

# OWNER'S MANUAL



The Manufacturer strives for continuous improvements. The content of this book is therefore subject to change without notice.

Please read these instructions carefully before installing and operating the oven. Record in the space below the listed information for future reference. The Serial number may be found on the nameplate of your oven.

SERIAL No.....  
DATE OF PURCHASE.....  
PURCHASED FROM.....



You can rely on Defy. To simplify

MODEL  
DMO 350 WHITE  
DMO 351 METALLIC

**28 LITRE  
ELECTRONIC  
MICROWAVE OVEN**

Please register your  
product at  
**[www.defy.co.za](http://www.defy.co.za)**



## PRECAUTIONS TO AVOID POSSIBLE EXPOSURE TO MICROWAVE ENERGY.

1. Do not operate this oven with the door open since this can result in harmful exposure to microwave energy.
2. It is important not to bypass or tamper with the door safety interlocks.
3. Do not place any object between the oven front face and the door or allow soil or cleaner residue to accumulate on the sealing surfaces.
4. Do not operate the oven if it is damaged.
5. It is particularly important that the oven door closes properly and that there is no damage to the:
  - Door (bent, skew or dented)
  - Hinges and latches (broken or loosened)
  - Door seals and sealing surfaces. ( deformed or covered with dirt deposits)
6. The oven should not be adjusted or repaired by anyone except properly qualified service personnel.

## CONTENTS AND PAGE NUMBER.

|  |    |
|--|----|
| PRECAUTIONS TO AVOID EXPOSURE TO MICROWAVE ENERGY..... | 2  |
| IMPORTANT SAFETY INSTRUCTIONS.....                     | 3  |
| SPECIFICATIONS.....                                    | 4  |
| INSTALLATION.....                                      | 4  |
| RADIO INTERFERENCE.....                                | 4  |
| EARTHING INSTRUCTIONS.....                             | 5  |
| MICROWAVE COOKING GUIDE.....                           | 5  |
| BEFORE YOU CALL FOR SERVICE.....                       | 5  |
| UTENSILS AND COOKWARE GUIDE.....                       | 6  |
| SCHEMATIC.....   | 6  |
| CONTROL PANEL.....                                     | 7  |
| OPERATION.....   | 8  |
| Setting the clock                                      |    |
| Setting the oven timer                                 |    |
| Setting the cooking programme                          |    |
| 1 stage cooking  |    |
| 2 stage cooking  |    |
| OPERATION CONTINUED.....                               | 9  |
| Speed defrost  |    |
| Cook by weight   |    |
| Defrost by weight                                      |    |
| Safety lock  |    |
| AUTO COOK MENU.....                                    | 10 |
| Popcorn  |    |
| Baked potato   |    |
| Pizzas   |    |
| Beverages  |    |
| Frozen dinner  |    |
| Reheat   |    |
| CLEANING AND CARE .....                                | 11 |
| DEFY SERVICE CENTRES.....                              | 12 |
| WARRANTY.....  | 13 |



## IMPORTANT SAFETY INSTRUCTIONS.

This product is classified as Group 2 Class B ISM. Defined as (Industrial, Scientific and Medical) equipment in which radio-frequency energy is intentionally generated and/or used in the form of electromagnetic radiation for the treatment of material, and spark erosion equipment. Class B equipment is suitable for use in domestic establishments and in establishments directly connected to a low voltage power supply network which supplies buildings used for domestic purpose.

**When using an electrical appliance basic safety precautions should be followed, including the following:**

1. Read all instructions before using the appliance.
2. Use this appliance only for its intended use as described in this manual. This type of oven is specifically designed to heat, cook or defrost food. It is not designed for industrial or laboratory use.
3. Do not use corrosive chemicals or aerosols to clean this appliance.
4. Do not operate the oven when empty.
5. Do not operate this appliance if it has a damaged cord or plug, if it is not working properly or if it has been damaged or dropped. 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.



