

# cooking collection

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Instructions for use and warranty details

Gas Cooktop

Model No.: GCT6030, GCT9030  
and GCT11030

 **kLEENmaid**

## Congratulations on the purchase of your new Kleenmaid appliance.

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Your new Kleenmaid appliance has been designed and manufactured to give you years of reliable performance.

For best results, carefully read the instructions on how to install your new appliance. Correct installation will avoid delays and unnecessary service call costs.

Once installation is complete, please read this entire instruction manual carefully and get to know the controls and the features of your new Kleenmaid appliance.

Again, congratulations and thank you for choosing Kleenmaid.

THIS PRODUCT IS DESIGNED FOR DOMESTIC USE.

THE MANUFACTURER DECLINES ALL RESPONSIBILITY FOR DAMAGES TO THINGS OR PEOPLE DERIVING FROM INCORRECT INSTALLATION OR IMPROPER, ERRONEOUS OR UNSUITABLE USE.

THE APPLIANCE MUST NOT BE USED BY PEOPLE (INCLUDING CHILDREN) WITH PHYSICAL, SENSORIAL OR MENTAL IMPAIRMENTS, OR BY PEOPLE WITHOUT THE NECESSARY EXPERIENCE OR KNOWLEDGE, UNLESS THEY ARE SUPERVISED OR INSTRUCTED IN THE USE OF THE APPLIANCE BY A PERSON RESPONSIBLE FOR THEIR SAFETY. CHILDREN MUST BE SUPERVISED TO ENSURE THAT THEY DO NOT PLAY WITH THE APPLIANCE.

# GENERAL NOTICE



We invite you to read this user manual carefully, before installing and using the equipment. It is very important that you keep this manual together with the equipment for any future consultation. If this equipment should be sold or transferred to another person, make sure that the new user receives the manual so that they can learn how to operate the appliance and read the corresponding notice.  
This is a Class 3 appliance.

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This appliance complies with the following Directives:

EEC 2016/426/UE (Gas)

EEC 2014/30/UE (Electromagnetic Compatibility)

EEC 2014/35/UE (Low Voltage)

EEC 2004/1935/CE (Contact with foods)

## WARNING

- The installation must be carried out by authorised personnel, in conformity with the regulations in force.
- **CAUTION:** The surface temperature of underbench components exceeds 95°C. To avoid a hazard, underbench access must be restricted. Refer to the installation instructions.
- 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.
- Before powering the equipment, check that it is properly adjusted for the type of gas at disposal (see the “installation” paragraph).
- If the supply cord is damaged it must be replaced by a special cord or assembly available from the manufacturer or its service agent.
- Before carrying out the maintenance or cleaning the equipment, cut off power supply and allow it cool down.
- Make sure that air circulates around the gas equipment. Insufficient ventilation produces a lack of oxygen.
- In case of an intense or prolonged use of the equipment, it may be necessary to improve aeration, for example by opening a window or increasing rangehood venting power, if it exists.
- The products of combustion must be discharged outside through a suction hood or an electric fan (see the “installation” paragraph).
- For any possible operation or modification, apply to an authorized Technical Assistance Centre and request original spare parts.
- Not for use in marine craft, caravans or mobile homes unless each burner is fitted with a flame safeguard.
- Where this appliance is installed in marine craft or in caravans, it should not be used as a space heater.
- Do not spray aerosols in the vicinity of the appliance while it is in operation.
- Do not store or use flammable materials or items in the vicinity of this appliance.

## DO NOT MODIFY THIS APPLIANCE.

**Servicing shall be carried out only by authorised personnel.**

**The product label, with the serial number, is fixed to the underside of hob.**

An additional label should be adhered to adjacent cabinetry for easy access- refer installation instructions.

*The manufacturer refuses all responsibility for possible damages to things or people, resulting from incorrect installation or from an improper, incorrect or unreasonable use of this equipment.*

# INSTRUCTIONS FOR THE USER



It is necessary that all the operations regarding the installation, adjustment and adaptation to the type of gas available are carried out by authorised personnel, in conformity with the regulations in force. The specific instructions are described in the manual section intended for the installer.

## 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 environment

## USING THE BURNERS

The symbols on the control panel adjacent to the knob indicate the correspondence between the knob and the burner.

### Automatic start-up with valves

Turn the corresponding knob anticlockwise up to the maximum position (large flame, fig. 1 page 11) and press the knob. Once the burner has been ignited, keep the knob pressed for about 6 seconds.

### Using the burners

In order to deliver the maximum heating without waste of gas, it is important that the diameter of the pot is suitable for the burner size (see the following table), so as to avoid the flame going out (fig. 2 page 11).

Use the maximum position to quickly bring liquids to boiling temperature, and a reduced position to heat food or maintain boiling. The operating positions must be between the maximum and the minimum settings, never between the maximum position and the off position.

The gas supply can be interrupted by turning the knob clockwise up to the off position. If there is no electricity supply, it is possible to light the burners with matches, setting the knob to the ignition position (large flame, fig. 1 pg11)

BURNERS	Power (MJ/h)		Ø of cookware (*)
	NG	LPG	
Auxiliary	3,4	3,4	10 - 14 cm
Semi-rapid	6,3	5,6	16 - 18 cm
Rapid	11,5	9,6	20 - 22 cm
Wok burner for model GCT6030	10,3	9,6	20 - 22 cm
Wok burner for model GCT9030	13,0	12,0	24 - 26 cm
Wok burner for model GCT11030	16,0	16,0	20 - 22 cm

(\*) For cookware with diameter 120mm or below use mini-trivet supplied and refer to placement instructions on page 17.

It is important to use cookware of the sizes specified and ensure the cookware is always correctly centred over the burner. Using oversized cookware can potentially cause heat damage to your benchtop and/or control knobs which will not be covered under warranty.

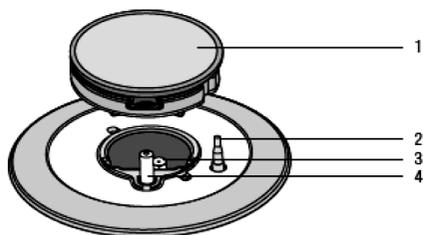
### Notice

- When the equipment is not in use, always ensure that all knobs are in the off position (see fig.1 page 11).
- If the flame should blow out accidentally, the safety valve will automatically stop the gas supply, after a few seconds. To restore operation, set the knob to the ignition position (large flame, fig. 1) and press.

