

Description: **ROBINHOOD 30CM CERAMIC COOKTOP BLACK**

Model Number: **HEF302TCOM**



# Contents

## Congratulations!

Thank you for choosing one of our appliances. Before you use the appliance, we strongly recommend that you read through the whole user manual which provides important safety instructions and description of the product and the proper use of its functions.

To avoid the ever-present risks involved with using an electrical appliance it is vital that the oven is installed correctly and that you read the safety instructions carefully to avoid misuse and hazards. It is important that you retain these instructions and your proof of purchase along with any other important documents about this product for future reference.

Due to continual product development, Robinhood reserves the right to alter specifications or appearances without notice.

Important Safety Instructions .....	1
Product Description .....	2
Installation Instructions .....	3
Operating Instructions.....	6
Troubleshooting .....	11
Maintenance and Cleaning.....	12
Warranty Certificate (New Zealand).....	13
Warranty Certificate (Australia) .....	14

## Disposal Information

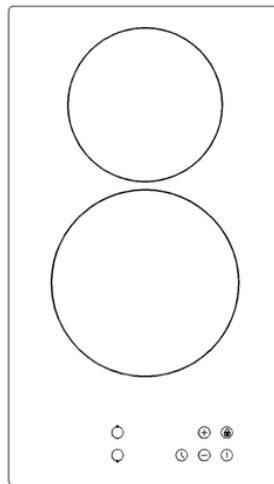
- Most of the packing materials are recyclable. Please dispose of these materials through your local recycling depot or by placing them in appropriate collection containers.
- If you wish to discard this product, please contact your local authorities and ask for the correct method of disposal.

# Important Safety Instructions

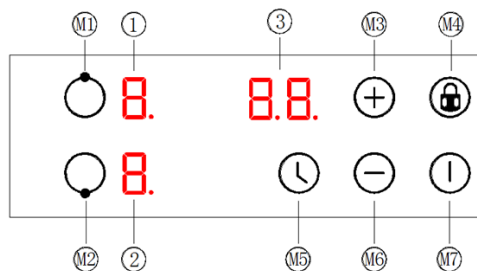
**IMPORTANT:** Read the assembly instruction section and safety precautions of this booklet carefully before removing the contents of this carton.

1. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience or knowledge, 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.
2. After removing the packaging, make sure to check if there is any damage to the appliance. If there is any damage (including cracked glass), never attempt to use the appliance and immediately contact your Authorized Service Centre. As packaging materials can be dangerous to children, they need to be collected immediately and put out of reach.
3. In certain circumstances electrical appliances may be a danger hazard. Check the conformity of voltage and power settings, which are specified on the information plate attached to the appliance and/or packaging, with the usage conditions available.
4. Do not place heavy objects in or on these appliances, use for storage or as a cutting surface. This appliance is designed for cooking food only. Use flat based, stable cooking pots only.
5. This appliance is designed for domestic household use only and for the cooking of domestic food products. Use as a commercial appliance will void the warranty. It should not be used in a marine environment or outdoors and must be fully built in. Do not use the appliances until fully installed.
6. A means for disconnection must be incorporated in the fixed wiring in accordance with the wiring rules.
7. The electrical connection must be accessible after installation. The appliance must be electrically isolated before any maintenance can be performed.
8. The appliance is not intended to be operated by means of an external timer or separate remote-control system.
9. Electrical connection must be made as per local wiring rules and regulations. Do not disconnect the appliance with wet hands or bare feet, and do not disconnect the power cord with extreme force.
10. Ensure that the kitchen is well ventilated or mechanical ventilation is in use while cooking on this appliance.
11. Do not store or use flammable materials or aerosols near the cooktop. Items made from aluminum, plastic or plastic film should also be kept away from the appliance, as they may fuse to the surface.
12. **WARNING** – The surface temperature of this appliance exceeds 95°C. To avoid a hazard, under bench access must be restricted. Aboard must be installed underneath the cooktop.
13. **WARNING** - The cooktop will become hot during and directly after use. Do not touch the surface during this time, as it may be hot and can cause burns. To avoid burns, children should be kept away.
14. Cleaning may only be commenced on the appliance once it has cooled down and is turned off. Do not use a steam jet or any other high pressure cleaning equipment to clean the appliance.
15. When the appliance is not being used, turn the appliance off.
16. Where this appliance is installed in a caravan, it shall NOT be used as a space heater.
17. Do not modify this appliance.
18. Do not use harsh abrasive cleaners or sharp metal scrapers to clean the glass surface as they can scratch the surface, which may result in the glass shattering. Clean the glass using a warm damp cloth (e.g., dishcloth) and dry it with a soft dry tea towel.
19. All cabinetry and materials used in the installation must be able to withstand a minimum temperature of 100°C above the ambient temperature of the room it is located in, whilst in use. Certain types of vinyl or laminate kitchen furniture are particularly prone to heat damage or discoloration at temperatures below the guidelines given above. Any damage caused by the appliance being installed without adhering to the temperature limits set out above will be the liability of the owner. To avoid any hazards, limit access to the under-bench section of the cooktop.
20. The appliance must be installed and put into operation by an authorized technician under the conditions provided by the manufacturer in this manual. The manufacturer cannot be held responsible for any damage that might occur due to faulty installation.
21. Damage can occur to bench tops if pots and pans are allowed to overlap the bench top. This can result in heat being transferred to the bench top. Ensure that correct sized pots & pans are used. Cast iron and cast aluminum cookware with damaged bases may scratch the cooktop surface if they are dragged across it. Pans should be lifted on and off the cooktop surface and not dragged. Cooking zones should not be switched on without cookware placed on it. Also, the cookware should not be empty for any length of time.
22. If any cracking is noticed on the vitro-ceramic cooktop, turn the appliance off immediately and call your Authorized Service Centre.
23. Do not leave the cooktop while cooking with solid or liquid oils. There may be flaming up in conditions of extreme heating.
24. Never pour water onto the flames occurring from oil. Immediately turn the cooktop off and cover the pan with a lid or fire blanket in order to smother the flame.
25. The ceramic cooker hob must be installed by qualified personnel or technicians. We have professionals at your service. Please never conduct the operation by yourself.
26. The ceramic cooker hob shall not be mounted to cooling equipment, dishwashers and rotary dryers.
27. The ceramic cooker hob shall be installed such that better heat radiation can be ensured to enhance its reliability.
28. The wall and induced heating zone above the work surface shall withstand heat.
29. To avoid any damage, the sandwich layer and adhesive must be resistant to heat.
30. A steam cleaner is not to be used.
31. Caution: The cooking process has to be supervised. A short term cooking process has to be supervised continuously.

# Product Description



Model	HEF302TCOM
Voltage	220-240VAC ~50Hz
Rated Power	2900W
Element Zones	2



- M1= Cooking zone 1 selection
- M2= Cooking zone 2 selection
- M3= Plus button: For adding time and power level
- M4= Child safety lock button: Press and Hold to lock or unlock the control panel
- M5= Time selector: Timing for each Cooking zone
- M6= Minus button: For reducing time and power level
- M7= Power button: Press and hold to turn Off or turn on the hob

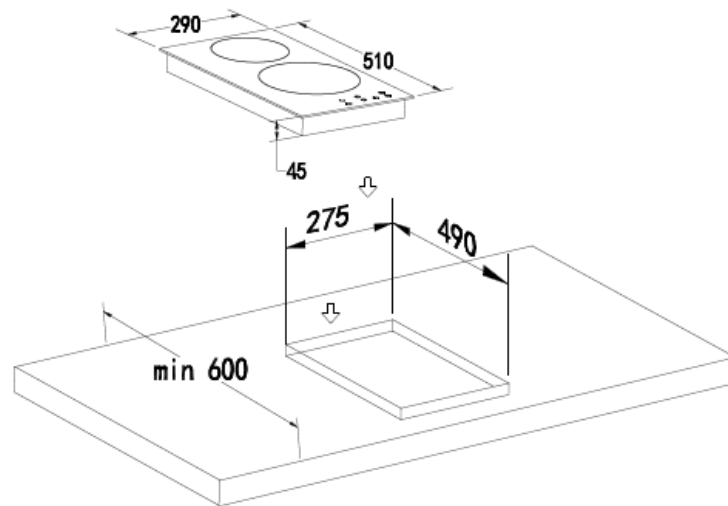
- 1- Cooking zone indicating digital tube: Display the power level , high temperature warning symbol etc.
- 2- Cooking zone indicating digital tube: Display the power level , high temperature warning symbol etc.
- 3- Timer digital tube : Display the time , child safety lock symbol etc.