## IMPORTANT SAFETY ADVICE TO REDUCE THE RISK OF FIRE OR BURNS.

1. Check the oven frequently when heating food in plastic or paper container.
2. Remove wire twist-ties from paper or plastic bags before placing the bag in the oven.
3. If smoke is observed, switch off or unplug the appliance and keep the door closed in order to stifle any flames.
4. Do not use the cavity for storage purposes. Do not leave paper products, cooking utensils or food in the cavity when it is not in use.
5. Liquid or other food must not be heated in sealed containers since these are liable to explode.
6. Microwave heating of beverages can result in delayed eruptive boiling, therefore care has to be taken when handling the container.
7. Do not fry food in the oven. Hot oil can damage oven parts, utensils and can even result in skin burns.
8. Pierce foods with heavy skins such as potatoes, tomatoes, whole squashes, apples and chestnuts before cooking. Unless this is done, they may burst or explode.
9. Eggs in their shells and whole hard-boiled eggs should not be heated in microwave ovens since they may explode even after microwave heating has ended.
10. The contents of feeding bottles and baby jars should be stirred or shaken and the temperature should be checked before serving in order to avoid burns.
11. Cooking utensils may become hot because heat is transferred from the heated food. Potholders may be needed to handle the utensil.
12. Utensils should be checked to ensure that they are suitable for use in microwave oven.

### **Please note:**

This appliance is not intended for use by persons, including children, with reduced physical, sensory or mental capabilities, unless they have been given supervision or instruction concerning the 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.

### **Warning:**

It is hazardous for anyone other than a trained person to carry out any service or repair operation which involves the removal of any cover which protects against exposure to microwave energy.

## SPECIFICATIONS.

|                          |                                    |
|--------------------------|------------------------------------|
| Power Consumption:       | 230V~50Hz. 1400W (Microwave)       |
| Rated Microwave output : | 900 W.                             |
| Operation Frequency:     | 2450 MHz.                          |
| Outside Dimensions:      | 300mm (H) × 539mm (W) × 406mm (D). |
| Oven Cavity Dimensions:  | 220mm (H) × 354mm (W) × 358mm (D). |
| Oven Capacity:           | 28 Litres.                         |
| Cooking Uniformity:      | Turntable System.                  |
| Net Weight:              | Approximately 16.0 kg.             |

## INSTALLATION.

### Check the oven for:

- A damaged, misaligned or bent door.
  - Damaged door seals and sealing surfaces.
  - Broken or loose door hinges and latches.
  - Dents inside the cavity or on the door.
1. If there is any damage, do not operate the oven and contact your dealer.
  2. Make sure that all the packing materials are removed from the inside of the door.
  3. The microwave oven must be placed on a flat and stable surface, strong enough to hold its weight and the heaviest food likely to be cooked in the oven.
  4. Do not place the oven where heat, moisture, or high humidity are generated, or near any combustible materials.
  5. The oven must have sufficient ventilation to operate correctly.  
Allow a space of 20cm above the oven, 10cm at back and 5cm at both sides.
  6. Do not cover or block any openings on the appliance.
  7. Do not remove the feet.
  8. Do not operate the oven without the glass tray, the roller support, and the shaft in their proper positions.
  9. Make sure that the power supply cord is undamaged and does not run under the oven or over any hot or sharp surface.
  10. The socket must be readily accessible so that it can be easily unplugged in an emergency.
  11. Do not use the oven outdoors.

## RADIO INTERFERENCE.

Microwave ovens can cause radio and TV interference.

This may be reduced or eliminated by taking the following measures:

1. Clean the door and sealing surfaces of the oven.
2. Reorient the receiving antenna of the radio or the television.
3. Relocate the microwave oven with respect to the receiver.
4. Move the microwave oven away from the receiver.
5. Plug the microwave oven into a different outlet so that the microwave oven and receiver are on different branch circuits.

## EARTHING INSTRUCTIONS.

This appliance must be earthed. This oven is equipped with a power chord and earthed plug. It must be plugged into a wall socket that is properly installed and earthed. In the event of an electrical short circuit, earthing reduces risk of electric shock by providing an escape wire for the electric current. It is recommended that a separate circuit serving only the oven be provided. Using a high voltage power supply is dangerous and may result in a fire or other accident causing oven damage.

### WARNING

**Improper use of the earthed plug can result in a risk of electric shock.**

**Neither the manufacturer nor the dealer can accept any liability for damage to the oven or personal injury resulting from failure to observe the electrical connection procedures.**

If you have any doubts about the electrical installation please consult an electrician or qualified technician.