While cooking with fat or oil, pay the utmost attention as these substances can catch fire when overheated.

- Do not place unstable or deformed pots on the burner as they may overturn or overflow. Handles should be turned away from the front of the bench to avoid accidents.
- When the burner is ignited check that the flame is regular, and always lower or extinguish the flame before removing pots.

# INSTRUCTIONS FOR THE USER



- 1 Burner
- 2 Flame safeguard sensor
- 3 Injector
- 4 Ignition spark plug

If you have a problem with the cooktop, check the table below. You may be able to solve the problem and this will save you from paying for a service call. You will have to pay for a service call even in the warranty period if the problem is one listed below

FAULT	POSSIBLE CAUSES	REMEDY
Burner will not light even though the sparker is working.	Knob not held down long enough in 'High' position for flame safeguard to engage	Repeat ignition procedure and hold knob down for 6 seconds in 'High' position (refer page 5)
	Gas supply valve turned off	Turn on gas supply to appliance
	Wrong knob turned	Ensure the knob you are turning corresponds to the burner you want to light
	Port blockage in ignition area	Ensure that ports in ignition area are clean and dry
	Ignition spark plugs wet or dirty	Dry or clean ignition spark plugs
No spark is obtained when control knob is activated	Electricity supply is disconnected or switched off	Switch on electricity or check fuses
	Ignition spark plugs wet or dirty	Dry or clean ignition spark plugs
Flames uneven or tending to lift	Flame ports blocked or wet	Clean or dry flame ports
	Burner incorrectly fitted	Ensure this component is fitted correctly
Flames not staying on when knob released	Knob not held down long enough in 'High' position for flame safeguard to engage	Repeat lighting procedure and hold knob down for 6 seconds in 'High' position (refer page 5)
	Knob not set between 'High' and 'Low'	Knob MUST be set between these positions
	Dirt or spillage on flame safeguard sensor	Clean flame safe guard sensor tip
Low heat, slow cooking	Incorrect cooking pot or pan being used	Refer to table page 5
Benchtop or knobs overheating	Incorrect cooking pot or pan used	Check table on page 5 for correct size pot or pan to be used
	Pot or pan not located on burner properly	Ensure pot or pan is centrally located on burner

If the above points have been checked and there is still a problem with the cooktop, please call the Service Centre.

# INSTRUCTIONS FOR THE USER

## CLEANING

**Before cleaning, disconnect the appliance from the electrical supply.**

**Don't use a steam cleaner for the cleaning the hob.**

It is advisable to clean the appliance when it is cold.

## Enamel parts

The enamel parts must be washed with a sponge and soapy water or with a light detergent.

Do not use abrasive or corrosive products.

Do not leave substances, such as lemon or tomato juice, salt water, vinegar, coffee or milk on the enamel surfaces for a long time.

## Stainless steel parts

Stainless steel can be stained if it remains in contact with highly alkaline water or aggressive detergents for an extended period of time.

All grades of stainless steel may stain, discolour or attain an adhering layer of grime in normal operation.

To achieve optimum surface appearance stainless steel must be kept clean regularly using the following cleaning procedures, thus ensuring good performance and long service life.

Wash with warm soapy water and rinse with clean water. Where the stainless steel has become extremely dirty with signs of surface discolouration (due to periods of neglect or misuse) use a stainless steel cleaner

**DO NOT** use abrasive scourers or steel wool. When removing these stains be sure to follow the polish or "brushing" lines.

## Burners and racks

These parts can be removed to make cleaning easier.

The burners must be washed with a sponge and soapy water or with a light detergent, wiped well and replaced in their housing correctly. Make sure that the flame-dividing ducts are not clogged. Check that the feeler of the safety valve and the start-up electrode are always cleaned, so as to ensure optimum operation.

## Gas taps

Lubrication of gas taps must be carried out by authorised personnel only.

**In case of hardening or malfunctions in the gas taps, contact Customer Service.**

# INSTRUCTIONS FOR THE INSTALLER



## Important notice:

**The operations indicated below must be followed by authorised personnel exclusively, in conformity with the regulations in force.**

**The manufacturing firm refuses all responsibility for damages to people, animals or things, resulting from the failure to comply with such provisions.**

**This appliance shall be installed only by authorised persons and in accordance with the manufacturer's installation instructions, local gas fitting regulations, municipal building codes, electrical wiring regulations, and any other statutory regulations. For Australia and New Zealand this appliance must be installed by an authorised person in compliance with AS/NZS 5601.1 Gas installations part 1: general installations, and AS/NZS 5601.2 Gas installations part 2: LP GAS installations in caravans and boats for nonpropulsive purposes. For outside of Australia/New Zealand refer to the relevant installation code for gas appliances in your country.**

## INSTALLATION

The installation kit contains the following:

- 1 natural gas regulator
- 1 elbow
- 1 manifold
- 2 fibre sealing washers
- 4 mounting brackets for assembly
- 4 mounting bracket screws
- 1 pack of cooktop to benchtop seals
- 1 duplicate rating label

- For conversion to LPG
  - 1 Universal LPG sticker
  - 4 or 5 injectors
- Additional accessory for cooking with vessels of diameter 120mm or below
- 1 mini trivet

## Installing the top

The appliance is designed to be embedded into a heat-resistant benchtop capable of withstanding 85° C.

# INSTRUCTIONS FOR THE INSTALLER

## Adjacent walls, cupboards and protection for combustible materials.

The safety gap between the hob and the rangehood placed above must comply with the recommendations of the rangehood manufacturer. In case of no instructions, a minimum distance of 650mm (or other minimum distance as may be specified by AS/NZS 5601 and interpreted by a certified installer) should apply. Ensure that the appliance is installed in accordance with clauses 6.2.5 and 6.10.1.1 of AS/NZS 5601.1, or clauses 6.9.1 and 6.9.5 of AS/NZS 5601.2 with regard to clearances to combustible surfaces and materials, and clearances to rangehoods and exhaust fans. Clearance of 200mm from the periphery of burners to vertical combustible surfaces is required. Clearances to combustible surfaces may be reduced only if combustible surfaces are protected in accordance with clause 6.10.1.2 of AS/NZS 5601.1, or clause 6.9.2 of AS/NZS 5601.2.

The equipment must not be installed near inflammable materials, such as curtains, cloths, etc. Make a cut in the benchtop, with the dimensions shown in specific figures for each model, at a distance of at least 50 mm from the appliance border to the adjacent walls.