## Technical Information

### Cooking Zones ( Ø mm, kW )

- Small Hob: 1200W
- Big hob: 1700W
- Total power: 2900W

# Installation Instructions



- Kitchen furniture and cabinetry that is in direct contact with the appliance must be heat resistant to a minimum temperature of 100°C.
- The appliance can be installed on a work surface with a thickness of between 30 and 40 mm and near to walls which are higher than the work surface, and the rear of the appliance should be 40mm minimum away from the wall and keep 100mm minimum away from the side wall or cabinet.
- Carry out all cutting of the unit and work surface then carefully remove shavings or sawdust before inserting the appliance.
- To ensure correct ventilation of the hob please comply with the dimensions shows in the figures.
- Ensure that the surface is level and square and that nothing interferes with the space required for installation.
- Prepare the cut as indicated (see installation dimensions).

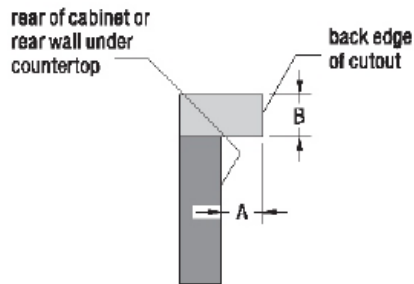
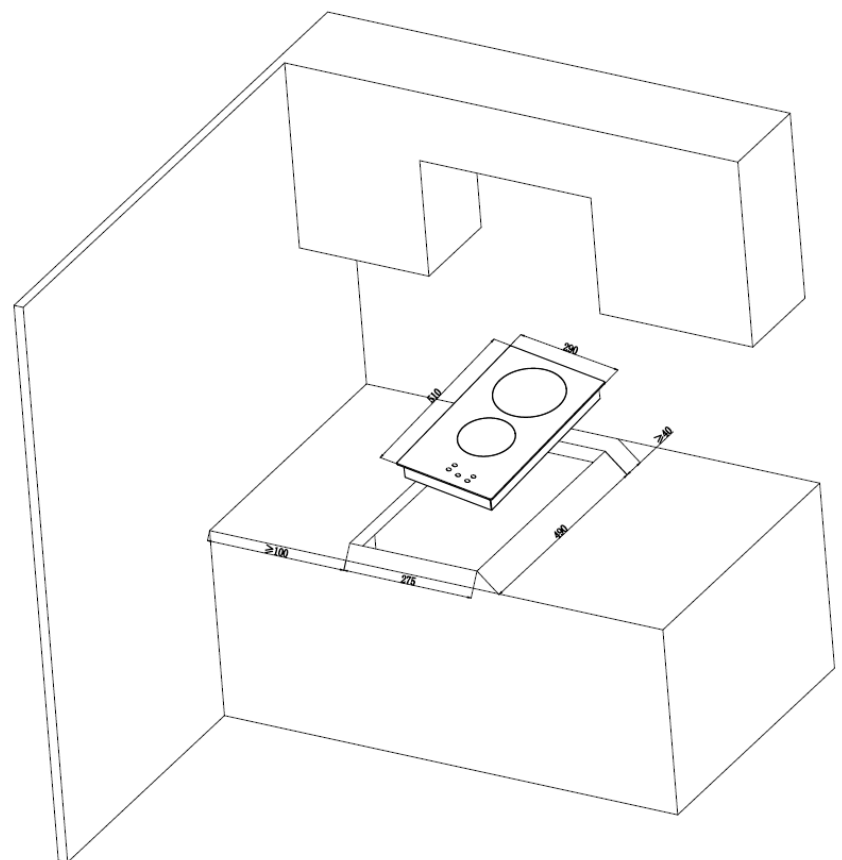