The wires in the power chord are colored in accordance with the following code:

**Green and Yellow = EARTH.**

**Blue = NEUTRAL.**

**Brown = LIVE.**

## MICROWAVE COOKING GUIDE.

1. Arrange the food carefully. Place thickest areas towards outside of dish.
2. Watch the cooking time. Cook for the minimum time indicated in the recipe and add more as needed. Food which is severely overcooked can smoke or ignite.
3. Cover foods while cooking to prevent spattering and to help the food cook evenly.
4. Turn foods over once during microwave cooking to speed up the cooking of such foods as chicken and hamburgers. Large items like roasts must be turned over at least once.
5. Rearrange foods such as meatballs halfway through cooking both from top to bottom and from the center of the dish to the outside.

## BEFORE YOU CALL FOR SERVICE.

### If the oven fails to operate:

1. Check to ensure that the oven is plugged in securely. If it is not, remove the plug from the outlet, wait 10 seconds, and plug it in again securely.
2. Check for a blown circuit fuse or a tripped main circuit breaker. If these seem to be operating properly, test the outlet with another appliance.
3. Check to ensure that a programme has been selected and the timer is set.
4. Check to ensure that the door is securely closed and that the door safety locks have engaged properly.

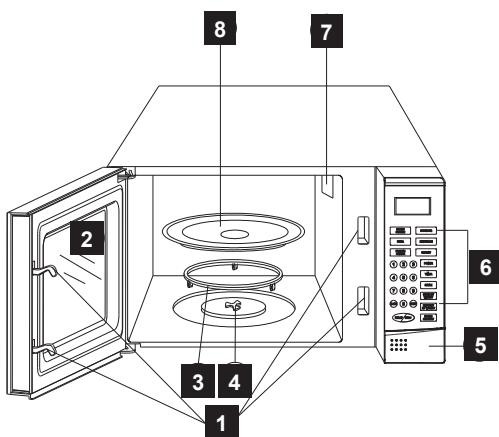
**IF NONE OF THE ABOVE RECTIFIES THE SITUATION,  
THEN CONTACT THE NEAREST DEFY SERVICE CENTRE . SEE DETAILS ON PAGE 12  
DO NOT TRY TO ADJUST OR REPAIR THE OVEN YOURSELF.**

## UTENSIL GUIDE.

1. Glass or Pyrex dishes are ideal as they allow energy to pass through the utensil and heat the food.
2. Microwaves cannot penetrate metal, so don't use metal dishes or utensils. Neither use any dish which has metallic decorations or a gold-foiled pattern.
3. Do not use recycled paper products when microwave cooking as these may contain small metal fragments which may cause sparks and or fires.
4. Use round or oval dishes rather than square or oblong ones as food in corners tends to overcook.
5. Narrow strips of aluminum foil may be used to prevent overcooking of exposed areas. (on drum stick ends and such) but keep a distance of at least 1 inch (2.54cm) between the foil and the cavity to prevent arching.

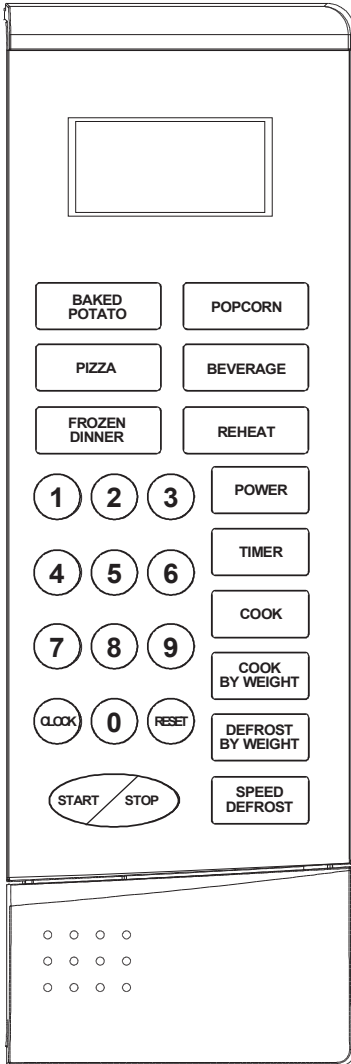
| COOKWARE                             | MICROWAVE |
|--------------------------------------|-----------|
| Heat resistant glass.                | Yes       |
| Non heat resistant glass.            | No        |
| Heat resistant ceramics.             | Yes       |
| Microwave compatible plastic dishes. | Yes       |
| Paper toweling—with caution.         | Yes       |
| Metal dishes or utensils.            | No        |
| Metal trays or racks.                | No        |
| Aluminium foil containers.           | No        |

## SCHEMATIC — Part names.



1. Door safety lock system.
2. Oven window.
3. Roller ring.
4. Shaft
5. Door release button
6. Control panel
7. Wave guide
8. Glass tray

## THE CONTROL PANEL.



### DISPLAY

- Cooking time, power, action indicators, and time of day are displayed.

