bundle application takes approximately 10 working days however in some cases can take up to 20 working days.

#FTTB Speeds: Actual throughput speeds may be slower and could vary due to various factors including interference, customer cabling and equipment, download source, and quality and distance of in-building copper. The S Bundle has an upload connection speed of up to 1Mbps. The M, L and XL Bundles have an upload connection speed of up to 20Mbps.

Network Boundary Point & Installation Notes: TPG will supply every customer with a Wi-Fi Modem to get connected with TPG's FTTB service. Depending on your building, TPG may also supply a Network Termination Unit (NTU). Customers are required to pay a $10 standard delivery fee or they can collect the necessary equipment from TPG's head office in North Ryde NSW. Prior to the installation appointment, TPG's customer is expected to open the shipping contents sent and follow the TPG welcome pack with detailed plug-in instructions for the NTU (if applicable) and Wi-Fi Modem. On the date of the installation, a TPG technician will arrive at the Main Distribution Frame in the customer's building and connect the copper pair cable from the customer's side (MDF "B") to the FTTB equipment (MDF "A"). TPG's technician will make sure the supplied equipment between customer's premises and the FTTB head end equipment is connected correctly before the service can be marked as active. TPG's responsibility and demarcation point is the Main Distribution Frame (MDF). TPG is not responsible for the in-building cabling. Once the FTTB service has been activated, if you currently have any existing services like phone or internet at your premises, you will need to contact your current provider to have these services cancelled to ensure you do not receive any further bills. TPG recommends you check with your current phone and/or internet service provider regarding contractual commitments and termination/disconnection fees associated with your current services. TPG is not responsible for these charges. If you are also porting your existing phone number to TPG, do not cancel your phone service until the number has been ported.

Included Calls (FTTB S Bundle & M Bundle): Charges for calls are not included in the FTTB S Bundle & M Bundle and will be charged listed TPG rates on a 'pay as you go' basis and deducted from your Prepayment. Calls to 19/1900 numbers are not supported.

Included Calls (FTTB L Bundle): FTTB L Bundle allows you to make unlimited Local Calls (excluding 13/1300 numbers), unlimited Standard National Calls to Landlines and unlimited calls to Standard Australian Mobiles. Calls to 19/1900 numbers are not supported. The 100 International Minutes per month included in bundle can be used to call International Landline and Mobile destinations (excluding calls to satellite phones) listed on our International Call Rates page. Standard per minute rates listed on our International Call Rates page apply after the first 100 minutes of International Calls and for calls to satellite phones. Unused included minutes for international calls expire at the end of each month. Charges for calls made that are not included in the bundle (e.g. calls to 13/1300 and Directory Services) will be charged at listed TPG rates by deducting usage charges from your Prepayment.

Included Calls (FTTB XL Bundle): FTTB XL Bundle allows you to make unlimited calls to Landline and Mobile numbers in 15 countries (Canada, China, France, Germany, Greece, Hong Kong, India, Korea (South), Malaysia, New Zealand, Singapore, Taiwan, Thailand, United Kingdom, United States), unlimited Local Calls (excluding 13/1300 numbers), unlimited Standard National Calls to Landlines and unlimited calls to Standard Australian Mobiles. Calls to 19/1900 numbers are not supported. Standard per minute rates listed on our International Call Rates page apply for International Calls to other countries and calls to satellite phones. Charges for calls made that are not included in the bundle (e.g. calls to 13/1300 numbers, Directory Services and satellite phones) will be charged at listed TPG rates by deducting usage charges from your Prepayment.

Prepayment: All TPG services are prepaid. You must pay the monthly recurring charges in advance. In addition, you must make a prepayment for usage that is not within the included value (if any) for the plan that you have acquired. Your initial prepayment will be $20. After registration, you may nominate how much you wish to prepay but the minimum prepayment is $20. The prepayment will be debited from your nominated bank account or credit card. By acquiring and continuing to use the service, you agree to an automatic top up of your prepayment. The top up will occur when the amount of prepayment falls to below $10. When that happens, TPG will debit a sufficient amount from your bank account/credit card to restore your nominated prepayment amount. If your usage is high, this can occur more than once per month. You authorise TPG to make such debits to your account/credit card. If you do not exceed the Included Value and do not incur any charges that are excluded from your plan, there will be no automatic top-ups. We will send you messages about your usage and the debits during the month. Your service will become inactive if our attempts to debit credit card/bank account to top up your prepayment are unsuccessful. If you do not use the prepayment, it will be forfeited to us when you cancel the service. You agree that no bill will be provided for this service and that direct debiting of your account or charge to your credit card may occur notwithstanding that no bill is provided and that it may occur even though you may not have had the opportunity to check charges at least 10 working days before the debit.

TPG Voice Number: At registration time, you can choose to port your existing number to TPG or have TPG supply a Direct Inward Dial Number (DID) for use with the Voice service. This number will be allocated to you based on the address which you provide us at the time of registration. TPG will make use of your number as a reference point to charge for local calls. TPG will use its best endeavours to supply the Integrated Public Number Database (IPND) with your address details for the purpose of emergency services (000) calling.

Number Porting: You can port (transfer) your phone number from Telstra, Optus, AAPT, Primus or Powertel to TPG. We may not be able to port your number in all circumstances, including where you fail to provide correct account details, or as a result of contractual obligations with your existing provider. If you are porting your number to TPG, inbound calling to your number will not commence until porting is complete which will take a further 1 to 5 business days.

FTTB Bundle Registration (and FTTH)

Dealer Code (TPG Dealer use only)

NASETRADE

Return this form by: Fax 02 9850 0813
Post PO Box 1844, Macquarie Centre, North Ryde NSW 2113
Email sales@tpg.com.au
Enquiries 1300 720 016
Register Online www.tpg.com.au/fttb or www.tpg.com.au/ftth

B Minimum Contract Term & Setup Fee

Minimum Contract Term	Setup Fee (Once-off payment)
☐ **No lock-in Contract**	$99.95
☐ **18 Month Contract**	$0

Minimum Contract Term is the minimum term for which the customer is liable for payment of the plan. The setup fee is a once-off payment.

C Equipment (Please select ONE box only)

Routers	Price^	Delivery Fee^	Usage Type
☑ **Wireless 4 Port Modem Router** (FTTB) or Wireless 4-port Router (FTTH)	Included	$10 delivery fee	4 Port Fast Ethernet & 802.11n wireless connectivity with IPv6 support and VoIP capabilities.

All equipment comes fully configured and with over the phone installation consultancy. Makes and models of modems/routers supplied are subject to availability.
^ Router delivery is optional. A $10 fee applies if not collected from 65 Waterloo Rd. North Ryde NSW 2113.

D FTTB Installation Address /FTTH

Street Address: Unit _____, 115 Canberra Ave

Suburb / Town: GRIFFITH

State: A C T

Post Code: 2 6 0 3

TPG will check if FTTB is available at your address above and notify you of the outcome after receiving your application.

E TPG Voice Number

Please select ONE box only

☐ **Option 1: I have an active telephone number which I wish to transfer to TPG Voice Service**

Existing Active Phone Number ( )

Account Number (as shown on your phone bill)

Important:
Please do not cancel this phone service at this stage as it will cause number porting to fail and lead to delays. TPG recommends you to check with your current service provider regarding contractual commitments and termination/disconnection fees associated with your current service. TPG is not responsible for these charges. Once your Phone number has been ported to TPG Voice, we recommend that you contact your previous phone service provider to ensure you do not incur any further charges. If you are porting your number to TPG, inbound calling to your number will not commence until porting is complete which will take additional 1 to 5 business days after your TPG Voice service is installed.

☐ **Option 2: I would like to receive a new telephone number from TPG.**

Note:
Your new TPG Voice number will be allocated based on the address which you provided in Section D. TPG will notify you by email of your new number upon completion of installation.

F Contact Details

IMPORTANT: Please provide at least one alternate contact phone number.

Name

Company (if applicable)

ABN/ACN (if applicable)

Work Phone ( )

Mobile Phone

Date of Birth (dd/mm/yyyy) / /

Email

IMPORTANT: All updates on your TPG FTTB application process (including confirmation email of availability check results) will be sent via the above contact email address. Please ensure you regularly check this email address during the application process. If you do not receive a confirmation email of your registration within the next 48 hours, please contact our customer service team on 13 14 23.

G Billing & Equipment Delivery Details

Please supply your Billing Details if they are different from your FTTB/FTTH installation address. Your equipment will be sent to this address.
Please note Equipment Delivery Address can not be a P.O. Box.

Name

Company (if applicable)

Address

Suburb / Town

State Post Code

Phone ( )

Fax ( )

I Account Username and Password

A TPG username will be assigned and sent to you by email upon registration. Please nominate a password for your account. Your password should between 8 and 15 characters. It must contain at least 2 numbers and 2 alphabets. Your password is case sensitive and can be a mix of upper & lower case letters.

Password

J Agreement

☑ I declare that I have read, understood and agree to abide by TPG's Terms and Conditions as stated overleaf, and verify that I am over 18 years of age and able to enter into a legally binding contract.

SIGNATURE

NAME

DATE / / 2 0 1

Day Month Year

H Payment

NOTE: American Express / Diners Club cards incur a surcharge of 3.13% and 2.75% (incl. GST) of the payment amount respectively when TPG debits the card.

☐ **Debit my Credit Card**

Card Type :

☐ Visa ☐ Mastercard ☐ Amex ☐ Diners Club

Card Number

Name on Card

Expiry Date Verification Code

NOTE: For security purposes you are required to provide the Verification Code. The 3 digit number is located on the signature panel on the back of your Visa, Mastercard, Diners Club.

On American Express, the 4 digit number is located at the front of the card above the credit card number. Please write this number in the space provided.

☐ **Direct Debit my Account** - Please fill in the Direct Debit form on the following page.

If paying by Direct Debit please provide driver's licence or proof of age card number for age verification:

Direct Debit Authorisation

This agreement is with TPG Internet Pty Ltd (ABN 15 068 383 737).

The direct debit service agreement is issued by TPG Internet Pty Ltd (user ID 142619).

A Direct Debit Service Agreement

1. Our commitment to you

- Where you have a service with TPG Internet that does not include account usage charges, we will not change the amount or frequency of drawing arrangements without your prior approval.
- Where you have a service with TPG Internet that does include account usage charges, the amount and frequency of the drawing arrangements will be as per the terms and conditions of your service agreement with us. This may require drawing at various times in the month to cover the usage charges you have incurred.
- TPG Internet will not disclose your details except where necessary to TPG Internet's financial institution and for the purposes of conducting direct debits with your financial institution.
- TPG Internet will give you at least 14 days notice in writing if there are changes to the terms of the drawing arrangements.
- For monthly recurring subscription charges, TPG Internet will draw from your nominated financial institution account normally 7 days prior to the expiry of your current account's subscription period. If the due drawing date is not a business day, TPG Internet will draw on the business day before or after that date.

2. Your commitment to us

It is your responsibility to:

- Ensure your nominated account can accept direct debits.
- Ensure there are sufficient funds available in the nominated account to meet each drawing.
- Advise us if the nominated account is transferred or closed, or the account details change.
- Arrange an alternative payment method acceptable to TPG Internet if TPG Internet cancels the drawing arrangements.
- Ensure that all account holders on the nominated financial institution account sign the Direct Debit Authorisation.

A fee of $10 applies if the financial institution rejects a Direct Debit transaction.

Available payment methods are by bank account direct debit or by credit card. If you wish to change your payment method, please contact TPG customer service.

3. Your rights

If you wish to alter the drawing arrangements for your next direct debit, please contact TPG Internet at least 7 days prior to the due date of your service package renewal if your service does not include usage charges. Otherwise if your service does include usage charges, please contact TPG Internet immediately to allow this change to be processed as soon as possible. TPG Internet cannot guarantee that changes can be made in time for the next direct debit but will strive to achieve this wherever possible. The drawing arrangements may include:

1. stopping an individual drawing

2. altering the DD Authorisation

3. canceling the DD Authorisation

Where you consider that a drawing has been initiated incorrectly, you should first contact TPG Customer Service. If you are not satisfied with the response, please write to us. Your letter should be marked "Notice of Complaint" and addressed to: TPG Internet PO Box 1844, Macquarie Centre, NSW 2113.

TPG Internet will respond within 7 days of receiving your letter. TPG Internet has formal procedures for dealing with a complaint.

You may also direct any disputes, stops or cancellations through your financial institution.

4. Other information

You should be aware that there are risks involved with providing instructions and personal information over the internet.

TPG Internet reserves the right to cancel drawing arrangements if drawings are dishonoured by your financial institution. Your drawing arrangements are also governed by the terms and conditions of your TPG Internet account.