Fig.5

A. 40mm min  
B. 40mm max

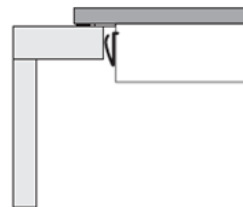
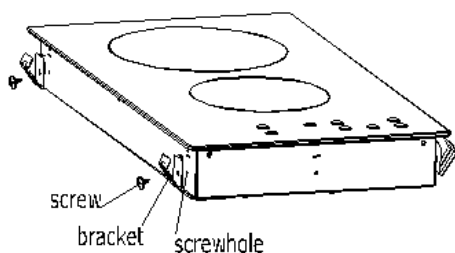
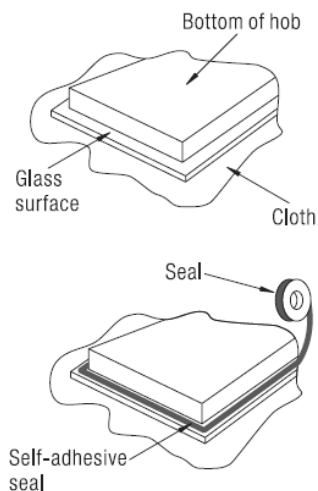


# Installation Instructions

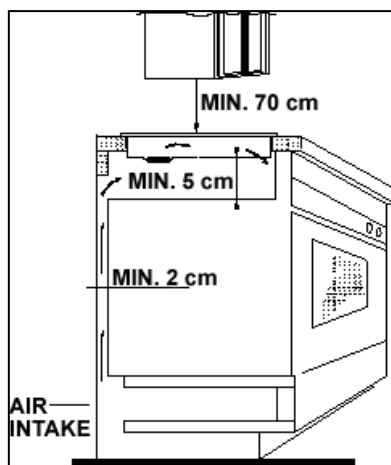
## Installing the Cooktop

**Note:** Before proceeding with installation read the work instructions carefully.

1. Place a towel or cloth on the work surface. Place the cooktop face down on the protected surface.
2. Apply the strip seal, supplied with the hob, which is for sealing it onto the work surface. Do not use silicone. Apply the seal to the edge of the bottom of the cooktop, leaving about 3mm from the edge of the glass. Apply the seal all around the circumference. Cut off any excess and bring the two ends of the seal together so they match.
3. Fix the brackets (4 or 5 pcs) on the front side and rear side by screw. Put the cooktop in the cut-out and make it centered. Ensure that the front edge of the cooktop is parallel to the side edge of the work surface.



- **IMPORTANT:** You must observe the ventilation requirements shown in the figure below.
- **IMPORTANT:** There are ventilation holes around the outside of the cooktop. YOU MUST ensure that these holes are not blocked by the benchtop when you put the cooktop into position (see figure below).
- **IMPORTANT:** Do not use a silicon sealant to seal the appliance against the benchtop. This will make it difficult to remove the cooktop from the benchtop in the future, particularly if it needs to be serviced.



# Installation Instructions

## Electrical Connection


Before connecting the appliance, ensure that the supply voltage marked on the data label corresponds with your mains supply voltage.

**WARNING:** This appliance must be earthed.

Ensure that the power supply cable does not exceed a temperature of 50°C.

If the power supply cable is damaged, it must be replaced with an identical one which can be obtained from customer service. The power supply must be replaced by a qualified and authorized person.

**Warning:** This appliance must be installed by a qualified electrician or authorized service provider.

Remember to connect the safety circuit to the connection box terminal marked with . The electricity supply for the ceramic hob must have a safety switch which enables the power to be cut off in case of emergency.