### QUICK COOK TOUCH PADS

- Instant settings to cook popular foods.

### POWER

- Touch this pad to set microwave cooking power level.

### TIMER

- The timer functions independently, even while a cooking program is in process.

### COOK

- Use for multi-stage cooking. It enables cooking at multiple power and time settings automatically.

### COOK BY WEIGHT

- Programmed cooking based on the weight of the foods to be cooked.

### DEFROST BY WEIGHT

- Programmed defrosting based on the weight of the foods to be defrosted.

### SPEED DEFROST.

- Defrosts food based on the time entered

### NUMBER PADS (0-9)

- Touch to set time or amount.

### CLOCK

- Use to set the time of day

### RESET

- Use to clear all previous settings and set the safety lock.

### START/STOP

- Touch to start or stop a cooking.

## OPERATION

EVERYTIME A TOUCH PAD IS PRESSED THE OVEN WILL BEEP.

ONE SIGNAL: Oven accepts the entry.

TWO SIGNALS: Oven does not accept the entry, check and try again.

### SETTING THE CLOCK

- Press the CLOCK pad.
- Press the NUMBER pads to enter the correct time.
- Press the CLOCK pad again.

NOTE: This is a 12 hour clock. When the oven is first plugged in or when power resumes after a power interruption, the display will show ENTER CLOCK TIME.

If you prefer not to have the clock displayed, touch RESET

The clock time can be checked during cooking by pressing the CLOCK pad

**Clock energy saving:** The clock will switch off after a period of between 1-5 minutes in order to conserve energy.

### SETTING THE OVEN TIMER

- Press the TIMER pad
- Enter the required time by pressing the relevant NUMBER pads ( Max = 99min and 99 sec)
- Press the START / STOP pad

NOTE: Time countdown is displayed for 5 seconds before the display reverts to the time of day.

To cancel the timer during the cooking process, Press the TIMER pad and then the RESET pad.

### SETTING A COOKING PROGRAMME

#### A. One-stage cooking

1. Press the NUMBER pads to set a cooking time. You can set a cooking time from one second to 99 minutes and 99 seconds.
2. If you want to set a power level other than 100% power, press the POWER pad. Then press the NUMBER pads to enter the power level.
3. Press the START/STOP pad to start cooking. Use single digits to set a cooking power level:

| Number pad | Cooking power |
|------------|---------------|
| 1, 0       | 100%          |
| 9          | 90%           |
| 8          | 80%           |
| 7          | 70%           |
| 6          | 60%           |
| 5          | 50%           |
| 4          | 40%           |
| 3          | 30%           |
| 2          | 20%           |
| 1          | 10%           |
| 0          | 0%            |

#### B. Two-stage cooking

1. Some recipes require two stages of cooking at different temperatures.
2. SET STAGE 1: Follow steps 1 and 2 in "One-stage Cooking". DO NOT PRESS THE START/STOP PAD
3. SET STAGE 2: Press the COOK pad, then enter the desired cooking time and (lower) the power level. (Most 2-stage recipes use lower power for the second stage.)
4. Press the START/STOP. Pad.

NOTE: During cooking you can press the POWER pad to check the power level.



## SPEED DEFROST

The longest defrost time that can be entered is 99 minutes and 99seconds.

- Press the SPEED DEFROST pad
- Enter desired defrosting time by pressing the NUMBER pads.
- Press the START/STOP pad.

### NOTE:

- During defrost, the oven will beep as a reminder to turn the food over.
- After setting SPEED DEFROST, the oven can be programmed to automatically switch to one or two-stage cooking.
- For speed defrost and one stage cooking, follow steps above. Before pressing the START/STOP pad , press the COOK pad, enter the time and power level and then press the START/STOP pad.
- For speed defrost and two stage cooking, follow the steps above. Before pressing the START/STOP pad , press the COOK pad, enter two-stage cooking and then press the START/STOP pad to start.