### ***For the measurements of the cutout see the pictures for your specific model (pp12-15)***

Any possible wall unit over the cook-top must be placed at a distance of at least 760 mm from the top.

### **IMPORTANT:**

A separation panel at least 10mm from the bottom of the cooktop must be included during installation to prevent access to the underside of the appliance. This panel can be made of any non-combustible rigid material. Refer (fig. 4 pg 11). If the hob is going to be installed on the top of an oven, precautions must be taken to guarantee an installation in accordance with current accident prevention standards. Pay particular attention to the position of the electric cable and gas pipe: they must not touch any hot parts of the oven. Moreover, if the hob is going to be installed on the top of a built in oven without forced cooling ventilation, proper air vents must be installed to guarantee an adequate ventilation, with the lower air entering with a cross section of at least 200cm<sup>2</sup>, and the higher air exiting with a cross section of at least 60 cm<sup>2</sup>.

### **Fastening the top**

Every cooktop is equipped with a special seal. A set of brackets is also supplied for mounting the cook-top.

For installation proceed as follows:

- Remove all loose components from the top. Turn the appliance upside down laying its edges on foam packaging blocks to prevent damage to the ignition spark plugs and lay the seal S along the external border (fig. 5 page 11).
- Introduce and place the cooktop in the hole made in the bench top, then fasten it with the screws and mounting brackets supplied (fig.6 page 11).

**WARNING:** Failure to fix the cooktop to the bench could result in loosening of the gas connection through movement of the cooktop and a gas leak may result.

A duplicate rating label is included with these instructions. Ensure this is attached to a readily accessible surface, so that the cooktop serial number can be easily found in the case of a service call.

### **INSTALLATION LOCATION**

This appliance is not provided with a device for exhausting the products of combustion. Therefore, it is necessary to discharge these outside.

The room where this appliance is installed must have a natural air inflow, so as to ensure regular gas combustion and room ventilation: the necessary air volume must not be lower than 20m<sup>3</sup>.

Air must come from permanent openings made in the room walls that are connected to the outside.

The cross section of these openings shall be at least 200 cm<sup>2</sup>.

### **OPERATION ON N.G / S.N.G.**

#### **Regulator**

An appliance regulator is provided. The regulator must be positioned so that the pressure test nipple is accessible when the appliance is installed. Connect the gas supply to the 1/2" B.S.P. internal thread inlet of the regulator. Refer to page 15 for connection point position.

Regulators are supplied pre-adjusted and configured from the factory for use with Natural Gas. The appliance installer is not required to make an adjustment to obtain the correct outlet pressure setting.

An arrow on the base of the regulator indicates the direction of gas flow when the inlet and outlet of the regulator is orientated correctly. When the regulator has been fitted, check for leaks from the connections by using soapy water.

# INSTRUCTIONS FOR THE INSTALLER

## Gas Connection

**This appliance is supplied for use with Natural Gas. However, it can be converted for use with LPG. Refer to LP conversion chapter.**

### Supply pipe sizing

The total hourly gas consumption for the appliance is shown on the data label. The required supply pressure (i.e. at inlet to appliance regulator) for each gas type is shown on the data label, and given in page 16 "TECHNICAL CHARACTERISTICS TABLE". Use this information in conjunction with the length of run, number of elbows, tees and bends, the available service pressure and the supply requirements of other installed appliances to determine a suitable pipe size. For assistance in this matter refer to the appropriate section of the Installation Code AS5601.

An AGA certified class B or D flexible connection may be used to connect the cooktop in accordance with the AS5601 and in particular section 4.8. Where a hose assembly is used and the cooktop is in the installed position, the hose assembly shall be suitable for connection to a fixed consumer piping outlet located at a point 800 - 850mm above the floor and in the region outside the width of the appliance to a distance of 250mm. The point of connection to consumer piping must be accessible with appliance installed.

### Elbow positioning

It is possible to reposition the elbow if required by loosening the locking nut and elbow by using two spanners. Re-tighten the entire assembly after the elbow has been repositioned. When fitting elbow to appliance, ensure that the sealing washer is fitted.

### Regulator

An appliance regulator is provided. The regulator must be positioned so that the pressure test nipple is accessible when the appliance is installed. Connect the gas supply to the ½" B.S.P. internal thread inlet of the regulator. Refer page 15 for connection point position.

### Assembly of Regulator

The assembly of the regulator to the cooktop manifold is achieved via the elbow union and sealing washer supplied.

The ½" parallel thread connects to the manifold, and the sealing washer is placed between the manifold end and the flat face on the elbow.

The ½" tapered thread connects to the outlet of the regulator, and is sealed on the thread using approved thread sealing tape or approved thread

sealing compound.

The inlet of the regulator is a ½" parallel thread and is connected to consumer piping or hose assembly. Regulators are supplied pre-adjusted and configured by the component maker for use with Natural Gas.

The appliance installer is not required to make an adjustment to obtain the correct outlet pressure setting.

An arrow on the base of the regulator indicates the direction of gas flow when the inlet and outlet of the regulator is orientated correctly. When the regulator has been fitted check for leaks from the connections with soapy water.

### Checking the gas supply

1. Check the manometer zero point is correct.
2. Connect the manometer to the cooktop pressure point. This is located on the regulator.
3. Turn on the gas supply and electricity and try to ignite the gas. NOTE! It will take additional time to light the gas for the first time as air needs to be purged from the pipes.
4. With the appliance operating check the outlet pressure
  - when all burners of the appliance are operating at maximum,
  - when the smallest burner of the appliance is operating at minimum.

Under these conditions the outlet pressure should not vary from the nominal outlet pressure of 1.00kPa by more than  $\pm 0.20\text{kPa}$

If the regulator appears to not perform satisfactorily, then check the following points:

1. If the outlet pressure is consistently too low then the inlet pressure may be too low and adjustment of an upstream regulator may be needed, or an upstream regulator or valve with insufficient flow capacity may be present in the gas supply line. If this is suspected then it may be necessary to repeat the checks whilst measuring both the inlet and outlet pressure to determine if the inlet pressure is in the range 1.13 - 5kPa.
2. Check that the regulator has been fitted to the gas supply line in the correct orientation, the arrow on the base of the body indicates the direction of gas flow.

Once these checks have been completed, if the regulator still fails to perform in a satisfactory manner it should be replaced.