- The cable connections must be in accordance with the diagram located on the bottom of the hob.
- The cable type must be connected to the corresponding power supply terminal box.
- You should use a good quality screwdriver to carefully, fully tighten ALL of the terminal screws.
- If, when the hob is first switched on, only two of the zones work you should recheck that the terminal screws are all fully tightened. This should be done before contacting the Customer Care Department.
- **IMPORTANT:** The appliance must NOT be connected to the mains supply by means of a 10A plug and socket.
- The cable can be looped, if necessary, but make sure that is not kinked or trapped when the hob is in position. Care must be taken to avoid the cable being in contact with hot parts of the appliance.

# Operating Instructions

## First Time Usage



**IMPORTANT:** You should clean the ceramic hob surface (see "Maintenance and cleaning" section).

Turn each element on, one at a time, and leave them to run at full heat for five minutes. This will help to eliminate any new smell that exists and evaporate any humidity that has formed on the heating elements during transit. Only do this for one element at a time. Place a saucepan half filled with cold water on the element during this process.

## Operation

### POWER ON

After switch on the appliance, the hob will beep for once to remind power on, all of the indicator digital tubes on the display screen will lit on for 2s, then the appliance goes into shutdown mode. Note: If your hob with multi-ring, the corresponding indicator digital tube decimal point "●" will lit on. If your hob with single ring only, the digital tube decimal point "●" will not lit on.

### SHUTDOWN STATUS

All the display will close except the high temperature warning symbol "H"; At this time, only the power button "⏻" can operated by pressing and holding, and other button operations are invalid.

### STANDBY MODE

- Under shutdown status, press and hold "⏻" button for 3s, the hob will beep for once and then enter standby mode.
- All the indicator digital tubes of the cooking zone will display "—" (The symbol "H" will show in the cooking zone indicator if there is residual heat), timer place will show "—" as well, it will not heat at this time.
- Under standby mode, if no cooking zone heating operation, the appliance will go into shutdown status automatically after 10s and beep once.

### HEATING CONTROL

- Under standby mode, you can choose the cooking zone by pressing the cooking zone select button, then press plus or minus button to adjust the power level of the corresponding cooking zone. Press and hold plus "⊕" or minus "⊖" buttons can continuously to increase or decrease the power level.
- When the hob top is in heating status, press and hold "⏻" power button for 3s to switch off, and stop all the cooking zones to heat. The corresponding cooking zone indicator of the hob top which has heated before will display high temperature warning symbol "H".
- Under standby mode, if some hob tops still exist residual heat, display will show "H".
- If needing to switch off one of the cooking zones, you can select that zone first, then press the minus button "⊖" until "0" power level to switch off that zone and will not affect the heating of the other cooking zones. When power level reaches "0", the corresponding cooking zone indicator of the hob top which has heated before will display high temperature warning symbol "H".
- If more than one zone is operating at the same time, total power will equal to the sum of the powers of all the working cooking zones, each cooking zone will work according to their power modulation ratio and will not affect each other.

#### Note:

- During the same period, only one hob top button is valid, that is only one decimal point can be displayed.
- Press minus button "⊖" to set the power level to "0", then the heating hob top will close automatically.



# Operating Instructions

## MULTIPLE RING HEATING

**Open the multiple ring heating:** The outer ring can only be started when the inner ring is opened.

- 1- Press the burner select key for heating, the corresponding burner indicator digital tube point "●" flashing display.
- 2- Choose the required power gear by the increase or decrease button.
- 3- Press the burner selection key again, then the burner fire indicator digital tube will display the single-ring icon "—", then press the burner selection key again to open the outer ring of the burner, when the outer ring is opened, the corresponding burner fire indicator digital tube will display the double-ring icon "≡".