B Your Username

Once you have registered for TPG Broadband or TPG Mobile, we will send you your username via email, which you should then enter here.

Username

C Contact Details

First Name

Surname

Address

Suburb

State Post Code

Phone ( )

Mobile Number

Email

D Direct Debit Payment Details

Please provide details of the account you wish to debit.

☐ I/We request TPG Internet Pty Ltd (ABN 15 068 383 737) to draw money from my/our account conducted with:

BSB Number –

Account Number

Name of Financial Institution

Branch

Account-holder's Name(s)

Signature

E Agreement and Authorisation

☑ I/We declare that I/We have read, understood and agree to abide by the terms of the Direct Debit Service Agreement and Terms and Conditions of my/our TPG account, and verify that I/We are over 18 years of age and able to enter into legally binding contracts.

Date of Birth / /

Signature

Full Name

Title

Date / / 2 0 1

Customer Service Guarantee Waiver

You have been directed to this form because you wish to acquire a TPG Voice plan in respect of which TPG Internet Pty Ltd (TPG) proposes that you waive the rights and protections under the Telecommunications (Customer Service Guarantee) Standard (the "CSG"). If you do not wish to waive those rights, please select a TPG Voice plan which does not require a waiver of the CSG.

The CSG is a guarantee that is prescribed under the Telecommunications Act 1997 and gives consumers certain rights in connection with standard telephone services. These rights include:

a. The right to be provided with information about the CSG and the performance standards applicable under it;

b. The right to receive compensation if a standard telephone service is not connected within a specified timeframe;

c. The right to receive compensation if a fault or service difficulty exists on a standard telephone service and is not rectified within a specified timeframe;

d. The right to receive compensation if TPG misses an appointment with a customer with whom TPG has made an appointment in connection with the standard telephone service.

The specified timeframes and the amounts of compensation vary based on the customer location, the nature of the infrastructure available at the customer site and the length of time during which default has occurred. As an example of the range of compensation, compensation for an unrepaired fault ranges from $14.52 to $48.40 per day and compensation for a missed appointment ranges from $14.52 to $24.20. Full detail of the compensation can be found with a search of the ACMA website (www.acma.gov.au).

TPG Voice plans where the CSG is waived are low priced. TPG believes that there is therefore a significant benefit available to you if you waive the CSG.

The consequences of agreeing to waive these rights are that you are not entitled to receive this compensation.

You are under no obligation to consent to the waiver. You should make your own assessment as to whether the non-CSG plans represent sufficient value for you to waive the rights given to you under the CSG.

By agreeing to this document you are waiving your rights and protections under the CSG and are not able to make a claim against TPG for compensation under the CSG in connection with the TPG Voice service that you have acquired.

Your acceptance of this proposed waiver of your rights & protections under the CSG will take effect on the date you agreed to this waiver (by submitting the form) unless, within 5 working days, you withdraw your waiver and communicate that withdrawal to TPG. If you do withdraw your waiver, TPG will not be able to supply the TPG Voice service to you.

For more information, please contact TPG Sales on 13 14 23.

Waiver

I, _____ (insert your name) understand the protections & rights under the Customer Service

Guarantee and agree to waive wholly those protections & rights as they apply to the Voice service supplied to me by

TPG at Unit , 115 Canberra Avenue, GRIFFITH ACT 2603 (insert your address)

_____ (Signature) _____ (Date)

Please return pages 1, 2, 3, 4 and 5 only by:

Email sales@tpg.com.au
Post PO Box 1844, Macquarie Centre, North Ryde NSW 2113
Fax 02 9850 0813

STANDARD TERMS AND CONDITIONS
These Standard Terms and Conditions apply to services supplied to consumers by TPG Internet Pty Ltd (ABN 15 068 383 737).

1. Agreement
1.1. An agreement is formed when you apply to acquire a service from us and we accept your application. The application may be made over the phone, or by completing an online ordering process or a physical order form. You warrant that you are over 18 years of age and legally entitled to enter into the agreement.
1.2. The agreement will be made up of:
(a) Your application;
(b) The service description;
(c) The plan brochure or other document provided to you relating to the service during the application process; and
(d) These Standard Terms and Conditions.
1.3. If there is inconsistency between any part of the agreement, the inconsistency will be resolved according to the following order of priority:
(a) The plan brochure;
(b) The service description;
(c) these Standard Terms and Conditions; and then
(d) your application.

2. Period of the Agreement
2.1. The agreement commences when your application is accepted by us.
2.2. For contracts other than fixed period contracts, the agreement will continue until it is terminated by either party on 30 days notice or otherwise in accordance with the agreement.
2.3. For fixed period contracts, the agreement will continue:
(a) for the minimum contract period referred to in your application or in the service description or plan brochure; or
(b) until it is terminated in accordance with clause 12.
2.4. If neither you nor we cancel the agreement at the end of the fixed period contract, we will continue to supply the service to you on a month-to-month basis.
2.5. If we will not continue to provide the service to you at the end of the fixed-period contract or if we wish to change the terms of the agreement, including charges, we will inform you of this at least 30 days before the end of the fixed period contract.

3. Changes to the Agreement
3.1. We may change the agreement in the following circumstances:
(a) Where you agree to the change;
(b) Where the change will not adversely affect you and, before the changes take effect, we have given you notice of the change;
(c) Where the change is in relation to charges for making international telephone calls or roaming and, before the changes take effect, we have given you notice of the change;
(d) Where the change is to introduce or vary a fee or charge to pass on a tax or levy imposed by law and, before the changes take effect, we have given you notice of the change;
(e) Where the change is to introduce or to vary a charge associated with a content or premium service where we rely on a third party for the service and the third party increases its price to us and, before the changes take effect, we have given you reasonable notice of the change;
(f) If the agreement is a fixed period contract and the change is adverse to you, and we provide to you not less than 21 days notice of the change.
3.2. We may withdraw any plans/packages at any time by giving you notice but such withdrawals will only take effect from the end of your then current fixed-period contract.
3.3. Notice of a change to the agreement may be given by us:
(a) by email to your nominated account email address,
(b) with or as part of a bill, or
(c) otherwise in writing, including by fax or mail.
3.4. Changes to these standard terms or a service description will be made available online and you are encouraged to check our website regularly.
3.5. If we change the agreement under clause 3.1(f), you may cancel the agreement within 42 days of the date of the notice without incurring charges, other than usage or network access charges to the date the agreement ends and outstanding amounts for installation or for equipment with other suppliers' services.
3.6. Your ongoing use of the service after the date of a variation, alteration, replacement or revocation or on the expiry of the 42 day period, is deemed acceptance of the variation, alteration, replacement or revocation.

4. Applications
4.1. You warrant that information provided to us in the application is true and correct in all material respects and you acknowledge that we will rely on it. You agree that, if you give us incorrect information during an application which is then relied upon and used by a third party carrier for the provision or attempted provision of a service, you will be liable for a resubmission payment to us.
4.2. An application for Service may be refused by us in the following circumstances:
(a) Where there is a technical limitation to our ability to provide you the service, including where there are network capacity constraints;
(b) Where you have not completed an application process correctly or have been unwilling to provide us with a document or information we require;
(c) Where you do not meet our credit assessment criteria.
4.3. By applying for a service, you authorise to communicate with credit referencing bodies/associations about your credit history and in so doing to provide them with the details that you have provided to us. We may do this from time to time during the term of the agreement
4.4. We may apply restrictions to a service where you have not met our credit assessment criteria. We will advise you of the general nature of the reasons for these restrictions and, if applicable, how you may access services which have been restricted.
4.5. We may pay commission to a dealer or agent acting on our behalf who is involved in your application process.

5. Your Private Information
5.1. As part of your application and in connection with the provision of service to you, we may obtain from you private information about you.
TPG is required by law to collect certain Personal Information about you, including your name, address and telephone service number to provide it to the operator of the Independent Public Numbering Database (IPND). Information in the IPND is used to develop directories and to assist emergency service organisations.
5.2. We use our best endeavours to comply with a privacy policy which is available on our website or by contacting us. This policy governs the information we collect on you, how we use it and your rights to access it. You consent to us to collect and disclose your personal information including any unlisted telephone number and address from or to:
(a) any credit providers or credit reporting agencies to use the information for all purposes permitted by the Privacy Act (1988) including to obtain a credit report about you or your registered business, maintaining a credit information file about you, or notifying a default by you;
(b) any law enforcement agencies to use the information to assist them in the prevention or prosecution of criminal activities;
(c) to conduct ongoing credit management of your account;
(d) any of our shareholders, related entities, suppliers, agents or professional advisers for reporting, accounting, product supply and service, marketing and audit purposes;
(e) any upstream supplier to us to use the information for any purposes connected with the service or your use of the service; and
(f) any person who provides us with your username(s) or password(s).
5.3. From time to time we will update you on our services, news, promotions and offers including those from related or affiliated organisations. You consent to us contacting you at any time (including after you have terminated the agreement), for this purpose through any available contact methods. You can withdraw your consent at any time by contacting us.

6. Minimum Contract Period
6.1. The minimum contract period is the minimum fixed period during which you must acquire the service. The minimum contract period may be specified in your application or in the plan. The minimum contract period commences when the service is activated.
6.2. If, during the minimum contract period, you cancel the service or we cancel the service because of your default, you may be liable to pay an early termination charge which is either set out in the plan brochure or in the service description.
6.3. Once the Minimum Contract Period is over, your service will continue to renew automatically, and you will continue to be charged for the service, until such time as you or we cancel the service by giving 30 days notice.

7. Usage
7.1. You acknowledge that charges will be incurred when the service is used. It is therefore important that you take steps to ensure that such usage does not occur without your authorisation. You should ensure that you are in control of devices that might make use of your services, such as computers, handsets, mobile phones, and wireless devices connected to your service and that third parties cannot access or use such equipment without your authority. You acknowledge that usage of some services can occur because of an infection of your computer with a virus or due to other unauthorised third party intrusions. You should ensure that you have appropriate protection systems operating on your equipment to restrict or limit the possibility of unauthorised usage.
7.2. As we are not able to control access or usage of your handsets and other equipment, you are responsible for all usage charges in respect of the use of the service, whether or not such usage was authorised by you, unless the usage was caused by a mistake by us.
7.3. You are not permitted to authorise a third party to use your service without direct supervision and/or written authorisation by us.
7.4. You acknowledge that we cannot be held responsible for any loss incurred by you because of faults and/or failures within a third party carrier's network infrastructure.
7.5. While we will use our best endeavours in providing the service, you use it at your own risk. Even if you lose some equipment or permit another person to use your service, you are solely responsible for its use including:
(a) the calls made and messages sent;
(b) the sites and content accessed;
(c) the content or software downloaded and the effect it may have on your equipment or service;
(d) the products and services purchased;
(e) the information provided to others;
(f) the installation or use of any equipment or software whether provided by us or not;
(g) the modification of any settings or data on your service or related services or equipment whether instructed by us or not;
(h) the personal supervision of any users under the age of 18 who use the service; and
(i) the lawfulness of your activities when using the service and accessing any sites and third party content.
7.6. The service is provided to you on the basis that it is used only for approved purposes. In particular you must:
(a) not use the service in any manner involving illegal, malicious, deceptive or misleading activity;
(b) not breach any standards, content requirements or codes set out by any relevant authority or industry body;
(c) not use the service in any way which interferes with the operations of the service network, anyone else's enjoyment of their service or

which upsets or offends any person;
(d) not use the service for commercial purposes or in any way distribute or resell the service without our written permission;
(e) obey all laws, regulations, guidelines and our reasonable instructions concerning your use of the service;
(f) give us all information and cooperation that we may need in relation to the service; and
(g) advise us of changes in your personal information such as account details, debit or credit card details and expiry dates and billing and service addresses.

7.7. You must not use the service in a way which contravenes any fair use policy, acceptable use policy or fair go policy that applies to the service.
7.8. We may suspend or terminate, with or without notice, your service if, in TPG's reasonable opinion, the service has been directly or indirectly involved in activities that are detrimental to our internet service or jeopardise the use of our service or its performance for other customers or how the wider community will perceive TPG. Such activities include, but are not limited to:
(a) 'Spamming' e-mail or forwarding spammed e-mail to other Internet user's e-mail addresses'
(b) being listed or causing the listing of us or our other customers on any real-time blacklist;
(c) e-mail bombing and the use of bulk e-mail programs to unsolicited recipients making commercial advertising, informational announcements, charity requests, petitions for signatures, chain letters and political or religious messages;
(d) attempting to obtain unauthorised access to other Internet servers and systems; and
(e) making misrepresentations or abusive or offensive behaviour in newsgroups and other online facilities.