### Electrical connection

The appliance is supplied with a standard 10 Amp service cord terminated by a 3-pin plug for

# INSTRUCTIONS FOR THE INSTALLER

connection to a standard household socket. The electrical supply is required to power the electronic ignition system.

NOTE: It will be necessary for servicing purposes to disconnect the electrical power supply. The power point should therefore be accessible after the appliance is installed, as specified in the local wiring regulations.

## TESTING APPLIANCE OPERATION

After installation the installer must fully test the appliance and ensure it operates correctly before handing it over to the customer.

## GAS CONVERSIONS AND ADJUSTMENTS

### Data Label

This appliance is suitable for Natural Gas and Universal LPG; ensure that the available gas supply matches the Data Label.

When converting from Natural Gas to Universal LPG ensure that the NG regulator is removed and replaced with the Test Point Assembly. An AGA Approved gas regulator suitable for a supply pressure of 2.75kPa should be part of the gas tank supply and the test point pressure should be adjusted to 2.75kPa.

### Replacing the injectors

If the equipment is adjusted for a type of gas that is different from the one available, it is necessary to replace the burner injectors.

The choice of the injectors to replace must be made according with the table of the "technical characteristics" on page 16.

Act as follows:

- remove the racks and burners.
- by means of a straight spanner L, unscrew the injectors U (fig. 7 page 11) and substitute it with the corresponding one.
- tighten the injectors firmly.

After changing the injectors, it is necessary to eliminate residual natural gas in the system.

To do this you have to turn the knob of each burner to the maximum position then press the knob and wait a few seconds.

### Adjusting the burners

The lowest flame point must always be properly adjusted and the flame must remain on even if there is an abrupt shift from the maximum to the minimum position.

If this is not so, it is necessary to adjust the lowest flame point as follows:

- start the burner up
- turn the tap up to the minimum position (small flame)
- remove the knob from the tap rod
- introduce a flat-tip screwdriver in the hole F of the tap (fig.8 p11) and turn the by-pass screw up to a proper adjustment of the lowest flame point.

**As regards U-LPG gas burners, the by-pass screw must be tightened completely.**

## MAINTENANCE

### Maintenance Schedule

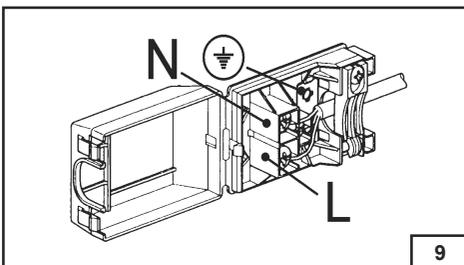
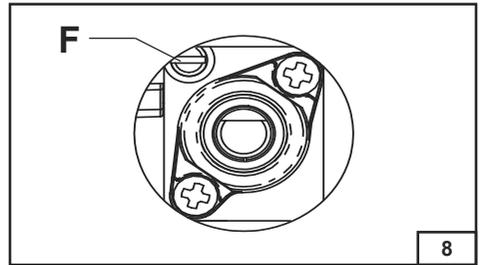
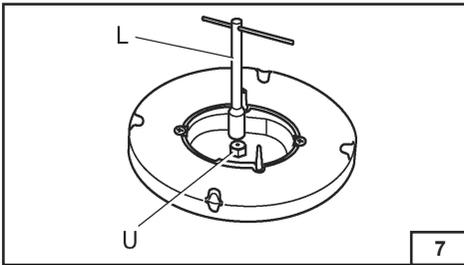
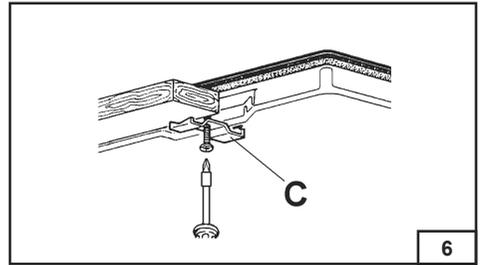
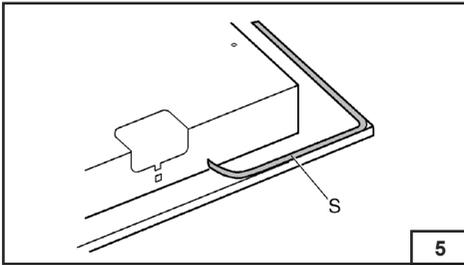
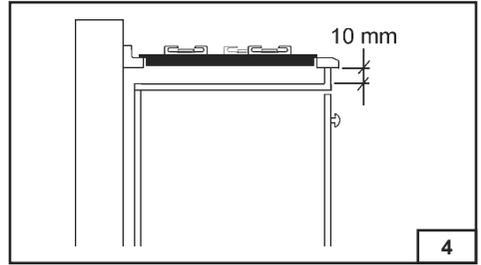
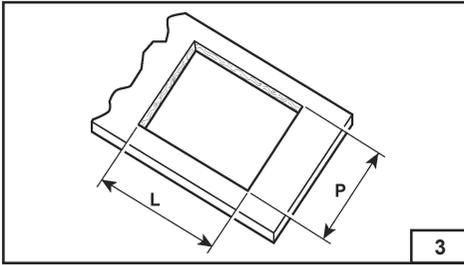
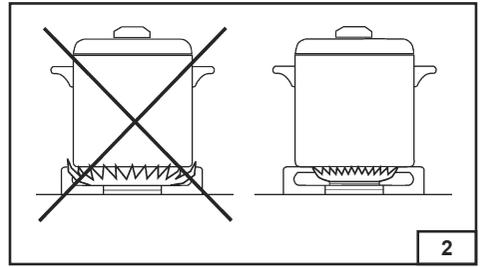
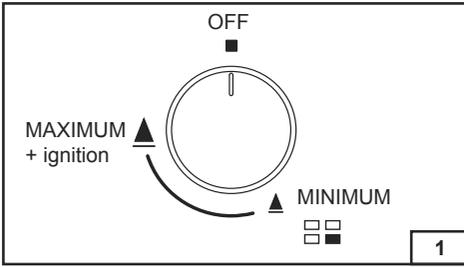
No regular maintenance is required for the hotplates except cleaning.