**Open the third ring for heating:** the outer ring can only be started after the inner ring is opened.

- 1- Press the burner selection key to be heated, and the corresponding burner fire indicator digital tube decimal point "●" flashes.
- 2- Choose the required power gear by the increase or decrease button.
- 3- Press the burner selection key again, then the burner fire indicator digital tube will display the single-ring icon "—", then press the burner selection key again to open the outer ring of the burner, when the outer ring is opened, the corresponding burner fire indicator digital tube will display the double-ring icon "≡".
- 4- When set up after the start-up burner inner heating furnace head gear, press the furnace head button for the first time the inner ring continue to work, the second press furnace head key when the inner ring and the second, third time to press the furnace head key inner ring, the second and third ring road, all the work, for the fourth time to press the furnace head heating button, to stop the second and third ring, internal ring continue heating.

**Turn off the Multiple ring heating:**

- 1- When all outer rings of a furnace have been opened for heating, press the corresponding furnace selection key, and the corresponding furnace fire indicator digital tube decimal point "●" flashes.
- 2- Once again, press the burner selection key to close the outer ring for heating, and then the innermost ring of the burner continues to heat.

## POWER LEVEL ADJUSTMENT

- 1- Under the standby mode, press cooking zone select button to choose the corresponding cooking zone, corresponding cooking zone digital tube decimal point "●" and heating level will display. You can press the plus "⊕" and minus "⊖" buttons to adjust suitable power level.
- 2- By holding down either of these buttons, the value on the zone indicator will adjust up or down. Each pressing "⊕" button, power level will add one, until level 9, and displayed on its corresponding digital tube. Each pressing "⊖" button, power level will reduce one, until level 0 (Each pressing of "+" or "-" button, a short audible signal will be heard). Keep pressing "⊕", "⊖" buttons will make continuously increasing or decreasing effect.
- 3- Upon completion of power level adjustment, the decimal point "●" of digital tube will stop flashing and normally display the power level within 10 seconds of no operation.
- 4- When switching any of the cooking zone power level to 0, it will stop the power output of that cooking zone.
- 5- If a cooking zone has been heated, power level of all the cooking zone is "0", the appliance will automatically enter into shutdown status after 1 minute of no operation.

## AUTO-HEATING FUNCTION

**Turn on automatic heating :** Press plus button to set the power to level 9, then touch plus button "⊕" to let the power level alternately display "A" and "9". At this time, press minus button "⊖" to adjust the auto-heating level you need, such as level 6. In this automatic heating process, the corresponding power level indicating digital tube is alternately display "A" and "6". Alternate display time is 2.5 minutes.

Press plus or minus button to set the power to level 9, then touch plus button "⊕" to let the power level alternately display "A" and "9". At this point, the default timing has started. For example, after "A" and "9" alternately display for 10 seconds, press the "⊖" to adjust the power level to level 6. The icons "A" and "6" will display for 2 minutes and 20 seconds. After 2 minutes and 20 seconds, the hob will turn to normal heating mode, corresponding power level indicating digital tube will display "6".

## Operating Instructions

When setting the automatic heating function, the corresponding cooking zone will be heated in level 9 for a period of time (heating time depends on the subsequent reduction to several levels, the heating time of each level is as follows), then continue working in the final adjusted heating level. For example, set the heating level to 9th level and activate the automatic heating function by pressing the "+" key (alternately display "A" "9"). Then set the automatic heating function level to level 6 by minus button "-". In this setting, the cooking zone is heated by level 9 for 2.5 minutes. The cooking zone indicating digital tube is alternately display "A" and "6". Then continue heating at level 6, the digital tube will display "6".

The power level and time corresponding tables of auto-heating are as below:

Power Level	1	2	3	4	5	6	7	8	9
Fast-heating time (minutes)	1	3	4.8	6.5	8.5	2.5	3.5	4.5	5

**Automatic heating level adjustment :** When entering automatic heating mode, only if auto-heating at max power within 30s, press minus button "-" can reduce the power. After more than 30 seconds, pressing the minus button "-" cannot reduce the automatic heating level, it will exit the auto-heating mode.

After more than 30 seconds, if it is still in the automatic heating mode and the automatic heating level is less than 9th level, press the plus button "+" to increase the automatic heating level, and the system continues to be in the automatic heating mode.