In any of the above circumstances, if we elect to proceed without giving notice, we will initially only suspend the service and will provide you notice of the suspension having occurred and the grounds on which the suspension was made. We will reasonably consider any evidence or submissions you may provide to us to demonstrate that the service was not used for the activity. If we are satisfied that the service was not used for the activity, we will reinstate the service as soon as practicable. If we are not so satisfied, we will terminate the service by giving notice.
7.9. You must not use the service in a way or post to or transmit to or via the service any material which interferes with other users or defames, harasses, threatens, menaces, offends or restricts any person or which inhibits any other customer from using or enjoying the service. You must not use the service to send unsolicited electronic mail messages to anyone. You must not attempt any of these acts or permit another person to do any of these acts.
7.10. We may suspend without notice your account if it has been used in offensive and/or illegal activities under State and/or Commonwealth laws. This includes the dissemination of banned pornographic material and other illegal content. In such cases, the relevant law enforcement agency(ies) will be notified, and offending material(s) may be passed on to them.
7.11. If who use a website or web hosting service provided by us for the public dissemination of violent or pornographic material, you must issue appropriate content warnings and provide viewing guidelines on your website, as per the Classification Act. This is especially important with respect to content which is likely to be considered unsuitable for children according to the Classification Guidelines provided in the Act. If it is brought to our attention that these appropriate content warnings and/or viewing guidelines have not been provided, then we reserve the right to suspend or terminate your account and pass this information on to the relevant authorities.
7.12. What constitutes inappropriate use will be determined by us, at our sole discretion provided that we act reasonably.
7.13. We may monitor the use of your service, however we do not promise to do so. If we identify excessive use or unusual activity we may temporarily restrict or suspend your service. If we do so we will endeavour to contact you via your nominated primary contact details. We may require an advance payment before your service is restored. You should not rely on us to contact you or to suspend your service in the event of excessive or unusual activity.
7.14. We may investigate any misuse of the service by you, in conjunction with relevant law enforcement agencies. If your use of the service results in loss to other users or us, you may be liable to pay compensation.

8. Phone Numbers
8.1. If you do not already have a phone number for your phone for use with the service, we will issue you a phone number.
8.2. All phone numbers are selected, issued and used by us in accordance with ACMA's Numbering Plan and Telecommunications Numbering Plan Number Declarations (numbering regulations).
8.3. We may be required to recover or recover and replace a phone number we have issued to you in order for us to comply with the numbering regulations.
8.4. We will give you as much notice as is reasonably practicable if we have to do this.
8.5. You may request a new phone number. If we agree to issue you a new phone number, you may have to pay a charge.
8.6. If you need a new phone number because you have received calls of a harassing nature and you reported the matter to the relevant law enforcement agency, we will supply you with a new phone number free of charge on the first two occasions. You will have to pay a charge for any further phone number changes.
8.7. You do not own the phone number but your right to use the phone number starts when we issue the phone number to you.
8.8. Your right to use the phone number ends if you no longer obtain the service unless you port the phone number.
8.9. You may transfer your service number to another carrier or service provider. If you do so you acknowledge and understand that:
(a) charges may apply as a consequence of a transfer from us to another carrier or service provider;
(b) any outstanding fees and charges which remain are your responsibility;
(c) the transfer may result in disconnection of any related services such as Voicemail, paging and data services, silent numbers, priority assistance or other enhanced services;
(d) it is your responsibility to ensure that any equipment or software used by you in connection with your service works with your new carrier or service provider; and
(e) if after the transfer of your service from us, you continue to use our service (for example through the use of an override code), you agree to pay us for any fees and charges incurred for those services.

8.10. In the event that you transfer from us prior to the expiration of the minimum term of your plan you will be liable for any outstanding fees and charges including plan payout and plan cancellation fees.
8.11. Where you transfer to us:
(a) you authorise us to sign on your behalf and in your name forms of authority to your current supplier to transfer your service number(s) to us and you authorise your current supplier to transfer to us all services relating to the service numbers transferred to us;
(b) if your current supplier charges or credits us with any amount concerning services provided before the date of transfer, we will credit or charge that amount to your account accordingly and as soon as practicable; and
(c) you indemnify us against any claims made by your current supplier to us in relation to any amounts owing by you to them.

8.12. If you stop obtaining the service and do not port the phone number, we may issue the phone number to another customer in accordance with the numbering regulations.
8.13. We are not liable to you for any expense or loss incurred by you due to:
(a) any recovery or recovery and replacement of the phone number under clause 8.4 above, or
(b) you ceasing to have the right to use the phone number under clause 8.9 above.

8.14. If your service is disconnected or transferred from us you must pay us all outstanding amounts under the agreement. Once we have received payment, we will refund to you any amount(s), which we may still hold. If we are unable to refund monies owed within 12 months of your disconnection we will retain the funds, which you agree to forfeit to us.

9. IP Addresses
9.1. You agree that the IP Address(es) issued to you for use in connection with a service are only issued to you for use during the term of your acquisition of the service. On termination of the service, your right to use the IP Address(es) ceases.
9.2. We are responsible for all DNS delegation and routing in connection with the service.

10. Billing and account payment
10.1. The plan brochure or service description may provide that bills will not be issued. If that is so, charges will be incurred notwithstanding that no bill has been issued.
10.2. Where we have agreed to issue bills, we will send to you by mail or email notification a tax invoice at the end of billing periods unless the plan brochure stipulates otherwise. You must pay all outstanding amounts by the due date as shown on your tax invoice.
10.3. Usage records and download times can vary from time to time. Whilst we aim to do so, we are unable to guarantee that all usage records during a billing period will appear on the corresponding bill. This is particularly so for charges incurred whilst using international roaming but also applies for other types of usage.
10.4. Payments may be made to us through our available payment methods. Service fees and charges may apply for some available payment methods. We will apply payments made by you against outstanding tax invoices at our discretion.
10.5. If you have chosen to use our direct debit facilities, and we have not received your payment by the due date, unless we agree with you otherwise, we will debit your nominated account on or after the due date. We may continue to do so at any time until all amounts due are paid. We will provide SMS or email notification when debits are made.
10.6. Where in our opinion you have a reasonable claim or dispute with an invoice or a debit, we will suspend our collection or recovery processes until a determination on your claim or dispute has been made. We will reimburse any incorrectly debited amount as soon as reasonably practicable.
10.7. All administration, registration and set-up fees are non-refundable. You may exchange or receive a refund for equipment which has not been opened or used and has been returned to us within 30 days of purchase.
10.8. If you require us to send to you a printed copy of an invoice, this may be subject to an administration fee of $10.00 inc GST will apply per request.
10.9. Accepted credit cards: Visa, Mastercard, American Express, Diners Club. Accounts paid with an American Express or Diners Club card will incur a surcharge of 3.13% and 2.75% (incl. GST) of the debited amount respectively when we debit the card.
10.10. You are responsible for ensuring there is sufficient funds/credit available in your nominated credit card or direct debit account at any time we debit the account. You must pay dishonor fees and any other charges, expenses or losses resulting from our attempting unsuccessfully to debit the credit card or direct debit account unless the failure was due to a clear error on our part. Dishonored cheques incur a $16.50 inc GST handling charge. Direct Debit rejections incur a $10.00 inc GST charge.
10.11. You are required to inform us if your credit card is due to expire at least two weeks prior to the expiry date and are required to provide us with details of a current credit card. You must also advise us if your nominated direct debit account is transferred or closed, or the account details have changed.
10.12. Where a customer provides a new credit card number or re-advises a credit card number, TPG will immediately debit the credit card for any outstanding amount owing or an amount of $1 if there is no current amount owing. This debit is to confirm with the Customer's financial institution that the card number and CVC are correct. The CVC is not retained by TPG. The amount received is credited to the customer's account.
10.13 TPG will not accept Prepaid Visa/Master credit cards or gift cards.
10.14 If you have failed to pay to TPG an amount which is due, we may

following appropriate notice to you refer the debt to a third party collections agent for the purpose of collection activity. You must pay all costs, charges and expenses that we may incur in relation to our attempts to recover all debts due by you to us, including accounting, mercantile agents costs and interest.

11. Bank account direct debit terms

11.1. If you have arranged to pay us by providing a Direct Debit Request ("Your Direct Debt Request"), this clause sets out the terms on which we accept and act to debit amounts from your account under the Direct Debit System.
11.2. We agree to be bound by this clause when we receive your Direct Debit Request complete with the particulars we need to draw an amount under it.
11.3. We may have requested from you an online or verbal declaration giving us authority to deduct monies from your bank account. By agreeing to this declaration you will be regarded as having 'signed' a Direct Debit Request (DDR) Form. You also agree that we may reproduce this document from our electronic records and that the reproduced document shall, in the absence of error, be an accurate copy of this document signed by you.
11.4. If you are not authorised to operate this bank account by yourself then those person(s) whose authority is required must complete and sign a DDR and return it to us.
11.5. As recipient of a Direct Debit Facility (DDF) from you, we will:

(a) provide you with a statement of the amounts we draw under your Direct Debit Request every month;
(b) provide you at least 21 days notice in writing, if we propose to:
(i) change our procedures in this agreement;
(ii) change the terms of your Direct Debit Request; or
(iii) cancel your Direct Debit Request.
(c) agree to deal with any dispute raised under your Direct Debit Request as follows: We will investigate the dispute and if it is found that the amount has been debited in error we will refund the disputed amount within 5 business days. Where it is found that the disputed amount has been debited correctly and in accordance to the terms of the Direct Debit Agreement, we will notify you of that outcome in writing within 5 business days; and
(d) not disclose any personal information provided to us under the Direct Debit Request, which is not generally available, unless: you dispute any amount we draw under your Direct Debit Request and we need to disclose any information relating to your Direct Debit Request or to any amount we draw under it to the Financial Institution at which your account is held or the Financial Institution which sponsors our use of the Direct Debit System or both of them; you consent to that disclosure; or we are required to disclose that information by law.

11.6. As the provider of DDF you:

(a) authorise us to draw money from your account in accordance with the terms of your Direct Debit Request and the agreement;
(b) acknowledge that if the day on which you are due to make payment to us is not a business day we draw under your Direct Debit Request on the next business day following the normal payment date. You will need to enquire directly with your Financial Institution if you are uncertain when they will process an amount we draw under your Direct Debit Request on a day that is not a business day;
(c) may ask us to:
(i) alter the terms of your Direct Debit Request;
(ii) defer a payment to be made under your Direct Debit Request;
(iii) stop a drawing under your Direct Debit Request. In such instances an alternative method of payment must be arranged 3 days prior to the due date and payment received by the due date; or
(iv) may cancel all your services including your Direct Debit Request by sending a written request including your customer number and telephone number to us;
(d) will advise us of any disputed amount drawn under your Direct Debit Request as soon as practically possible by notifying us of your dispute by letter or fax, (include your customer number and telephone number to us) and provide us with details of the payments in dispute and reasons for the dispute. We will endeavour to resolve any dispute within 21 days. Disputes may also be directed to your own Financial Institution;
(e) acknowledge it is your responsibility to ensure there are sufficient clear funds available in your account by the due date, on which we will draw any amount under your Direct Debit Request, to enable us to obtain payment in accordance with your Direct Debit Request;
(f) acknowledge that if your Financial Institution rejects any of our attempts to draw an amount in accordance with your Direct Debit Request, we will recharge any dishonour fees charged to us by the Financial Institution, to your account. We will make two attempts to draw outstanding amounts in accordance with your Direct Debit Request. If these fail, we will contact you by telephone or in writing to seek alternative methods of payment for the outstanding balance of your account, and to agree a suitable payment method for future account payments;
(g) acknowledge not all accounts held with a Financial Institute are available to be drawn under the Direct Debit System and that prior to providing your account details to us under the Direct Debit Request, have verified those details against a recent statement from your Financial Institution to ensure those details are correct.