## COOK BY WEIGHT

- Press the COOK BY WEIGHT pad.
- Enter the one digit code by touching the correct NUMBER pad.
- Enter the weight.
- Press the START/STOP pad..
- Turn the meat over when the oven pauses and press the START/STOP pad to resume cooking.

### NOTE:

Meat must be defrosted at refrigerated temperature.

Weight must be entered in grams.

Leave the meat to cool for a few minutes before carving.

| CODE | TYPE   | MAX WEIGHT |
|------|--------|------------|
| 1    | Beef   | 2700 g     |
| 2    | Mutton | 2700 g     |
| 3    | Pork   | 2300 g     |

## COOK BY WEIGHT CODE DESCRIPTION

### DEFROST BY WEIGHT

- Press the DEFROST BY WEIGHT pad.
- Enter the food weight by touching the NUMBER PADS.
- Press the START/STOP pad.

### NOTE:

The maximum weight you can set is 2700g

Turn the meat over when the oven beeps during cooking.

## SETTING THE SAFETY LOCK

The safety lock prevents unauthorised use of the oven. ( particularly useful when there are children about)

- Press and hold the RESET pad for 3 seconds. Lock is displayed.
- To cancel, press and hold the RESET pad for 3 seconds. The lock display disappears.

## AUTO COOK MENU

The AUTO COOK MENU allows you to cook or reheat food automatically without entering power level or time.

For smaller portions, simply touch the applicable pad and start. For larger portions, push the pad twice.

FROZEN DINNER, BAKED POTATO and BEVERAGE allow you to cook multiple amounts of the same food. Simply touch pad once, and ENTER AMT appears in the display. Enter the amount of servings and start.

## POPCORN

**For a 99g bag of microwave popcorn:**

- Press the POPCORN pad once.
- Press the START/STOP pad.

**To change the preset POPCORN time:**

- Press the POPCORN pad twice.
- Press the NUMBER PADS to enter cooking time.
- Press the START/STOP pad.

The maximum time you can set is 99 minutes and 99 seconds. This new cooking time will be set as the default one unless you reset it on the next power on.

## BAKED POTATO

**For potatoes (120 to 170g per entree):**

- Press the BAKED POTATO pad once.
- Enter number of potatoes by pressing the NUMBER PADS from 1 to 4.
- Press the START/STOP pad.

**For the large potatoes (220 to 280g per entree):**

- Press the BAKED POTATO pad twice.
- Enter number of potatoes by pressing the NUMBER PADS from 1 to 4.
- Press the START/STOP pad.

## PIZZAS

**Reheating a slice of pizza:**

- Press the PIZZA pad once.
- Press the START/STOP pad.

**Heating a whole frozen pizza:**

- Press the PIZZA pad twice.
- Press the START/STOP pad.

## BEVERAGES

**For cups (150 to 220g per share):**

- Press the BEVERAGE pad once.
- Enter number of cups by pressing the NUMBER PADS from 1 to 4.
- Press the START/STOP pad.

**For the larger cups (250 to 300g per share):**

- Press the BEVERAGE pad twice.
- Enter number of cups by pressing the NUMBER PADS from 1 to 4.
- Press the START/STOP pad.

## FROZEN DINNER

**For one or two small (200 to 250g per share) frozen dinners:**

- Press the FROZEN DINNER pad once.
- For 1 entree or 2 entrees, press the NUMBER PAD "1" or "2"
- Press the START/STOP pad.

**Microwaving one large (300 to 350g per share) frozen dinner:**

- Press the FROZEN DINNER pad twice.
- For 1 entree or 2 entrees, press the NUMBER PAD "1" or "2"
- Press the START/STOP pad.

## REHEAT

- Press the REHEAT pad.
- Press the START/STOP pad.