### Replacing the power supply cable

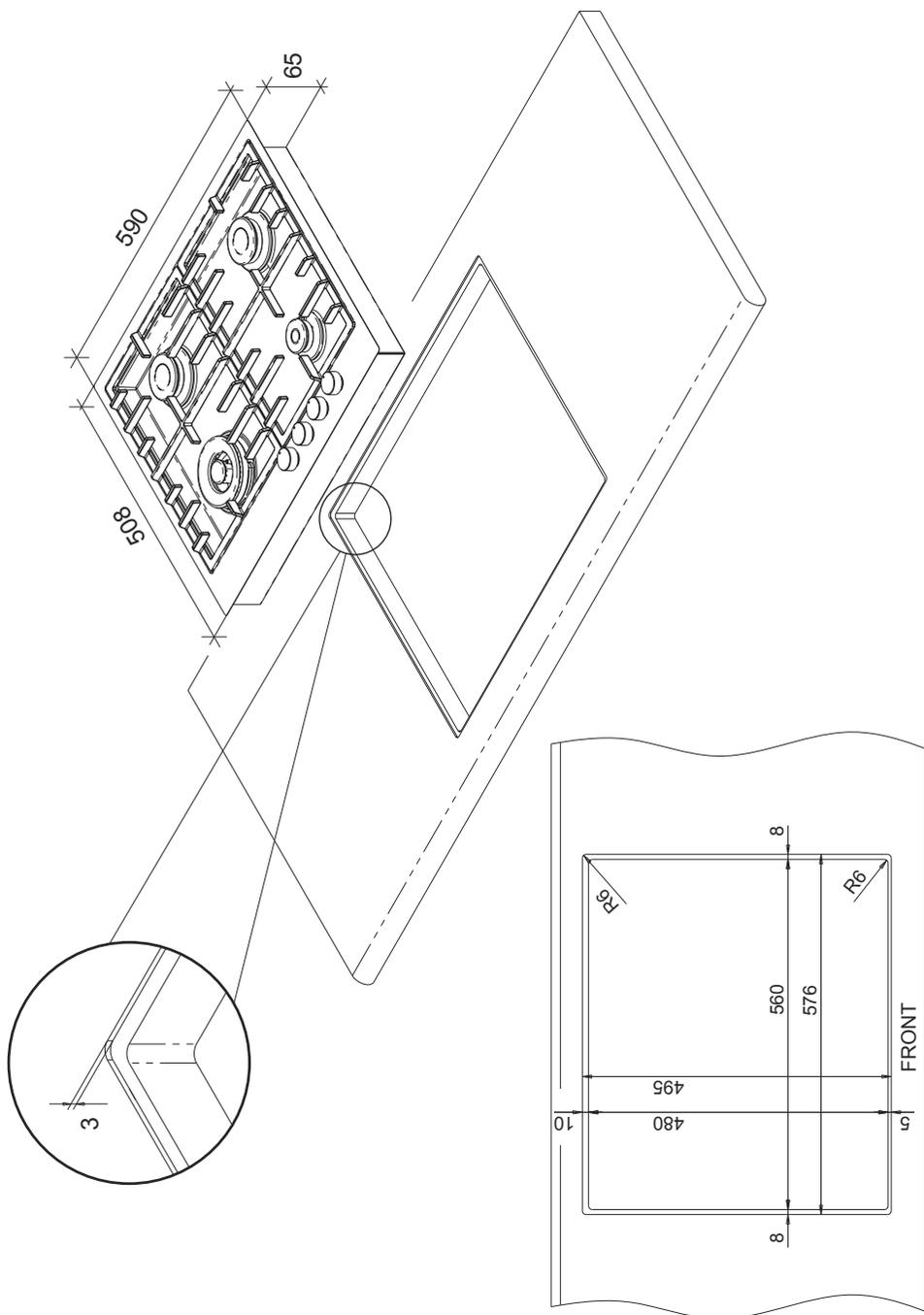
If the power supply cable should be replaced, it is necessary to use a cable with a section of 3x0.75mm<sup>2</sup>, type H05VV-F or H05RR-F, complying with the regulations in force.

The connection to the terminal board must be effected as shown in fig.9 page 11:

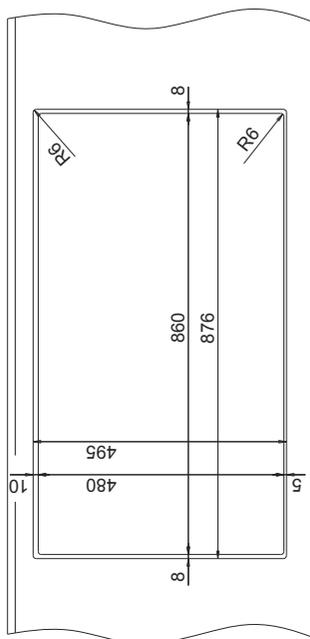
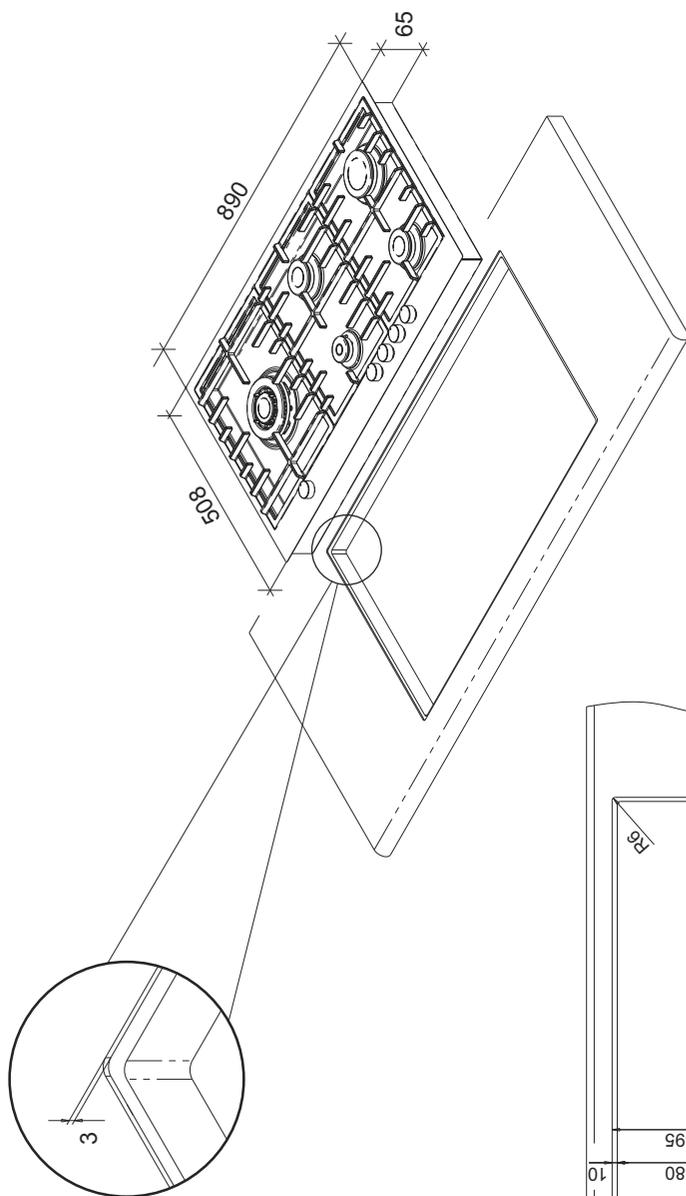
<i>brown cable L</i>	<i>(phase)</i>
<i>blue cable N</i>	<i>(neutral)</i>
<i>green-yellow cable</i> ⊕	<i>(ground)</i>