12. Suspension/Disconnection of the service

12.1. If your fixed period contract has expired or you are on a month-to-month contract, you or we may disconnect the service and cancel the agreement at any time by giving 30 days notice.
12.2. If you fail to comply with what we consider to be an important term or condition of this agreement or should you fail to comply with a number of less important terms and conditions then we can suspend or disconnect your service or reroute calls from your service. We will generally provide you with notice of your failure and allow you a reasonable time to remedy it. However we may suspend or disconnect your service without notice to you where:

(a) you exceed the amount of your air limit or credit limit;
(b) there has been, in our opinion, unusual activity on your service such as:
(i) usage of the service which is extremely high compared to your usage of the service in prior months and which will result in you incurring high charges; or
(ii) activity that is consistent with your service or equipment connected to your service having been infected with a virus or other malicious software; or
(iii) other activity that TPG reasonably believes is evident that the service is being used for fraudulent or other illegal purposes;
(c) you have not paid charges when due and have not remedied that failure within what we consider to be a reasonable time;
(d) you do something which we believe may damage the service network;
(e) you are no longer approved by us under our assessment policies or otherwise to receive the service;
(f) an authority such as the ACMA or enforcement agency instructs us to do so;
(g) we believe that you have used your service to commit unauthorised, criminal or unlawful activity;
(h) you vacate the premises in which you are provided the service without notifying us beforehand;
(i) there are technical problems with the service network or the service network requires repairs or maintenance;
(j) we believe it is necessary to comply with our legal obligations;
(k) we are entitled to do so under the specific terms and conditions of your plan or package;
(l) you verbally abuse, attempt, threaten or cause harm to any staff, equipment or network infrastructure of ours or any of the service networks.

12.3. In the following additional circumstances we may suspend or disconnect your service(s) or reroute calls from your service(s) but we will provide you with reasonable notice prior to doing so:

(a) you have a mobile service and you inform us that you have lost your SIM card;
(b) you have a mobile service which does not toll in any three month period;
(c) you do anything which we believe may damage the service network;
(d) you have used the service, in our opinion, other than in accordance with the agreement;
(e) you do not comply with the terms set out in a Plan Brochure or a Service Description.

12.4. Where one or more services included in a bundled offer(s) are disconnected, entitlement to any discounts under such offers may be forfeited.
12.5. While your service is suspended or disconnected we will continue to charge you any applicable fees and charges. We will only do so where the suspension or disconnection is due to your failure to comply with your obligations under this agreement, or is performed at your request.
12.6. Where we disconnect your service prior to the expiration of the minimum term of your plan you will be liable for any outstanding fees and charges, including the remaining access fees on your plan plus a plan cancellation fee if applicable. We will only charge a plan cancellation fee in circumstances where you have failed to comply with an important term or condition of our agreement.
12.7. We are not liable to you or any person(s) claiming through you for any loss or damage arising from suspension or disconnection of your service in accordance with this clause.

13. Force Majeure

13.1. We will not be liable for:

(a) any delay in installing any service.
(b) any delay in correcting any fault in any service.
(c) failure or incorrect operation of any service, or
(d) any other delay or default in performance under this Agreement

if it is caused by any event or circumstance reasonably beyond our control, including but not limited to; war, accident, civil commotion, riot, military action, sabotage, act of terrorism, vandalism, embargo, judicial action, labour dispute, an act of a government or a government authority, acts of God, earthquake, fire, flood, plague or other natural calamity, computer viruses, hacker attacks or failure of the internet or delay, or failure or default by any other supplier.

14. Liability

14.1. You may have certain rights and remedies under:

(a) the Competition and Consumer Act 2010 (Cth) and other laws, which may imply certain conditions and warranties into this agreement; and
(b) the Customer Service Guarantee issued by the ACMA, which established minimum connection and fault repair times, breach of which entitles you to certain specified amounts of damage.

14.2. We do not exclude or restrict or modify those rights, remedies or implied conditions and warranties.
14.3. Where we are liable for any loss or damage in connection with or arising from the breach of any term, condition, warranty or remedy implied by the Competition and Consumer Act 2010 (Cth) our liability is limited to resupplying, repairing or replacing the relevant service or equipment where the service or equipment is not of a kind ordinarily required for personal, domestic or household use or consumption and where it is fair and reasonable to do so.
14.4. You must let us know as soon as you become aware or believe that you have a claim against us.
14.5. We are not liable for any defamatory, offensive or illegal conduct or material found in connection with our services, including such conduct or material transmitted by any means by any other person.
14.6. You indemnify us from and against all actions, claims, suits, demands, liabilities, losses, costs and expenses arising out of or in any way connected with your use of the service or the equipment in a manner contrary to the

terms of this agreement.
14.7. Where you are two or more persons your liability will be joint and several.

15. Assignment
15.1. You may transfer your rights and obligations under this agreement to other person(s) approved by us under our assessment policies.
15.2. Where we reasonably consider there will be no detriment to you, we can without your permission and without notice:

(a) transfer our rights and obligations under this agreement to our nominee;
(b) temporarily or permanently delegate our obligations under this agreement to our nominee; or
(c) novate this agreement to our nominee by ending this agreement and entering into a new agreement between you and our nominee, on terms similar to this agreement.

15.3. If we do any of the above the transfer or delegation or novation will take effect when the relevant document is signed. You irrevocably appoint us as your attorney to sign any necessary documents to enable the transfer, delegation or novation to take effect.

16. Governing law
16.1. This agreement is governed by the laws of the state or territory of Australia in which you are normally resident. You and we agree to submit to the jurisdiction of the courts of such state or territory.

17. Meaning of words
17.1. Terms used within this agreement have the following meaning unless the context suggests otherwise.

(a) ACMA means the Australian Communications and Media Authority.
(b) agreement means the agreement for the provision of the services between us comprising the items outlined in clause 1.2 of these standard terms.
(c) air limit means a usage threshold we may impose on use of your mobile service.
(d) available service area means locations in which the service network is capable of providing service. Information on coverage areas is available by contacting us or visiting our website.
(e) billing period means the period in which you are billed by us for service. You will have 12 billing periods per year unless we agree otherwise.
(f) billing run means the process of producing a bill for you. Each billing run corresponds to a billing period.
(g) carrier means a Telecommunications carrier licensed under the Telecommunications Act 1997.
(h) contact method means mail, SMS, MMS, email or telephone.
(i) credit assessment policies means those rules we use to determine whether we wish to accept or decline to provide or continue to provide you with the service. These policies may change from time to time without notice to you. Under these policies you must: be at least 18 years of age; be capable of entering into a legal contract; be alive; not be insolvent or bankrupt or subject to any proceedings to make you insolvent or bankrupt; where you are in a partnership, the partnership must not have been dissolved; where you are a company neither you nor any of your assets may have been assumed under the terms of a debt security instrument or under court order or otherwise appointed.
(j) credit limit means a limit we may place on your use of a service or on amounts you owe us at a point in time.
(k) current supplier means a carrier or telecommunications service provider who supplied telecommunications to you at the time of signing the agreement.
(l) customer care policies means the policies, procedures, terms and conditions under which we provide services. Our customer care policies are updated from time to time and are available on our website or by contacting us.
(m) customer service guarantee means the current minimum performance standard set by the ACMA under sections 115, 117 and 120 of the Telecommunications (Consumer Protection and Service Standards) Act 1999.
(n) direct debit date means the date, on or after the due date, on which we will automatically debit your direct debit facility for amounts due.
(o) direct debit facility means the debit account or credit/charge account nominated by you for the debiting of your fees and charges.
(p) due date means the date the amount shown on your tax invoice is due to be paid to us. The due date is not less than 14 days after the tax invoice date.
(q) enhanced services means the services we provide that are designated by us as enhanced services. Our website and plan brochures will detail which services we have designated as enhanced services.
(r) equipment means the item(s) required or otherwise used in conjunction with your service such as mobile phones, fixed lines phones, personal computers, software and modems purchased from us or otherwise.
(s) factsheets means detailed information made available on our website or otherwise.
(t) fees and charges means fees and charges payable by you under your plan and under this agreement including any amounts of applicable GST.
(u) fixed line service means the standard telephone service comprising connection to the public switched telephone network plus any other service(s) offered by us including any enhanced services.
(v) fixed period contracts are entered into where you commit to a minimum period for which you will acquire the service and may be set out in the plan brochure but do not include month to month contracts.
(w) GST means the tax imposed by A New Tax System (Goods and Services Tax Imposition General) Act 1999 and any regulations thereto or such other Act and regulations of equivalent effect.
(x) GST Act means A New Tax System (Goods and Service Tax) Act 1999.
(y) GST supply means a supply as defined in and which is subject to liability for GST under the GST Act.
(z) Hardware means the Call Saver Unit or any equipment that we may provide from time to time.
(aa) internet service means connection to the global network of computers known as the internet using software protocols supported by us, plus any other services offered by us including enhanced services.
(bb) mobile network means the mobile network over which we supply the service.
(cc) mobile service means the connection to the Mobile Network plus any other services offered by us including enhanced services.
(dd) package means a grouping of services and plans, which are sold together under specific terms and conditions.
(ee) passwords means the personal information or security codes such as your customer service account passcode or website password used by us to confirm that an individual has authority to enquire or transact on your account.
(ff) personal information has the same meaning as defined within the Privacy Act 2000.
(gg) plan means your plan for each of the service(s), the terms and conditions of which may include a minimum term, monthly fees and call charges as amended from time to time.
(hh) plan brochure is any brochure or other document (including a webpage) which sets out the terms and conditions of a plan.
(ii) premium services means content or information services, charged at a flat or timed rate, such as picture, ringtone and game downloads, and SMS messages to weather services, as well as psychic, voting and competition lines. Premium Service phone numbers usually begin with 190 or an international prefix, whilst SMS numbers usually begin with 18 or 19.
(jj) primary contact means the mobile or fixed line service number, email address or other specific contact designated by you and accepted by us to use as our primary means of contacting you in relation to your account.
(kk) priority assistance means services offered to persons who are diagnosed with a life threatening medical condition with a high risk of rapid deterioration to a life threatening situation and where access to a telephone would assist to remedy the life threatening situation.
(ll) service means any and all of the digital mobile phone services, fixed line services and internet services that we provide to you including any enhanced services and also includes our customer support services. Information on our services is available on our website.
(mm) service network means the carrier of the telecommunications services sold to you by us and includes the mobile network.
(nn) SIM card means the subscriber identity module card, which the network owns, but is provided to you to be placed into your mobile phone to enable you to access your mobile service.
(oo) tax invoice date means the date you are issued with a tax invoice containing a fee or charge.
(pp) third party content means products and information provided by third parties to you, which you can access through your service.
(qq) third party content supplier means a party that provides third party content to you through your service.
(rr) toll means making a voice call or SMS from your mobile service.
(ss) transfer means to port, move or swap your service number from one carrier or service provider to another as defined by the Telecommunications Numbering Plan 1997.
(tt) usage record means the record of a call or data transfer provided to us by the service network.
(uu) user means someone who uses a service, which may or may not be the account holder.
(vv) username means the username created by you when you registered for a particular service.
(ww) We, our, us means the member of the SP Telemedia Limited group which enters into the agreement with you.

Complaint Handling Policy
TPG aims to provide our Customers with the best possible service. If you haven't received the service you expected or your would like to make a suggestion we always appreciate your feedback.
Customer Service is your main point of contact within TPG whether you wish to discuss an issue regarding your account or you want information about our services.
Our Customer Service staff can be contacted by:

Email - customer_service@tpg.com.au
Phone - **13 14 23**
Fax - 02 9850 0813
Mail - PO Box 1844, Macquarie Centre, North Ryde, NSW 2113

You will find the majority of matters can be handled on the first call. If further investigation is required we will give you a timeframe & keep you posted along the way.
Our Customer Service staff may escalate your case to a Technical Support Officer, our Customer Relations Team or even their Supervisor. If you are not satisfied with the way in which the Customer Service staff is dealing with your issue, you can request to be escalated to a Supervisor. Customer Relations can be contacted directly by emailing customer_relations@tpg.com.au. We aim to respond to all written correspondence within one working day.
TPG believes that its internal resolution process is the most effective and quickest way to resolve complaints. However If you are not satisfied with our handling of your issue and you have escalated this within TPG, you may seek further assistance from external avenues of recourse in your state or territory.

Summary of financial hardship policy
Financial Hardship is a term used to describe a situation where a person is unable to meet their financial commitments due to one or more factors contributing to their financial position. Common contributing factors include:

1. Loss of employment of you or a family member
2. Illness, including physical incapacity, hospitalization, or mental illness of you or a family member
3. Family breakdown
4. A death in the family
5. Other factors resulting in an unforeseen change in your capacity to meet their payment obligations, whether through a reduction in income or through an increase in non-discretionary expenditure.

If you are having a problem paying your bill, or you wish to discuss options to minimize your bill, call us today on **13 14 23**.

The earlier you contact us, the better. Discussing your concerns gives us the opportunity to help you manage your bills.