For example, after entering the automatic heating mode, within 30 seconds touch minus button "-" to adjust auto-heating level to level 8. The indicating digital tube will display "A" and "8". And then reduce to level 7, the indicating digital tube will display "A" and "7". At this moment, the hob is still in the automatic heating mode. When more than 30 seconds, the level 7 cannot be reduced to level 6, the automatic heating mode can be exited, and the hob change to normal heating mode, the indicating digital tube will display "6".

6.5 When changing the automatic heating level, the elapsed time will be automatically calculated into the time corresponding to the new automatic heating level.

For example, you have selected the automatic heating level to be level 1 (1 minute), and after 30 seconds you change the level to level 4 (6.5 minutes). This automatic heating function will run accurately for 6 minutes (6.5 minutes minus 30 seconds).

6.6 Within 30 seconds of automatic heating mode operation, press the minus button "-" to adjust to a certain level, then the running time is counted in the set level time.

For example, when the indicating digital tube "A" and "9" is alternately displayed and has been running for 20 seconds. Press the minus button "-" to adjust to 6th level, then the 20 seconds that have been run will be automatically counted in the 2.5 minutes of the 6th level, while the 6th level will continue to run for 2.5 minutes minus 20 seconds, that is 2 minutes and 10 seconds. Then turn back to normal heating mode.

### Timer adjustment

After selecting the corresponding power of the cooking zone, press the time button "⌚", the timer digital tube will display "00" and the decimal point on the right will display "•".

At this time, the timing mode is entered, and the timing time of the selected burner can be set; (The following operations are required in in timing mode).

- If you want to cancel the timing, you can adjust the timing time to zero.
- The first time you press the plus button "+", the timing starts from 1 minute, after which you can press the plus or minus button to adjust the timing time.
- Press the plus button "+" for each time, the buzzer will beep once, and the heating time will be increased by 1 minute. The timing will be continuously changed between 1-99minutes . The maximum adjustment to 99 minutes.
- Press the minus button "-" for each time, the buzzer will beep once, and the timing will be reduced by 1 minute. When the timing time is less than or equal to 30 minutes, the continuous adjustment timing will continuously change between 30-0 minutes; If the timing has been adjusted by the plus button "+" for more than 30 minutes, press the minus button "-" to adjust the timing to 0, and continue to change the timing continuously between 30-0 by the minus button.

# Operating Instructions

- After the timer countdown is 0, the buzzer will continue to sound for 2 minutes, and you can press any button to turn off the beep.

## Note:

- 1- If the timing of a certain cooking zone has been set, to change the time, press the time button again to select the corresponding cooking zone, and then enter the new time by plus and minus buttons.
- 2- After the cooking zone is selected, the timing setting cannot be made before the cooking zone power is set, and the time button is invalid.
- 3- When the timing of a certain cooking zone is set for the first time, if the cooking zone selection button corresponding to the cooking zone is pressed when the timing is not confirmed, the timing of the cooking zone is cancelled.
- 4- When single or multiple cooking zones are working, the decimal point "●" of the corresponding cooking zone is always displayed during the timing setting process. When multiple cooking zones are working, if two or more cooking zones have been set the time, the timing digital tube displays the minimum timing of cook zone. The decimal point of corresponding cooking zone is always on. The digital tube decimal point is extinguished until the countdown time is over.

## SHUT DOWN

In the standby status or heating status, press and hold the power button "⏻" for about 3 seconds, the buzzer will beep once, and the whole hob will enter the shutdown status. If there is residual heat in the furnace surface of heating zone at this time, the high temperature warning symbol "H" will be displayed, indicates residual heat warning.

## CHILD SAFETY LOCK BUTTON

- The control panel can be locked by pressing and holding the child safety lock button "🔒" for 3 seconds whilst the appliance is under standby status or heating status. The safety lock icon will display. When the appliance switches off the safety lock icon will extinguish.
- Under the child safety lock mode, the "L □" will display and flash(1s/time). If the cooking zone has set the time, the digital tube will display the time and "L □" alternately. If not, it will display "L □" and "— —"
- Under the child safety lock mode, you can unlock it by pressing and holding the child lock button "🔒" for about 3 seconds.
- In the child safety lock mode, except for pressing and holding the power button to turn off, as well as press and hold the child lock button to unlock, the other buttons are invalid.