# INSTALLATION MODEL GCT6030

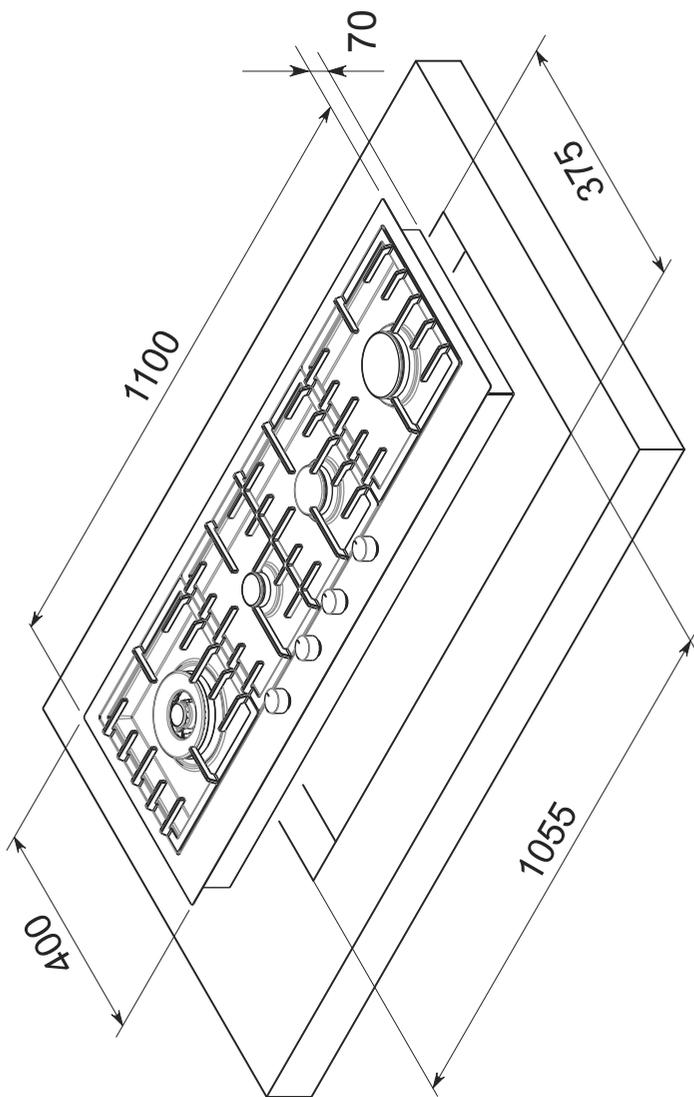


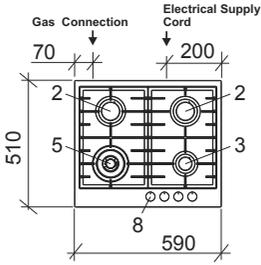
# INSTALLATION MODEL GCT9030



FRONT

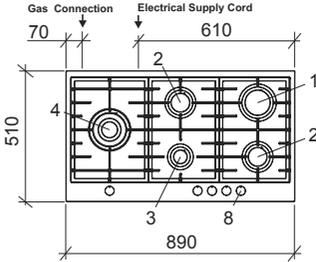
# INSTALLATION MODEL GCT11030





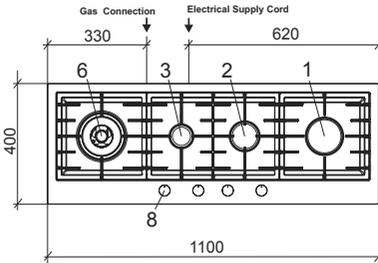
## MODEL: GCT6030

Depth of cooktop casing  
from benchtop surface : 55mm



## MODEL: GCT9030

Depth of cooktop casing  
from benchtop surface : 55mm



## MODEL: GCT11030

Depth of cooktop casing  
from benchtop surface : 55mm

	NG
1 Rapid burner	11,5 MJ/h
2 Semi-rapid burner	6.3 MJ/h
3 Auxiliary burner	3.4 MJ/h
4 WOK burner	13.0 MJ/h
5 WOK burner	10.3 MJ/h
6 WOK burner	16.0 MJ/h
8 Control knob for burner	

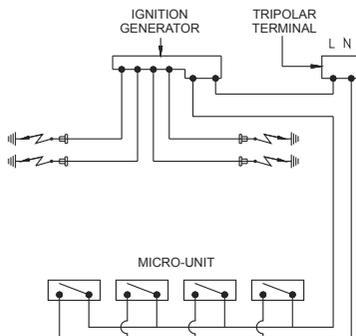
	Universal LPG
	9.6 MJ/h
	5.6 MJ/h
	3.4 MJ/h
	12.0 MJ/h
	9.6 MJ/h
	16.0 MJ/h