If you do require time to pay an outstanding amount, agreeing to a payment plan and sticking to it can help prevent disconnection or restriction of your service. Disconnection of your service is used only as a last resort, and we will endeavour to work with you to ensure this does not happen.
To assist us in establishing the level of support you require, dependent on your individual circumstance, we may request supporting evidence, including, but not limited to:

1. Documentation such as a statutory declaration from a person familiar with the customer's circumstances (family doctor, clergy, bank officer, etc);
2. Or evidence of the customer having consulted with, and/or being accompanied by a recognized financial counselor or a booking to see a financial counselor.

There are also a range of other financial support services available such as free financial counseling services offered in each state and territory in Australia. For more information on these & other options available please see the ACMA's website:
http://www.acma.gov.au/WEB/STANDARD/pc=PC_2939
Please contact us on 13 14 23 if you are having difficulty paying your bill so that we may discuss the options that are available to you.

Minimising your Debt

There are options available for minimizing your debts & to stay connected whilst managing your spending. Examples include:

1. Call barring
2. Reconnection of a service with restricted access
3. Plan change
4. Cancel any content subscription or premium services (e.g. ring tones, jokes, pictures, etc)
5. You can access the "Your Account" system via our website, which offers Account Management across all services such as checking your usage.

If you are having a problem paying your bill, or you wish to discuss options to minimize your bill, call us today on **13 14 23**

SERVICE DESCRIPTION AND TERMS – FTTB

This document contains the Service Description and Terms for the supply of a Basic Access Service that TPG supplies using the unconditioned local loop or the copper wire in a multi-dwelling unit (the "Service"). The Service is a component of plans such as: ADSL2+ with TPG Home Phone, ADSL2+ with TPG Landline Rental, Naked ADSL2+ and the Fibre to the Building (FTTB) service. The Service is supplied by TPG Internet Pty Ltd (ABN 15 068 383 737). The Standard Terms and Conditions http://www.tpg.com.au/terms_conditions/standard.php apply to these services and are part of the agreement under which TPG supplies this service.

1. THE SERVICE
This Service Description and Terms does not apply to ADSL2+ standalone plans.
1.1. Naked ADSL2+ is a high speed broadband Internet service delivering Internet content and related services such as email using asynchronous digital subscriber line (ADSL) technology over a pair of copper wires which is connected to TPG Equipment in the telephone exchange. The copper pair is part of a network commonly known as the "unbundled local loop" or the "ULL".
1.2 Fibre to the Building (FTTB) is a high speed broadband service that is delivered using fibre optic and other network equipment that has been installed in the basement of multi-dwelling buildings. TPG makes use of existing copper wires within the building to enable communication between the customer premises and TPG's equipment. TPG's equipment uses either ADSL2+ or VDSL technology over the copper cables within the building.
1.3. We do not guarantee provision of Service to every applicant. The Service is only available to addresses within relevant network coverage area where there is available infrastructure to provision the Service. There must be available at the service delivery address a suitable copper pair. Not all copper pairs are suitable. Limitations may include the existence of complex services being supplied over the copper pair (e.g., ISDN, Duet, Securitel, Line Hunt etc), and where there is RIM, sub-exchange, pair gain or other network elements affecting the copper pair. For FTTB, copper pairs must also be available to be connected between the customer's premises and the distribution frame in the building.
1.4. The connection speed of the Service will be high speed broadband delivered using ADSL2+ or VDSL technology. TPG does not guarantee that customers will achieve maximum ADSL2+ or VDSL connection speeds as specified in the plan details. The speeds for the service can vary substantially due to many factors.
For FTTB services, actual throughput speeds may be slower and could vary due to various factors including interference, customer cabling and equipment, download source, and quality and distance of in-building copper.
For ADSL2+, ADSL services include distance from local exchange, quality of phone line, EMI (Electro-Magnetic Interference), the number and type of other services using the line, the capacity of the uplink, and customer's modem/router. Customers who are more than 3kms from the telephone exchange and/or with poor quality telephone lines may be limited to ADSL2 (G992.3) or ADSL1 (G992.1) modulation for stability purposes and due to technical limitation of Telstra infrastructure.

1.5. If the Service is installed on a copper pair at your service delivery address, you will not be able to use that the copper pair for any telecommunications service supplied by a third party carrier, though TPG IPTV may be available.
1.6. The Service will be supplied under a plan which you select at the time of application for the service.
1.7. Business plans are available only to customers who provide a valid ABN on application.
1.8. The Service may not be resold or on-sold and you must ensure that it is not made available to ISPs, Internet Cafés or Web Hosting Companies.
1.9. The Service is not a standard telephone service and the Customer Service Guarantee (CSG) does not apply. You may be acquiring a voice service bundled with the Service and that voice service may require you to waive rights to the CSG.

2. INSTALLATION OF THE SERVICE
2.1. During the application process, you may be asked to nominate an existing standard telephone service number which is operational at the service delivery address. You warrant that you are the legal renter of the telephone line provided or are authorised by the legal renter to consent to the installation of the Service.
2.2. If you have any complex services on the copper pair (refer clause 1.3 above) you will be required to cancel those complex services before any installation can proceed. You acknowledge and agree that, if you are a customer of TPG´s ADSL2+ broadband and cancel that complex service in order acquire this Service, there is no guarantee that the ADSL2+ port will remain available for you to return to acquire that ADSL2+ service from TPG. There may be a delay of up to 3 weeks between cancellation of ADSL2+ and installation of this Service.
2.3. By applying for the Service, existing services like phone or internet at your premises, you will need to contact your current provider to have these services cancelled to ensure you do not receive any further bills. TPG recommends you check with your current phone and/or internet service provider regarding contractual commitments and termination/disconnection fees associated with your current services. TPG is not responsible for these charges. If you are also porting your existing phone number to TPG, do not cancel your phone service until the number has been ported.
2.4. You acknowledge and agree that any functionality that may require a standard telephone service dial tone will not function when using this Service. Such functionality includes without limitation:

1. Fax machines (though some fax capability is available);
2. Alarm monitoring;
3. PBX and other phone systems;
4. Line hunt;
5. Existing DSL services;
6. Dial up network access;
7. EFTPOS; and
8. Movie ordering, voting and other facilities provided by Pay TV requiring a standard telephone service will not be possible with the Service.

2.5. It is your responsibility to ensure that your computer and software conform to the minimum standards required to access and use the Service. Our system requirements are detailed online at http://www.tpg.com.au/products_services/system_requirements.php
2.6. TPG is responsible for delivering the Service to the network boundary point at your premises. You are responsible for all cabling and wiring within your premises. Where cabling does not exist or you have a fault with the wiring in your premises, you must arrange for your own contractor to rectify this.
2.7. For the Service to be installed, your copper pair must support the service. Provisional checks to confirm the telephone line can support the Service are carried out on application, but this does not guarantee the Service can be successfully installed.
2.8. We will endeavour to install the Service within a reasonable time from your order but provisioning may be rejected or delayed due to many factors, including but not limited to, transpositioning (the line cannot carry ADSL/ADSL2+). Such issues are outside of our control. If there are issues, you must give us the opportunity fully to investigate the reasons for such rejections before terminating the contract.
2.9. At the time of installation, we will conduct a qualification test to ascertain whether there is a suitable copper pair available for use at the service delivery address. If there is no such suitable copper pair, we will notify you by email and the agreement between TPG and you for the sale and purchase of the Service will be terminated.
2.10. You are responsible for all costs and charges associated with any agreement for the delivery of carriage services supplied to the service delivery address on the telephone line before the cutover to the Service.

3. THE TPG IPTV SERVICE
3.1. IPTV (Internet Protocol Television) is a system where a television or video service is delivered to subscribing consumers using internet protocol over a broadband connection. TPG only supports delivery of television signal to the computer monitor.
3.2. TPG provides you with a selection of Channels via our network, including both free and pay channels. These channels are grouped together in tiers or packages.
3.3. TPG IPTV is available to some TPG customers who are using this Service and are connected to an IPTV enabled exchange. To ensure quality, this service is limited to customers who receive a consistent download speed of greater than 3.5Mbps.
3.4. All subscriptions are on a monthly basis and no refunds will be paid for any early termination within the month.
3.5. You must be over 18 years of age to subscribe to an adult channel or other restricted content services. Proof of age may be required. Technical support is available for customers who have purchased an IPTV compatible modem through TPG. Support will not be provided for customers using third party or non TPG supplied modems/routers.
3.6. TPG IPTV is supplied for residential subscribers, for their private, non commercial viewing. You must not copy, alter in any way, retransmit or redistribute the channels/programs supplied.
3.7. TPG will record the following session information as required to assist with technical support and licensing regulations.

a. Debugging messages which may contain users system configuration
b. Viewing information and channel change requests

3.8. TPG will not release any information collected to any 3rd party company or individual except if the law requires us to do so, such as to law enforcement agencies when they are required to investigate illegal activates under State and/or Federal Laws.
3.9. You must pay all subscription fees applicable to the IPTV plan for which you have registered. Failure to pay subscription or usage charges will result in the suspension or termination of the IPTV service

4. EQUIPMENT
4.1. You must ensure that you have compatible, working equipment installed to access and use the Service including, but not limited to: Modem/router and cabling. We will not reimburse you for access or performance problems caused by equipment which is not supplied by us or if the warranty is expired.
4.2. If we have agreed to supply you with a piece of equipment, we reserve the right to and may supply an alternative model or brand of modem/router, of similar quality and technical specification to the one displayed on the TPG website when you registered.
4.3. TPG only provides technical support for makes and models of modem/router supplied by TPG. If you are using a model of modem/router not supplied by TPG, assistance may be available directly from the manufacturer's own technical support service.
4.4. We will only deliver ordered equipment to the contact address supplied by you in your application for service.
4.5. In a situation where you are not available to receive delivered equipment and the equipment is returned to us, the cost of the return will be borne by you. In addition, we will charge you to redirect/resend the equipment. Shipping & handling fees are non-refundable.

5. EQUIPMENT SUPPORT
5.1. Support, maintenance and/or consulting in respect of your equipment are not provided as part of the service. You are responsible for any expenses relating to cabling, configuration and/or modifications to your equipment.

6. SERVICE FAULTS
6.1. While we will endeavour to make the Service available to customers 24 hours a day, 7 days a week, the Service is not fault free and we cannot guarantee uninterrupted service, or the speed, performance or quality of the service. There are many factors outside of our control which affect the Services, such as the performance of third party suppliers and equipment, force majeure events and quality of the copper pair. We accept no liability for interruptions to the Service or for any resulting damage or loss suffered by you or any third party.
6.2. We reserve the right to perform maintenance work from time to time, which may temporarily interrupt your access to the Service. Where possible, we will perform this work during non-peak times.
6.3. You must direct all queries regarding faults/outages of the Service to our technical support Help Desk (see contact details online at http://www.tpg.com.au/about/contact.php). You must not direct inquiries to third party service providers, including Telstra. We will invoice you for costs incurred by us if you engage a third party for assistance with your service.
6.4. If TPG determines on reasonable grounds that the fault is not related to the TPG infrastructure (for example faulty socket, modem, internal wiring) an Incorrect Callout fee of $89 may apply. For more information please see http://www.tpg.com.au/support

7. SETUP CHARGES
7.1. You must pay all equipment, delivery and set-up charges and the first month's subscription fee once your nominated telephone line passes the initial service qualification test prior to installation.
7.2. If you provide us with incorrect registration details which result in the service being installed on the wrong phone line or address, the set-up charges will be paid again to re-install the Service. You must provide the correct service details in writing to us before re-installation will proceed.
7.3. Where transpositioning of your telephone line is required for the Service to be installed, we will charge the set-up fee and first month´s subscription fee on receipt of written confirmation that you wish to proceed with transpositioning. These charges will be refunded if transpositioning fails but, if successfully completed, we will bill you for any equipment ordered and related delivery charges.

8. MINIMUM CONTRACT PERIOD
8.1. Plans may have a Minimum Contract Period (also referred to as a Contract Term). The Minimum Contract Period is the minimum period during which you must acquire the Service. The Minimum Contract Period commences when the Service is activated.
8.2. If, during the Minimum Contract Period, you cancel the Service, or we cancel the Service because of your default, you must pay an early termination charge. Such termination fees are set out at http://www.tpg.com.au/products_services/homephone_additionalprices.php for ADSL2+ with TPG Home Phone, http://www.tpg.com.au/small-office-home-office/additionalpricing.php for ADSL2+ with TPG Landline Rental, http://www.tpg.com.au/products_services/ull_additionalprices.php for Naked ADSL2+ and http://www.tpg.com.au/fttb/additional-pricing for FTTB services.
8.3. The Minimum Contract Period may vary from plan to plan, and will be advised to you during your application for the Service.

9. FEES
9.1. TPG Services are prepaid.
9.2. Monthly recurring fees are charged monthly in advance.
9.3. Seven (7) days prior to the end of each monthly period, the following month's fee will be charged and you will acquire the Service for that following month.