## CLEANING AND CARE.

1. Turn off the oven and remove the power plug from the wall socket before cleaning.
2. Keep the inside of the oven clean. When food splatters or spilled liquids adhere to oven walls, wipe with a damp cloth. Mild detergent may be used if the oven gets very dirty. Avoid the use of aerosols and other harsh cleaners as these may stain, streak or dull the door surface.
3. The outside surfaces should be cleaned with a damp cloth. To prevent damage to the operating parts inside the oven, water should not be allowed to seep into the ventilation slots.
4. Wipe the door and window (both sides), the door seals and adjacent parts frequently with a damp cloth to remove any spills or splatters. Do not use any abrasive cleaners.
5. Do not allow the control panel to become wet. Clean with a soft, damp cloth. When cleaning the control panel, leave the oven door open to prevent the oven from accidentally switching on.
6. If steam accumulates inside or around the outside of the oven door, wipe it with a soft cloth. This may occur when the microwave oven is operated under high humidity conditions and is normal.
7. It is occasionally necessary to remove the glass tray for cleaning. Wash the tray in warm sudsy water or in a dishwasher.
8. The roller ring and oven floor should be cleaned regularly to avoid excessive noise. Simply wipe the bottom surface of the oven with a mild detergent. The roller ring may be washed in mild sudsy water or in a dishwasher. When removing the roller ring from cavity floor for cleaning, be sure to replace it correctly.
9. Remove odours from your oven by combining a cup of water with the juice and the skin of one lemon in a deep microwave proof bowl, microwave for 5 minutes. Wipe thoroughly and dry with a soft cloth.
10. If it becomes necessary to replace the oven lamp, please consult a Defy Service Centre to have it replaced. **Please note that replacement lamps are not covered by the warranty. See page 13 section 5**
11. The oven should be cleaned regularly and any food deposits removed. Failure to maintain the oven in a clean condition could lead to deterioration of the surface that could adversely affect the life of the appliance. It could also constitute a fire risk.
12. Please do not dispose this appliance at the local dump. It should be disposed of at a disposal center provided by the municipality.



## SERVICE CENTRES

If you have followed the instructions and still have a problem, contact the nearest Defy Service Centre. They will be able to advise you on any aspect of the product or send a qualified technician to repair it.

### South African Service Agents:

#### **BLOEMFONTEIN**

160 Long Street, Hilton, Bloemfontein 9301  
Tel: 051 400 3900  
[Bloemfontein.Service@defy.co.za](mailto:Bloemfontein.Service@defy.co.za)

#### **CAPE TOWN**

5A Marconi Rd. Montague Gardens, 7441  
Tel: 021 526 3000  
[CapeTown.Service@defy.co.za](mailto:CapeTown.Service@defy.co.za)

#### **DURBAN**

35 Intersite Avenue, Umgeni Business Park,  
Durban, 4051  
Tel: 031 268 3300  
[Durban.Service@defy.co.za](mailto:Durban.Service@defy.co.za)

#### **EAST LONDON**

16 Bowls Rd. Arcadia, East London, 5201  
Tel: 043 743 7100  
[EastLondon.Service@defy.co.za](mailto:EastLondon.Service@defy.co.za)

#### **JOHANNESBURG**

Cnr. Mimetes & Kruger Sts. Denver ext.12  
Johannesburg, 2094  
Tel: 011 621 0200 or 011 621 0300  
[Gauteng.Service@defy.co.za](mailto:Gauteng.Service@defy.co.za)

#### **POLOKWANE**

87 Nelson Mandela Drive, Superbia 0699  
Tel: 0152 92 1166 / 7 / 8 / 9  
[Polokwane.Service@defy.co.za](mailto:Polokwane.Service@defy.co.za)

#### **PORT ELIZABETH**

112 Patterson Road, North End, Port Elizabeth  
6001  
Tel: 041 401 6400  
[PortElizabeth.Service@defy.co.za](mailto:PortElizabeth.Service@defy.co.za)

#### **PRETORIA**

Block A1 Old Mutual Industrial Park,  
Cnr. D.F.Malan Drive & Moot Str. Hermanstad,  
0082  
Tel: 012 377 8300  
[Pretoria.Service@defy.co.za](mailto:Pretoria.Service@defy.co.za)

### Sub-Saharan Africa Service Agents:

#### **ZAMBIA: SOUTHGATE INVESTMENTS LTD**

Plot 1606, Sheki Sheki Road  
P.O. Box 33681  
Lusaka, 10101, Zambia  
Tel: +260 0211 242332/3  
Fax: +260 0211 242933  
[sqiservicecentre@microlink.zm](mailto:sqiservicecentre@microlink.zm)

#### **NAMIBIA: ATLANTIC DISTRIBUTORS (PTY) LTD**

10 Tienie Louw Street, Northern Industrial Area  
P.O. Box 21158, Windhoek, Namibia  
Tel: (061) 216162  
Fax: (061) 216134  
[atlantic@mweb.com.na](mailto:atlantic@mweb.com.na)