# TECHNICAL CHARACTERISTICS TABLE

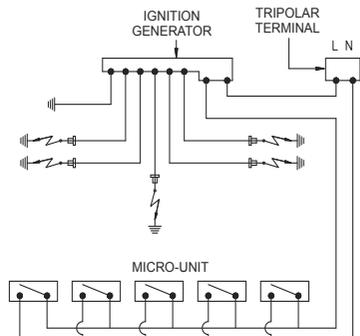
BURNERS		GAS	NORMAL PRESSURE KPa	INJECTOR DIAMETER 1/100 mm	TAPE BY PASS DIAMETER 1/100 mm	NOMINAL HEAT INPUT (MJ/h)
N°	DESCRIPTION					
1	RAPID	Universal LPG	2.75	85	40	9.6
		Natural	1.00	155	Adjust.	11.5
2	SEMI-RAPID	Universal LPG	2.75	65	31	5.6
		Natural	1.00	110	Adjust.	6.3
3	AUXILIARY	Universal LPG	2.75	52	27	3.4
		Natural	1.00	80	Adjust.	3.4
4	WOK BURNER	Universal LPG	2.75	95	60	12.0
		Natural	1.00	160	Adjust.	13.0
5	WOK BURNER	Universal LPG	2.75	85	60	9.6
		Natural	1.00	145	Adjust.	10.3
6	WOK BURNER	Universal LPG	2.75	108	60	16.0
		Natural	1.00	180	Adjust.	16.0

# WIRING DIAGRAM

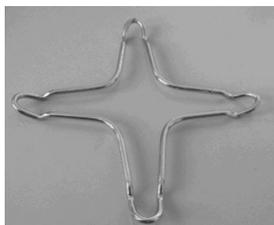
MODEL: GCT6030 - GCT11030



MODEL: GCT9030

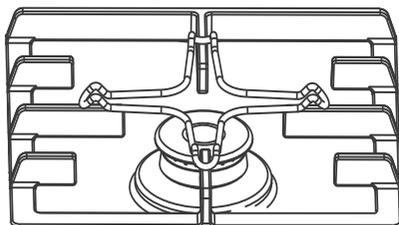


# INSTRUCTIONS FOR USING THE MINI TRIVET

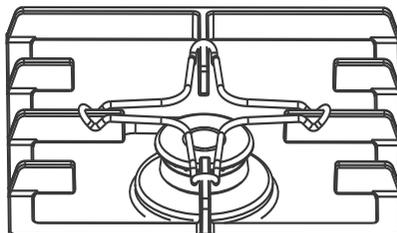


The mini-trivet included with this cooktop is to be used for cooking vessels of diameter 120mm or smaller

Incorrect placement

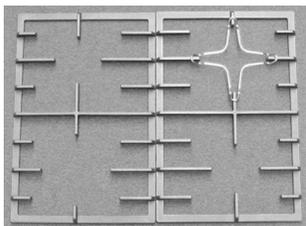


Correct placement

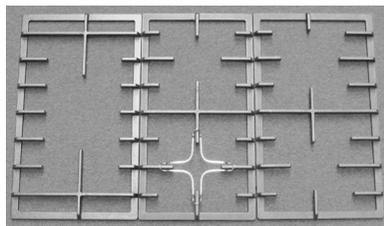


Examples of positioning of mini-trivet

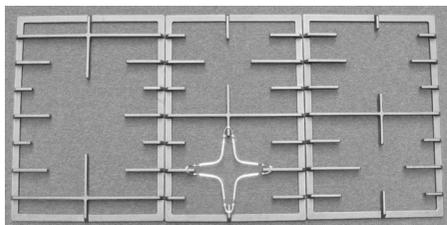
**MODEL: GCT6030**



**MODEL: GCT9030**



**MODEL: GCT11030**



# KLEENMAID WARRANTY

## TERMS AND CONDITIONS

1. Compass Capital Services Pty Ltd ABN 96 138 214 525 trading as Kleenmaid will provide parts and labour to you the customer as set out herein.
  2. Kleenmaid's 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 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.
  3. The benefits given to you under this Kleenmaid Warranty are in addition to other rights and remedies to which you may be entitled under the Australian Consumer Law in relation to the Product to which this Kleenmaid Warranty relates. Subject to the conditions below, the Product is warranted by Kleenmaid and/or its agents to be free from defects in materials and workmanship for the Warranty Period for normal Domestic Use.
  4. Product Identification: -
    - a. Kleenmaid reserves the right to reject claims for any services or work where you cannot produce for verification the serial number and a proof of purchase for the Product (including but not limited to the original invoice).
    - b. this Kleenmaid Warranty will be voided if the serial number for the Product cannot be verified. This is not intended to exclude, restrict or modify any right or remedy to which you may otherwise be entitled under the consumer guarantee provisions of the Australian Consumer Law.
    - c. in the event that a request for repair is made against this Kleenmaid Warranty where the serial number for the Product cannot be verified or you cannot produce for verification a proof of purchase for the Product (including but not limited to the original invoice), the repairer will not carry out any repairs on the Product and you will be charged a service call-out fee.
  5. What is covered by this Kleenmaid Warranty: -
    - a. the Product is covered for faulty workmanship or parts that have failed under normal Domestic Use.
    - b. Kleenmaid and/or its agents will determine by objective testing if there are any defects in the Product and/or faulty workmanship.
    - c. this Kleenmaid Warranty is only applicable if repairs on Products are carried out within Mainland Australia.
    - d. this Kleenmaid Warranty: -
      - i. covers a Product purchased as new, manufactured for use in Mainland Australia;
      - ii. commences from the date of delivery of the Product;
      - iii. provides for the labour and replacement parts necessary to maintain the Product in good operating condition as specified in this Kleenmaid Warranty, however, if repair is needed because of Product failure during normal Domestic Use, Kleenmaid has the option to repair or replace the defective Product or part of the Product with a product or part of like kind and quality. A replacement part may be new or reconditioned of like kind and quality and may cost less than the original Product purchased and no charges or refunds will be made based on the replacement product or part cost difference; and
      - iv. is only applicable when the Product is used and operated in accordance with the Manufacturer's instructions.
  6. What is not Covered by this Kleenmaid Warranty (excluded):-
    - a. any damage or failure to or of the Product or part of the Product:
      - i. due to the Product being inadequately serviced to manufacturer's recommendations;
      - ii. resulting from environmental conditions including and not limited to dirt, dust, rodents, insects, rust, corrosion, salt built-up, of or in any part of the Product;
      - iii. resulting from excessive use but fair wear and tear is excepted;
      - iv. resulting from poor installation including and not limited to positioning and externally fitted equipment such as plumbing and drainage, cabling, antennae or due to incompatibility of connected equipment;
      - v. caused by overheating as a result of sitting or positioning of the Product, where there is no provision for adequate ventilation or adequate protection from excessive dust;
      - vi. if the Product has been dismantled, repaired or serviced by any person other than someone authorised by Kleenmaid or its agents or representatives;
      - vii. caused by power surges or spikes, including and not limited to, mains power and telecommunications connections, or to other unspecified sources, incorrect power current, voltage fluctuation, amperage fluctuation, rust or corrosion;
      - viii. if the Product is dropped, collision of the Product with another object, use for which the Product is not designed, damage to the Product caused by your own negligence, accidental or deliberate misuse of the Product by you, theft, abuse, vandalism, flood, fire, earthquake, electrical storms or any other act of God or any war related events; or
    - ix. due to the introduction of abnormal heat loads to the Product;
  - b. costs of attendance and testing where no fault or defect covered by the terms of this Kleenmaid Warranty is identified in the Product;
  - c. initial setup and installation of the Product;
  - d. normal maintenance costs and costs incurred through the installation of items listed as requiring periodic replacement;
  - e. Products with removed or altered serial numbers;
  - f. broken or cracked glass other than transport damage to the initial point of delivery;
  - g. consumables such as but not limited to bulbs/globes, seals, filters, batteries and remote controls;
  - h. removal and reinstallation of an internal component not performed by an authorised Kleenmaid agent or representative or authorised service centre;
  - i. cosmetic or structural items; or
  - j. any failures due to interference from or with other products and/or sources.
7. This Kleenmaid Warranty ceases if: -
  - a. the Product ceases to carry the original manufacturer's serial number or is sold at an auction;
  - b. the Product is rented; or
  - c. there is failure to pay monies owing on invoices as a result of non-warranty work being carried out at the request of the end user as per point 16 below.
8. Neither Kleenmaid nor its representatives provide loan equipment under the terms of this Kleenmaid Warranty.
9. Any unauthorised access to the internal hardware of the Product will void this Kleenmaid Warranty.