10. ADDITIONAL CHARGES
10.1. WITHDRAWAL OF NAKED ADSL2+ APPLICATION Any withdrawal of Naked ADSL2+ application may incur an application withdrawal charge as specified on the Naked ADSL2+ Additional Pricing page online at http://www.tpg.com.au/products_services/ull_additionalprices.php.
10.2 WITHDRAWAL OF ADSL2+ with TPG Home Phone, ADSL2+ with Landline Rental and FTTB APPLICATION. Any withdrawal of ADSL2+ with TPG Home Phone application may incur an application withdrawal charge as specified on the ADSL2+ with Home Phone Additional Pricing page online at http://tpg.com.au/products_services/homephone_additionalprices.php, ADSL2+ with Landline Rental Additional Pricing page online at http://www.tpg.com.au/small-office-home-office/additionalpricing.php and FTTB Additional Pricing page online at http://www.tpg.com.au/fttb/additional-pricing
10.3. INCORRECT INFORMATION If you provide incorrect information (such as incorrect address or incorrect phone number) on the Service application, then you will be liable for the costs incurred including, but not limited to:
1. A setup charge and relocation charge if the service can be relocated to the correct address or phone number; or
2. A setup charge and early cancellation charge if the incorrect service cannot be relocated.

11. DOWNLOAD QUOTAS
11.1. With some broadband plans your download speed is throttled (slowed) to a specified speed once the monthly download quota is exceeded until the start of the next billing month. TPG may manage traffic flows in its network for purposes associated with targeting efficient utilisation of available network resources.
11.2. With plans which consist of peak and off peak download quota, the download speed is throttled (slowed) to a specified speed for the period in which the download quota has been exceeded (peak or off peak) until the start of the next billing month.
11.3. We may change the peak and off peak times but, if the change is material, we will provide you with not less than 30 days notice of that change and we will only change the start/end times but not the length of the periods.
11.4. With some broadband plans you are charged for all downloads in excess of a specified monthly download quota, at a rate specified in the application, or if no rate is specified, at the rate of 15 cents per megabyte.
11.5. Usage charges incurred within a billing month are charged at the end of that billing month.
11.6. In calculating download usage, 1GB (Gigabyte) is equal to 1000MB (Megabyte); 1MB is equal to 1000KB (Kilobyte).
11.7. If you are on a plan where connection speed is throttled, or you are charged for downloading once a monthly download quota is exceeded, you can view your recent download history and total downloads for the month, by logging into your TPG account online at https://cyberstore.tpg.com.au/your_account/. We recommend that you monitor your usage regularly.
11.8. TPG does not provide usage records for unlimited broadband plans which are not throttled after a specified download limit is reached.

12. PAYMENTS
12.1. Payment options are credit card and/or direct debit from a nominated bank account, as specified on the TPG website for the plan chosen by you. Accounts paid with an American Express or Diners Club card will incur a surcharge of 3.13% and 2.75% (incl. GST) of the payment amount respectively when we debit the card.
12.2. TPG may choose not to issue an invoice but charges will be incurred and payable regardless of the fact that an invoice has not been rendered.
12.3. Where payment is made by direct debit or credit card, TPG may suspend the service without giving notice to you if the direct debit is declined for any reason.
12.4. Plans which incur download charges can only be paid by credit card.
12.5. Payment of invoices is required within 30 days of date of invoice. Payment can only be made through "My Account" or by calling the Call Centre. If payment is not made within this time, account suspension will be enforced.
12.6. Payment method will be moved from invoice to automatic Credit Card or Direct Debit deduction in the cases where a plan change, relocation, reconnection or reactivation of internet service is required by retail customers (without ABN).
12.7. We reserve the right to charge $10 inc. GST per invoice generated and posted for retail customers (without ABN) who have invoice as payment method.

13. SERVICE CHANGES
13.1. It is possible to change plans from time to time. If you wish to reduce the amount of your monthly recurring charges during the Minimum Contract Period, such a change will incur a once off fee specified at http://tpg.com.au/products_services/ull_additionalprices.php.
13.2. It is possible to change ADSL2+ with TPG Home Phone, ADSL2+ with Landline Rental and FTTB plans from time to time. If you wish to reduce the amount of your monthly recurring charges during the Minimum Contract Period, such a change will incur a once off fee specified at http://tpg.com.au/products_services/homephone_additionalprices.php for ADSL2+ with TPG Home, http://www.tpg.com.au/small-office-home-office/additionalpricing.php for ADSL2+ with Landline Rental and http://www.tpg.com.au/fttb/additional-pricing for FTTB.
13.3. Changing from a Naked ADSL2+ plan to an ADSL2+ or any other type of broadband service requires the cancellation of the Naked ADSL2+ service before any order may be placed of the other service. Such a cancellation during the Minimum Contract Period will incur early termination charges as specified in clause 8.2 above.
13.4. Relocation of a Naked ADSL2+ is not possible. If you move premises, you must cancel your Naked ADSL2+ service, if such cancellation occurs during the Minimum Contract Period, early termination charges as specified in clause 8.2 above will be payable.

14. IP ADDRESSES
14.1. The Service will be provided with dynamic or static IP addresses as may be described in the plan specification. 'Static IP address' refers to layer 3 or layer 2 (PPPoE) broadband connections where your router/modem is assigned a specific IP address(s) that is allocated for the period you acquire the Service.
14.2. If you have a plan with a static IP address(s) and apply to change the plan/service in any way, we will endeavour to retain your IP address(s) but reserve the right to assign to you a new IP address(s).

15. CANCELLING THE SERVICE
15.1. You may terminate the Service by giving us at least 30 days written notice. You must pay for charges for the service up to the end of the notice period.
15.2. If you cancel your Service before the end of your Minimum Contract Period, you will be required to pay the early termination charges as described in this service description.
15.3. You authorise us to charge all termination fees, including, but not limited to, any early termination charges to your credit card or direct debit account on receipt of your termination notice. Such termination fees are set out at http://www.tpg.com.au/products_services/homephone_additionalprices.php for ADSL2+ with TPG Home Phone, http://www.tpg.com.au/small-office-home-office/additionalpricing.php for ADSL2+ with TPG Landline Rental and http://www.tpg.com.au/fttb/additional-pricing for FTTB service.
15.4. Cancellation of a the Service will automatically terminate the supply of the IPTV Service.
15.5. Fast transfer away from a Service may not be possible. In order to move to another DSL or telephony service provider, you may be required to cancel the Service and order a fresh service with the alternative provider.

16. EMAIL
16.1. Virus filtering is performed on all email passing in or out of our email servers, and will not be disabled on individual accounts. Email messages detected with a virus are rejected immediately with details of the virus. You will not receive separate notification for each infected message which is rejected, but will be emailed a fortnightly summary of prevented viruses.
16.2. If you persistently send virus emails, or have virus infected emails sent from your network, you will be notified daily via email. Failure to fix the virus infected computer will result in a temporary block of all email services for you and your

network.
16.3. SPAM or Junk email filtering is performed on a per email account basis. The account holder is able to select the appropriate filtration level, or disable this service. Email detected and prevented from delivery can be viewed via a website.
16.4. Sender address verification is performed on all incoming emails. This is enabled by default, but can be disabled on a per email address basis.
16.5. We do not guarantee faultless storage of emails, and will not be liable for any damage or loss, including loss of time, resulting from storage faults. Emails are only temporarily stored online. We will not be responsible for emails deleted automatically once the specified storage limit is reached — details of storage limits are available with the plan details online at http://www.tpg.com.au/products_services/pop3.php.
16.6. Email plans offer spam filtering and virus protection facilities. These features are to help you protect themselves against unwanted viruses and junk email. TPG does guarantee protection against spam or viruses and recommends that you make use of other available protections such as anti virus software and firewalls.
16.7. We recommend that you use email client software (i.e. an email program) which will download and store copies of email on your own computer and/or will enable you to make hard copies of important emails.

17. MISCELLANEOUS
17.1. You use the service at your own risk and we take no responsibility for any data downloaded and/or the content stored on your computer. You agree not to make any claim against us, our suppliers, employees, contractors or assignees for any loss, damages or expenses relating to, or arising from, the use of the broadband service and/or our email services.
17.2. We reserve the right to add, or delete web sites to/from our filter list without prior notice to you.

SERVICE DESCRIPTION AND TERMS - TPG VOIP, HOME PHONE,LANDLINE RENTAL AND PRESELECTION

This document contains the Service Description and Terms for the supply of TPG Voice. TPG Voice is supplied by TPG Internet Pty Ltd (ABN 15 068 383 737) (TPG). The Standard Terms and Conditions http://www.tpg.com.au/terms_conditions/standard.php apply to this service and are part of the agreement under which TPG supplies this service.

1. THE SERVICE
1.1. The TPG Voice service has four types:
(a) TPG VOIP;
(b) TPG Home Phone; and
(c) TPG Landline Rental
(d) TPG Preselection.
1.2. The primary differences between TPG Voice Services are generally described as follows and in the below table:
(a) TPG VOIP is a voice service where, generally, the call is carried over a broadband internet connection. It is not a normal telephone service and requires special equipment other than a standard telephone;
(b) TPG Home Phone and Landline Rental is a standard telephone service where the call is not carried over a broadband connection but rather, like conventional telephony, is carried directly over the copper pair between the customer premises and TPG switching equipment. With Home Phone supplied over the National Broadband Network, the line will be supplied by the NBNCo, and may be fibre, copper, or a wireless line and your handset(s) will need to be connected directly to a designated UNI-V port on the NBN connection box installed by NBNCo. You may be able, at your own expense, to create wiring that will enable many telephone connection points to be connected to the UNI-V port.
A conventional telephone handset is required for TPG Home Phone and Landline Rental; and
(c) TPG Preselection is a service by which a customer who uses another carrier as their home phone access provider but chooses TPG as their provider for all long distance, fixed to mobile, and international telephone calls. All other calls are provided by the customer's home phone access provider.

	TPG VOIP	TPG Home Phone and Landline Rental	TPG PRESELECTION
Functioning Broadband Connection Needed	Yes	No	No
Special Equipment or Software Needed	Yes - softphone, USB phone, ATA or VOIP Modem	No - just a telephone but, for NBN, connection to the UNI-V port must be possible. In addition, a back-up battery will need to be installed.	No
Standard Telephone Service	Yes	Yes	Provided by Customer's access provider
Preselect or Override to other carriers possible	No	No	Yes
Customer Service Guarantee	Must be waived by the customer	Must be waived by the customer	Customer's access provider obligation
Number assigned	Yes (for some VOIP plans)	Yes	Provided by Customer's access provider
Fax Transmission	Not reliable	Fax to national numbers in the Telstra, Optus, AAPT and Primus PSTN network is supported; fax to international numbers is not reliable; and VoIP based fax is not supported.	Provided by Customer's access provider
Support for Foxtel, back to base alarms and similar	No	No	Provided by Customer's access provider

1.3. TPG does not warrant that a customer will be eligible to acquire any type of TPG Voice service. The availability of any type of service and the eligibility of a customer to acquire any type will be determined at the time of application by the customer for the service.

2. TPG VOIP
2.1. TPG VOIP is a service which enables you to make and receive voice calls over your broadband internet connection (ADSL, ADSL2+, Naked ADSL2+). It is particularly designed for use with TPG's broadband services.
2.2. TPG VOIP is not intended to be used as a standard telephone service. If your internet is not functioning properly for any reason, including where there is a power failure, data congestion, throttling, or other internet outage, TPG VOIP will not function or will not function correctly.
2.3. TPG VOIP may be used to make and receive calls to/from
(a) Other TPG VOIP customers;
(b) Standard Australian local and national numbers;
(c) Australian mobile numbers in Australia;
(d) 000 emergency services (only for plans where a service number is allocated);
(e) Free phone and local rate numbers such as 13, 1300 and 1800 numbers (only for plans where a service number is allocated);
(f) Directory assistance or operator assisted numbers (only for plans where a service number is allocated);
(g) Satellite phones;
(h) Most International destinations.
2.4. It is not possible to use TPG VOIP to make calls to premium numbers such as 19 and 1900 numbers, Universal International Freephone Numbers (UIFN) or 0500 numbers.
2.5. TPG VOIP is not useable for fax transmission, pay TV system dialups (e.g., Foxtel, Austar, Select TV), back to base alarms and other monitoring systems using phone lines, dial up modem and other analogue data calls (e.g., EFTPOS).
2.6. TPG retains the complete discretion to decide the CODEC which will be used for the TPG VOIP service.
2.7. It is a condition of supply of the Service that you must not preselect to another carrier or use the TPG VOIP service to make override calls on a third party network. TPG may terminate the supply of the service if you preselect to another carrier or use the service to make override calls. You agree that you will not request that TPG procure the ability to preselect or override to other carriage service providers.
2.8. In addition, TPG also sells international VOIP minutes via TPG's VOIP International Gateway. TPG's VOIP International Gateway is an IP gateway which enables voice calls to be carried to certain international destinations. TPG's VOIP International Gateway can only be accessed by registered TPG customers and access to the TPG VOIP International Gateway may be achieved by one of the following methods:
(a) by dialling a nominated TPG VOIP International Gateway telephone number from a Australian telephone service (whether fixed or mobile) which has been registered with TPG; or
(b) by means of Internet Protocol (IP) connectivity (this access method is not initially available but it is expected that it will become available in due course).
TPG advises you that charges for International VOIP Minutes exclude any charges that you may incur in accessing the TPG International VOIP Gateway. For example, you will probably incur a fixed or per minute charge from your telephone service provider for dialling the TPG VOIP International Gateway. When accessing via IP, you will utilise data quota that may be supplied to you by your IP provider and, in some circumstances, incur charges for the data used in accessing the TPG VOIP International Gateway. Such charges are your responsibility and

you should make your own enquiries before deciding to register for and use the TPG VOIP International Gateway service.