#### **ZIMBABWE: TRADECOMAFRICA**

Trade Com Africa, 183 Loreley Crescent  
Msasa, Harare, Zimbabwe  
Tel: +263 4 486165/6  
Cell: +263 772 469010  
Cell: +263 772 469011

#### **BOTSWANA: RAY MORGAN AGENCIES**

RMA Service Centre, Plot 48, East Gate  
Gaborone International Commerce Park  
Kgale View, Gaborone  
Botswana  
Tel: +267 390 3996 / 390 3912  
Fax: +267 318 7376  
Cell: +267 7134 6539  
[service@rma.co.bw](mailto:service@rma.co.bw); [raja@rma.co.bw](mailto:raja@rma.co.bw)

#### **SWAZILAND: LYNDS DISTRIBUTORS**

P.O Box 716, Mbabane, Swaziland, H100  
Tel: (00268) 2515 4310/8  
Fax: (00268) 2518 4318

#### **MOZAMBIQUE: COOL WORLD. LDA**

Rua da Resistencia No. 97B R/C  
Cell: +258 84 44 61 234  
[coolworldlda@hotmail.com](mailto:coolworldlda@hotmail.com)  
Nosso Show Room  
Av: da Industrias, Parcela No.735 \* 735A  
Machava, Maputo

**OTHER AREAS ARE SERVICED BY OVER 200 AUTHORISED SERVICE AGENTS.  
PLEASE CONSULT THE NEAREST REGIONAL DEFY SERVICE CENTRE FOR DETAILS.**

## WARRANTY

- 1 This certificate is issued by DEFY APPLIANCES (PTY) LIMITED manufacturers of Defy and Ocean products, hereinafter the Company, to the original purchaser only, of the appliance described on the certificate and shall constitute the only warranty given in respect of this appliance.
- 2 The Company warrants to the original purchaser that for a period of TWO YEARS from date of purchase the appliance is free from defect under normal domestic use, both in workmanship and material, subject to the following conditions.
- 3 Repair or replacement of any part of this appliance, found by the Company to be defective, shall be at the election of the Company. The Company reserves the right to effect such service through any of its Service Divisions or Authorised Service Dealers. The cost of such service shall be borne by the Company in full, provided that the appliance is located no further than 50 km from a Company Service Centre or an Authorised Service Dealer. Where the appliance is located beyond the 50 km radius, the purchaser shall be liable for the standard travelling charges, as determined by the Company.
- 4 **Carry-in service. Microwave ovens are repaired in our service centres and are not collected from the customers home. Faulty units should be delivered to the purchasing dealer or to the nearest Company Service Centre for warranty repairs.**
- 5 Rusted or corroded plates, vitreous enamelware, fuses and lamps are specifically excluded from these warranties. It is an express condition of these warranties that the purchaser takes due care and attention in the use and maintenance of the appliance. Abuse, misuse in conflict with operating instructions, connection to incorrect voltages and subjection to commercial use shall release the Company from its obligations.
- 6 This warranty shall become void and cease to operate if the appliance is dismantled by, or any repairs to the appliance are effected by any persons not duly authorised by the Company, or if substitute parts not approved by the Company are used in the appliance, or if the serial number of the appliance is removed.
- 7 The Company shall not be responsible for damages resulting from fire, flood, civil disturbances or any Act of God. The Company shall not, in terms of these warranties be responsible nor held liable for any consequential loss or damage of any kind caused by or due to the failure or malfunction of the appliance.
- 8 The Company shall not be responsible for transportation or other costs other than those incurred within the provisions of Point 1 of this Certificate.
- 9 **For warranties in the Republic of South Africa and Sub-Saharan Africa, please contact your nearest Defy office. Please refer to page 12 for respective South African service agents and Sub-Saharan Africa service agents.**
- 10 Where service is requested under warranty and no fault or defect can be found by the Company, all costs incurred will be for the purchaser's account.
- 11 This Certificate as well as your invoice will serve as proof of purchase. For the purpose of warranty, it will be essential to produce this Certificate and invoice. Failure to do so, will render the purchaser liable for service costs.

**KEEP THIS CERTIFICATE AND SALES INVOICE AS PROOF OF  
PURCHASE FOR WARRANTY PURPOSES.**