10. Repair Notice: Products presented for repair may be replaced by refurbished Products of the same type rather than being repaired. Refurbished parts may be used to repair the Products.
11. Replacement items are "like for like" and is not "new for old" and does not indicate in any way that a faulty Product will be replaced with a new part or unit. "Like for like" may either be a quality checked, refurbished or reconditioned unit of the same or later batch of model/size/specifications
12. The cost of making a claim under this Kleenmaid Warranty is not covered by Kleenmaid, including any costs of transportation or travel expenses between your home and your nearest authorised service agent.
13. Kleenmaid accepts no liability for items that are lost, damaged, or stolen as a result of freight, transport or storage. If you are required to transport the Product to an authorised service centre, you must ensure that it is securely packed and insured.
14. On Public Holidays or other periods when regular business and wholesale operations are temporarily ceased, repairer availability and warranty response times may extend beyond the standard response times due to the unavailability of repairers and parts.
15. For any repair performed on a Product under this Kleenmaid Warranty where no fault can be found, or the item is deemed by Kleenmaid or an authorised agent, to be not faulty under this Kleenmaid Warranty, or the repair or fault is not covered under this Kleenmaid Warranty, a 'No Fault Found' fee is payable by you. Kleenmaid will advise you of this cost and seek your agreement to pay such costs before commencing such repairs.
16. Any repairs or services required that are outside the terms and conditions of this Kleenmaid Warranty can be carried out at your request at your cost (including where the Product has not been installed or set up correctly). Kleenmaid will always advise you of this cost and seek your agreement to pay such costs before commencing such repairs. A credit card may be required prior to the commencement of such services.
17. Extra charges will be payable by the customer should the Product not be readily accessible without special equipment, such as but not limited to cranes and lifts or should the Product be installed in a position that service access is blocked and/or repair work is not possible without uninstalling the Product to gain access.
18. You, the customer, may be entitled to purchase an extended warranty in respect of the Product. Any extended warranty will not be issued by Kleenmaid but by a third party. Any extended warranty services will be provided directly by the third party as principal and not as agent for Kleenmaid, under their extended warranty terms and conditions and not under this Kleenmaid Warranty.
19. To make a claim under this Kleenmaid Warranty, please have your proof of purchase and the serial number of the Product ready and call (02) 9310 1207 during business hours.
20. This Kleenmaid Warranty is given by:
  - Name: Compass Capital Services Pty Ltd ABN 96 138 214 525 trading as Kleenmaid
  - Business address: Level 2, Suite 3, 204 Botany Rd, Alexandria NSW Australia 2015
  - Telephone: (02) 9310 1207
21. Definitions:
  - a. **Australian Consumer Law** means the *Competition and Consumer Act 2010* (Cth).
  - b. **Domestic Use** means use of the Product for personal, domestic or household purposes.
  - c. **Kleenmaid** means Compass Capital Services Pty Ltd ABN 96 138 214 525 trading as Kleenmaid.
  - d. **Mainland Australia** means the following States and Territories of Australia: New South Wales, Victoria, South Australia, Western Australia, Queensland, Tasmania, Northern Territory, Australian Capital Territory.
  - e. **Product** means the appliance sold by Kleenmaid to you as evidenced by the original purchase invoice.
  - f. **Warranty Period** means the period of 60 months for domestic use, 12 months for non-domestic use or such alternative period as may be specified.

**UPDATE NOTICE:** This Kleenmaid Warranty is current as at 1 January 2019 but is subject to variation from time to time. For the latest version of the Kleenmaid Warranty, please see our website <http://www.kleenmaid-appliances.com.au/support/your-kleenmaid-warranty> or phone us on (02) 9310 1207.

## Other products available in the Kleenmaid range of appliances

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- | Washing machines
- | Clothes dryers
- | Dishwashers
- | Ovens
- | Cooktops
- | Steam ovens
- | Microwave ovens
- | Built in espresso coffee machines
- | Rangehoods
- | Freestanding ovens
- | Refrigerators & Freezers
- | Beverage Serving Cabinets
- | Water Dispensers
- | Vacuum Cleaners

Compass Capital Services Pty Limited  
trading as Kleenmaid  
ABN 96138214525

Level 2, 204 Botany Road Alexandria  
NSW 2015



Register your Kleenmaid  
Appliances Warranty  
[www.kleenmaidwarranty.com.au](http://www.kleenmaidwarranty.com.au)



Request a Warranty Service  
[www.kleenmaidwarranty.com.au](http://www.kleenmaidwarranty.com.au)

E: [support@kleenmaid.com.au](mailto:support@kleenmaid.com.au)  
[www.kleenmaid.com.au](http://www.kleenmaid.com.au)

The Kleenmaid logo, featuring a stylized square icon to the left of the brand name "KLEENmaid" in a bold, sans-serif font.