3. TPG HOME PHONE AND LANDLINE RENTAL

3.1. TPG Home Phone and Landline Rental is a standard telephony service.
(a) Where the Home Phone service is not supplied over the National Broadband Network (NBN), a standard telephone must be connected to a standard RJ11 telephone socket which is cabled and connected to a qualified copper pair.
(b) In the case of a connection to the NBN, the technology will be supplied by the NBNCo Limited (which may include fibre, copper, or wireless). The telephone handset will need to be connected either directly to a designated UNI-V port on the NBN Connection Box or through wiring to that port that you establish at your own expense. A back-up battery will be installed with an NBN Service but, if there is an option to do so, you may elect not to install a back-up battery. The back-up battery is designed only to maintain power to the voice and the data ports on the NBN Connection Box. It will not operate to supply back-up power to your handsets or to your broadband equipment. You acknowledge that, if the back-up battery is not installed and functioning correctly, the Home Phone service will not function during a power outage. Replacement of a back-up battery that has ceased to supply electrical charge will be at your expense.

3.2. Calls to numbers starting with 19, 0500 or Universal International Freephone Numbers (UIFN) are not supported.

3.3. TPG uses the copper unbundled local loop (ULL) to supply the service but may use an alternative customer access network such as the national broadband network (NBN) to do so. In order to acquire TPG Home Phone and Landline Rental before NBN is available at your premises, there must be an available qualified copper pair at the customer premises. This means that the customer premises will need to have or have had in the past an existing functioning standard telephone service using a copper pair. The qualification of the copper pair to be used for the TPG Home Phone and Landline Rental service will be determined during the application process. Not all copper pairs are suitable. Limitations may include the existence of complex services being supplied over the copper pair (e.g., ISDN, Duet, Securitel, Line Hunt, ADSL2+ etc), and where there is RIM, sub-exchange, pair gain or other network elements affecting the copper pair.

3.4. TPG Home Phone and Landline Rental may be unreliable for pay TV system dialups (e.g., Foxtel, Austar, Select TV), back to base alarms and other monitoring systems using phone lines, Priority Assistance Scheme, line hunt facilities, dial up modem or other analogue data calls (e.g., EFTPOS). Fax to national numbers in the Telstra, Optus, AAPT and Primus PSTN network is supported; fax to international numbers is not reliable; and VoIP based fax is not supported. Once the TPG Home Phone and Landline Rental service is installed, you will not be able to use the copper pair for telecommunications services supplied by third party carriers. For example, you will not be able to use that copper pair to acquire broadband from Telstra, Optus or other carriers, though it will be possible to acquire broadband from TPG. Broadband using the Line Sharing Service is not possible.

3.5. TPG may offer a range of features with TPG Home Phone and Landline Rental but is not obligated to do so. Initially, customers should understand that some of the features that might be available with other telephony services, such as caller ID, call forwarding, call hold etc will not be available. If TPG chooses to make such additional features available, the terms under which those features are offered will be stipulated at the time of offer.

3.6. It is a condition of supply of the service that you must not preselect to another carrier or use the TPG Home Phone and Landline Rental service to make override calls on a third party network. TPG may terminate the supply of the service if you preselect to another carrier or use the service to make override calls. You agree that you will not request that TPG procure the ability to preselect or override to other carriage service providers.

4. PRESELECTION

4.1 TPG Preselection is a service by which a customer who uses another carrier as their home phone access provider uses TPG as their provider for all long distance, fixed to mobile, and international telephone calls. All other calls are provided by the customer's home phone access provider.

4.2 You will remain responsible to pay your primary telecommunications supplier for all local calls, access line charges, other value added services and for calls made using another telecommunications supplier's override code

4.3 By the application process, you:
(a) states that you are authorised to request the change in preselection in respect of the service number(s) nominated in the application;
(b) appoint TPG as your authorised agent to act on your behalf to transfer preselection to TPG or its related company, including by completing and signing any forms that other service providers may require to transfer the preselection; and
(c) acknowledge that you have been advised that you may have an agreement with another telecommunications supplier and that there may be consequences under that existing agreement if you change your preselection choice to TPG or its related company.

5. CUSTOMER SERVICE GUARANTEE

5.1. The Customer Service Guarantee (CSG) is a guarantee that is prescribed under the Telecommunications Act 1997 and gives consumers certain rights in connection with standard telephone services. These rights include:
(a) The right to be provided with information about the CSG and the performance standards applicable under it;
(b) The right to receive compensation if a standard telephone service is not connected within a specified timeframe;
(c) The right to receive compensation if a fault or service difficulty exists on a standard telephone service and is not rectified within a specified timeframe;
(d) The right to receive compensation if TPG misses an appointment with a customer with whom TPG has made an appointment in connection with the standard telephone service.

The specified timeframes and the amounts of compensation vary based on the customer location, the nature of the infrastructure available at the customer site and the length of time during which default has occurred. Full detail of the compensation can be found with a search of the ACMA website (www.acma.gov.au).

5.2. TPG Home Phone plans are supplied on the basis that you waive the CSG. The charges for TPG plans are typically cheaper than the charges for other plans in the market which may include the CSG but you should make your own assessment as to whether the TPG plans represent sufficient value for you to waive the rights given to you under the CSG.

5.3. If you wish to acquire a TPG Home Phone and Landline Rental plan in respect of which TPG requires that the CSG be waived, you must agree to waive the CSG and complete the CSG Waiver Form.

5.4. TPG VOIP may perhaps be a standard telephone service. It is therefore a condition of these plans that you also waive rights to the CSG.

5.5. If you give a CSG waiver and withdraw that waiver within 5 working days of giving it, the waiver will not be effective and you agree that we may terminate the agreement for the supply of the TPG Voice Service.

6. EQUIPMENT

6.1. To use the TPG VOIP service, you must obtain and maintain:
(a) a functioning broadband connection to the Internet;
(b) a means of making/receiving a call which could be:
(i) a softphone client installed on the computer which is connected to the Internet (a "Connected Computer") and has sound capability and a functioning microphone;
(ii) a USB phone which is connected to a Connected Computer or an IP Phone which is connected directly or indirectly to the Broadband connection or an ATA device;
(iii) a standard telephone which is connected to a router capable of making and receiving VOIP Calls (a "VOIP Routers").

6.2. To function with the TPG VOIP service, your equipment should support 3 CODECs, namely G.711a, G.711u and G.729. If all three CODECs are not supported, calls made to a third party may be terminated due to a mismatch of CODECs.

6.3. TPG may but need not make a softphone client available for free download from the TPG website. The TPG softphone available on the TPG website as at 22 September 2009 only supports the G.711 CODEC and does not support the G.729 CODEC and therefore may not be suitable. TPG does not support any other softphone clients.

6.4. TPG does not support USB phones or IP Phones or ATA devices, though these may work with TPG VOIP.

6.5. TPG supports only VOIP Routers which have been purchased from TPG. TPG does not support other VOIP Routers.

6.6. To use the TPG Home Phone and Landline Rental service, you require a telephone handset connected to an available and properly connected qualified copper pair. With the NBN, this may be a copper, fibre or wireless connection. The supply and maintenance of the telephone handset and the cabling at your premises is your responsibility. TPG is responsible for the copper pair (or the NBN access Service) between TPG's switching facilities and the Network Boundary Point (described in clause 10.6 below).

6.7. If, during the application process, you order equipment from TPG, TPG transfers title to that equipment to you on payment of the purchase price. Risk in the ordered equipment passes to you when the equipment is shipped from the TPG warehouse.

6.8. TPG reserves the right to supply an alternative model or brand of equipment, of similar quality and technical specification to the one displayed on the TPG website when you ordered during the application process.

6.9. TPG will only deliver ordered equipment to the service delivery address supplied by you in your application for service. If you are not available to receive delivered equipment and the equipment is returned to us, the cost of the return will be borne by you. In addition, we will charge you to redirect/resend the equipment. Shipping & handling fees are non-refundable.

6.10. Any equipment not supplied directly by TPG is not supported by TPG. Assistance in relation to unsupported equipment should be sought from the manufacturers or distributors of the equipment.

6.11. Equipment supplied by NBNCo, including the NBN Connection Box, fibre connectors and other connectivity equipment is and always remains the property of NBN Co.

7. EQUIPMENT SUPPORT

7.1. Support, maintenance and/or consulting in respect of your equipment are not provided as part of the service. You are responsible for any expenses relating to cabling, configuration and/or modifications to your equipment.

8. SECURITY

8.1. The Internet is an unsecure environment. TPG advises that it may be possible for a third party (such as a hacker) who has obtained access to your equipment or software, including equipment or software provided to you by TPG, to make calls using your TPG VOIP service.

8.2. TPG will provide you with a username and password at the time of activation. It is your responsibility to maintain safe and secure that username and password. You must ensure that appropriate security mechanisms are placed on all equipment so as to protect against hacking, including over wireless networks. Some steps that you should take include:
(a) not recording your username and password details on your computer or in any other location where they may be obtained by a third party;
(b) restricting administration access to your equipment;
(c) ensuring that WIFI access is protected with appropriate encryption and with limitation on persons and equipment that are permitted to access the WIFI; and
(d) ensuring that your passwords (including your router passwords) are not given out to unauthorised persons and are regularly changed.

8.3. Calls made from your TPG Voice service will be chargeable, whether such calls have been authorised by you or not.

9. NUMBERS & PORTING

9.1. A telephone number from the Australian Telecommunications Numbering Plan under the Telecommunications Act 1997 will be allocated to you for the period during which you acquire the TPG Voice service.

9.2. The geographic number allocated to you will be based on the service delivery address that you nominate in the application process or which you subsequently advise us. The number allocated to you will be at TPG's discretion. TPG has no obligation to give you an alternative number. If you move the service delivery address, TPG may be required to give you a different service number, relevant to your new service delivery address.

9.3. Porting arrangements have not been established with all carriers. Accordingly, it may not be possible to port a number to the service or away from the service.

9.4. If the porting of numbers to the service or from the service is possible, the following provisions apply:
(a) The ability to port a number into and out of the service is subject to availability and technical and commercial considerations.
(b) The porting of your number will be conducted in accordance with the relevant Communications Alliance codes.
(c) You may port your number if it is declared portable in accordance with the porting requirements administered by the ACMA and no exemption from such obligations has been granted.
(d) If you have ported your number from another service provider and the service is subsequently terminated or you terminate the service without reconnecting to another service provider, you will no longer have the right to use that number. Similarly, if you port your number from us to another service provider and are

then disconnected you will no longer have the right to use the number.
(e) In order to port your number to us, you must complete and sign (whether under the Electronic Transaction Act or in writing) a Porting Authority Form (PAF). You warrant to us that all information supplied by you in the PAF is complete and correct. You indemnify us against (and will pay us for) any loss, liability, claim, damage, costs, expenses and charges reasonably incurred by us as a result of, or in connection with, the porting of any number to us which you authorise us to port but which number has not been validly assigned or allocated to you, or otherwise in connection with any incorrect or incomplete information supplied by you in the PAF.
(f) Your previous telephone provider may charge you for porting and there may be other costs and obligations such as early termination fees payable to your previous telephone provider. You indemnify us against all such fees and charges.
(g) When porting your number out to another carrier, there may be charges payable to TPG for porting and other costs and obligations such as early termination fees and service and call charges that have not already been paid.
(h) During the process of porting the number from another supplier's network to TPG there may be a period when the service is interrupted.

10. ORDERING & ACTIVATION

10.1. You order the TPG Voice service by:
(a) completing an online application process at the TPG website;
(b) completing an application form at an authorised TPG dealer; or
(c) ordering the service through a telephone sales consultant.

10.2. You warrant that the information provided by you during the application process is true and correct. In particular, you warrant that:
(a) you are the legal renter of any telephone service number you nominate as using the copper pair or NBN access service at the service delivery address or are authorised by the legal renter to cause the provisioning of the service on that copper pair or NBN access service; and
(b) TPG may rely upon the service delivery address for the service being accurate when it allocates the service number to you.

This information is used to provide the service and to provide details to emergency service and directory listing operators and to establish which calls will be local calls. You must keep the information up to date during your acquisition of the service, including if you move premises. If we find that the information provided is not current or accurate and you fail to provide the correct information within 7 days of being requested to do so, we may restrict access to the service or disconnect the service.

10.3. Once you have correctly completed the application process, TPG will determine its capability to accept the application and, if it accepts the application, will endeavour to activate the TPG Voice service. If you have any complex services on the copper pair, you will be required to cancel those complex services before installation can proceed.

10.4. By applying for the Service, you authorise TPG to convert the copper pair to a line for use with the TPG Home Phone and Landline Rental service. The telephone line and all services and features associated with the telephone line (including PSTN landline telephone service) will be disconnected automatically once the service is activated. You are responsible for terminating or otherwise managing any contracts or arrangements between you and the existing carrier for supply of services over that copper pair.

10.5. In the case of TPG VOIP, TPG will allocate the service number to you and will inform you that the service is activated. The service will be available for use and you must set up the relevant Connected Computer, softphone, USB Phone, ATA, IP Phone or VOIP Modem to enable use of the VOIP service.

10.6. In the case of TPG Home Phone and Landline Rental, the following process will occur:
(a) TPG will conduct an initial test to ascertain the likelihood of there being a suitable copper pair or NBN access connection at the service delivery address.
(b) If the initial test discloses that it is unlikely that a suitable copper pair or NBN access connection exists at the service delivery address, TPG will advise you that a service cannot be provided and the application will be rejected.
(c) If the initial test discloses that it is likely that a suitable copper pair or NBN access connection exists at the service delivery address, TPG will debit the initial upfront payment under the terms of the plan that you have chosen and will perform a more comprehensive service qualification in relation to the copper pair or NBN access connection. If the service qualification establishes that it is not suitable, TPG will refund the initial payment and the application for service will be rejected.
(d) If the copper pair is suitable, TPG will endeavour to transfer the copper pair off the existing carrier's equipment and connect that copper pair onto TPG's equipment. When this occurs, all existing services then using the copper pair (including existing telephone or fax service, pay TV, back to base alarm monitoring) will cease to be useable. Where it is an NBN access service, TPG will work with NBN Co Limited to established TPG as your provider over the NBN access connection.
(e) TPG will activate the service up to the Network Boundary Point which could be:
(i) The first wall socket - mainly applicable for free-standing premises like a house;
(ii) MDF (main distribution frame) - used in apartment blocks, offices or other business premises; or
(iii) Network termination device - a third party carrier's box externally mounted to single dwellings, individual living units or small business premises; or
(iv) The NBN connection box.
(f) If you have chosen to port a telephone number from an existing supplier into the TPG Voice service, you may nominate during the application process an alternative service to which calls to that telephone number will be diverted until the porting has been completed. You remain responsible to your existing supplier for charges that are incurred for the diversion and during the diversion.
(g) If you wish to use a new number allocated by TPG, our systems will allocate that number based on the service delivery address details.
(h) We will inform you when the service activation, including porting if applicable, has been completed.

10.7. You must arrange for the appropriate cabling to be installed between your premises and the Network Boundary Point. In particular, this means that you must be present on the nominated day of installation and arrange for jumpering at an MDF in a unit block, if necessary.

10.8. We will endeavour to install the service within a reasonable time from your order but provisioning may be rejected or delayed due to many factors, including but not limited to, transpositioning (the line cannot carry TPG Home Phone and Landline Rental). Such issues are outside of our control. If there are issues, you must give us the opportunity fully to investigate the reasons for such rejections before terminating the contract.

10.9. You are responsible for all costs and charges associated with any agreement for the delivery of carriage services supplied to the service delivery address on the telephone line before the cutover to TPG Home Phone and Landline Rental.

11. CONTRACT PERIOD

11.1. The plan that you have acquired may stipulate that a Minimum Contract Period is applicable to the service. You agree to retain the service for that Minimum Contract Period.

11.2. If you cancel a service in respect of which there is a Minimum Contract Period, or TPG disconnects the service following a default by you, you will be liable to pay an early termination charge/contract break fee as stipulated in the application process.

11.3. In addition to the rights of termination set out in the Standard Terms or otherwise in this Service Description, we may terminate the service by giving you written notice in the following circumstances:
(a) If you have not used the TPG VOIP service for a period of 3 months;
(b) You use the service to make threatening, abusive or hoax calls; or
(c) You use the TPG Voice service to make calls via another carriage service provider, whether by way of an override code or by preselection.

12. RELOCATION OR CANCELLATION

12.1. You may request us to relocate the service delivery address for the service. Our ability to accept a relocation request will depend on the existence of available infrastructure at the new service delivery address. If a relocation cannot be processed because of a lack of infrastructure, the relocation request will be treated as a cancellation by you of the service and, if early, may require you to pay the early termination charges.

12.2. A relocation may incur a charge and may involve you accepting certain other terms and conditions advised to you at the time of your application for a relocation. If you proceed with a relocation, you must accept those terms, including a new Minimum Contract Period if that applies.

12.3. After the expiry of the Minimum Contract Period, you may terminate the service by giving us at least 30 days written notice. You must pay for charges for the service up to the end of the notice period.

12.4. You authorise us to charge all termination fees, including, but not limited to, any early termination charges to the credit card or direct debit account on receipt of your termination notice.

12.5. Fast transfer away from the TPG Home Phone and Landline Rental service may not be possible. In order to move to another telephony service provider, you may be required to cancel the TPG Home Phone and Landline Rental service and order a fresh service with the alternative provider.

13. SERVICE FAULTS

13.1. While we will endeavour to make TPG Voice services available to customers 24 hours a day, 7 days a week, TPG Voice services are not fault free and we cannot guarantee uninterrupted service, or the performance or quality of the service. There are many factors outside of our control which affect TPG Voice services, such as the performance of third party suppliers (including overseas telephone companies) and equipment, force majeure events, for TPG VOIP the amount of bandwidth available for use by the voice service, and quality of the copper pair.

13.2. TPG limits its liability to you for interruptions to your TPG Voice service or for any resulting damage or loss suffered by you or any third party to a maximum of 12 months charges paid by you to TPG for the TPG Voice service.

13.3. We reserve the right to perform maintenance work from time to time, which may temporarily interrupt your access to the service. Where possible, we will perform this work during non-peak times.

13.4. You must direct all queries regarding faults/outages of the service to our technical support Help Desk (see contact details online at http://www.tpg.com.au/about/contact.php). You must not direct inquiries to third party service providers, including Telstra. We will invoice you for costs incurred by us if you engage a third party for assistance with your service.

13.5. If TPG determines on reasonable grounds that the fault is not related to the TPG infrastructure (for example faulty socket, modem, internal wiring) an Incorrect Callout fee may apply. To find more information please see http://www.tpg.com.au/products_services/homephone_additionalprices.php for TPG Home Phone (bundled with ADSL2+), http://tpg.com.au/nbn/additional-pricing.php for TPG Home Phone (bundled with NBN Broadband) and http://tpg.com.au/small-office-home-office/additionalpricing.php for TPG Landline Rental.

14. CHARGES

14.1. You must pay all equipment, delivery and set-up charges in advance.

14.2. You acknowledge that charges will be incurred when the service is used. It is therefore important that you take steps to ensure that such usage does not occur without your authorisation. You should ensure that you are in control of devices that might make use of your services, such as computers, handsets, mobile phones, and wireless devices connected to your service and that third parties cannot access or use such equipment without your authority. You acknowledge that usage of some services can occur because of an infection of your computer with a virus or due to other unauthorised third party intrusions. You should ensure that you have appropriate protection systems operating on your equipment to restrict or limit the possibility of unauthorised usage.

14.3. As TPG is not able to control access or usage of your handsets and other equipment, you are responsible for all usage charges in respect of the use of the service, whether or not such usage was authorised by you, unless the usage was caused by a mistake by TPG.

14.4. The charges for use of the TPG Voice will be in accordance with:
(a) The rates for certain call types or features identified as applicable to the plan you apply for in the application process (the "Specified Rates"); and
(b) The rates for specific features acquired by you after the original application process as nominated to you when you acquire those specific features;
(c) For preselection and all other call types (the "Variable Rates"), the rates set out in the TPG Voice Rate Card available on the TPG Website from time to time which may be separated into Variable Rates for TPG VOIP and Variable Rates for TPG Home Phone and Landline Rental and Variable Rates for Preselection.

14.5. Other charges may also be applicable for special services relating to the TPG Voice service which may be found at the TPG Website (http://tpg.com.au/products_services/homephone_additionalprices.php for TPG Home Phone (bundled with ADSL2+), http://tpg.com.au/nbn/additional-pricing.php for TPG Home Phone (bundled with NBN Broadband) and http://tpg.com.au/small-office-home-office/additionalpricing.php for TPG Landline Rental).

14.6. Specified Rates may not be varied by TPG without provision to you of at least 45 days written notice. Because the Variable Rates are:
(a) set low to give you the maximum possible benefit; and
(b) can be significantly affected by currency exchange rate changes and political and commercial shifts in foreign countries

TPG reserves the right to modify the Variable Rates set out in the TPG Voice Rate Card at any time and without individual notice to you. Any changes to the TPG Voice Rate Card will be displayed on the TPG website. Before making a Variable Rate call type, you should check the TPG website to ascertain what rate will apply to that call.
14.7. Other charges that may apply for various events and options are set out in the Additional Pricing page found online at TPG Website (http://tpg.com.au/products_services/homephone_additionalprices.php for TPG Home Phone (bundled with ADSL2+), http://tpg.com.au/nbn/additional-pricing.php for TPG Home Phone (bundled with NBN Broadband) and http://tpg.com.au/small-office-home-office/additionalpricing.php for TPG Landline Rental).

15. PAYMENTS

15.1. All TPG services are prepaid. You must pay the monthly recurring charges in advance. In addition, you must make a prepayment for usage that is not within the included value (if any) for the plan that you have acquired. Your initial prepayment will be $20. After registration, you may nominate how much you wish to prepay but the minimum prepayment is $20. The prepayment will be debited from your nominated bank account or credit card. By acquiring and continuing to use the service, you agree to an automatic top up of your prepayment. The top up will occur when the amount of prepayment falls to below $10. When that happens, TPG will debit a sufficient amount from your bank account/credit card to restore your nominated prepayment amount. If your usage is high, this can occur more than once per month. You authorise TPG to make such debits to your account/credit card. If you do not exceed the Included Value and do not incur any charges that are excluded from your plan, there will be no automatic top-ups. We will send you messages about your usage and the debits during the month. Your service will become inactive if our attempts to debit credit card/bank account to top up your prepayment are unsuccessful. If you do not use the prepayment, it will be forfeited to us when you cancel the service. You agree that no bill will be provided for this service and that direct debiting of your account or charge to your credit card may occur notwithstanding that no bill is provided and that it may occur even though you may not have had the opportunity to check charges at least 10 working days before the debit. Where you have a reasonable claim or dispute with respect to a debited amount, we will suspend further debiting until a determination on your claim or dispute has been made. We will reimburse any incorrectly debited amount as soon as reasonably practicable.
15.2. Payment options are credit card and/or direct debit from a nominated bank account, as specified on the TPG website for the plan chosen by you. Accounts paid with an American Express or Diners Club card will incur a surcharge of 3.13% and 2.75% (incl. GST) of the payment amount respectively when we debit the card.
15.3. Invoices will not be issued but charges will be incurred and payable regardless of the fact that an invoice has not been rendered.
15.4. Where payment is made by direct debit or credit card, TPG may suspend or restrict the service without giving notice to you if the direct debit is declined for any reason. A dishonour fee will also be payable in respect of such a decline. If TPG has attempted incorrectly to debit or has debited an incorrect amount, TPG will waive the dishonour fee and reinstate the service as soon as reasonably practicable.