**Note:** To avoid mis operation, if activate the safety lock by pressing the safety lock button, and the safety lock is not cancelled before the controller is switched off, the safety lock function will continue to be effective when the controller is switched on again. It will disable any of the other buttons except power button and child safety lock if not cancelling the safety lock.

## MULTIPLE TIMER

Timer can be timed to any burner separately; each burner's timing time is independent of each other.

Furnace head at a time when a furnace head for timing to set operation, first press the timer button "🕒", the choice of furnace head corresponding fire indication light up the decimal point "●" digital tube, digital tube at the same time, two to the right of the decimal point "●", said the current timing has been successfully set associated with the choice of furnace head. At this time, the timing time can be adjusted by pressing Timing for more than one burner the timing opening operation for each burner is the same as above.

Press the burner selection key of any burner, the two-digit digital tube displays the fixed time value of the burner; When multiple burners are timed, the timing time of different burners can be displayed by pressing the timing key "🕒".

When no burners are selected, the two-digit digital tube displays the burners with the smallest fixed time value, and the corresponding firepower indicates that the digital tube decimal point "●" is always on.

# Operating Instructions

## DEFAULT TIMING

All of the cooking zones have a default timing function. The cooking zones will automatically turn off after this time has elapsed. See the table below to see the times for the different power levels.

Power Level	1	2	3	4	5	6-9
Default timing	6h	6h	5h	5h	4h	1.5h

## HIGH TEMPERATURE WARNING

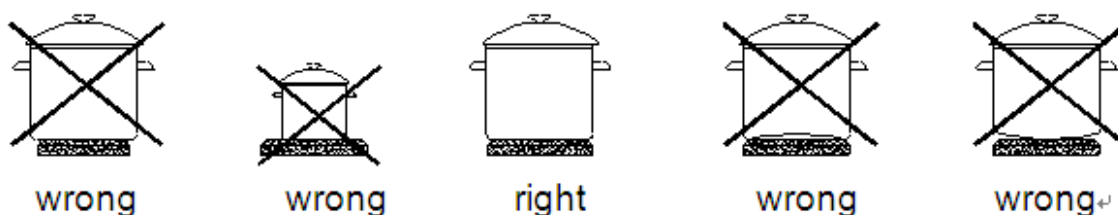
- Press and hold power button manually for 3s till switch off, the whole appliance will stop heating, but the cooking surface still has high temperature, the indicator digital tube of corresponding cooking zone which stop heating will show residual heat warning symbol "H", to indicate corresponding cooking surface high temperature.
- As long as the cooking zone has heated before, the high temperature warning symbol "H" will display for 35 minutes continually after the hob turn off.

## PROTECTION FUNCTION

- **High temperature protection:** When the temperature of the burner is too high, the mechanical temperature limit protection device of the burner starts to protect, stops heating, and resumes heating after the temperature drops.
- **Residual heat protection:** When the whole appliance stops heating, the digital tube of the relative heating zone will display high temperature warning symbol "H", indicating that cooking surface temperature is too high, please do not touch to avoid getting burned.
- **Safety cut-off protection:** For the models with plug, when cut off after 1S at any time, the voltage between L/N of the plug should fall to below safe voltage range.
- **Connection of display board and power supply board breakdown:** When the appliance is switched on, if the display board does not receive the correct power board signal for 20 consecutive seconds, the timer digit digital tube will display "E" and all loads stop working. It will return to shut down mode after 1 minute, and display will continuously show high temperature warning symbol "H" for the one which under residual heat protection.

## How to use the Cooktop

Put the pot in the centre of the cooking zone. Use a pot with a flat bottom with a diameter the same as the cooking zone.



Shut down: after using, please turn the knob to "OFF", the hob will stop heating.

## CAUTION!

- Ensure the heating plate is clean-a soiled zone does not transfer all the heat.
- Protect the plate against corrosion.
- Switch off the plate against corrosion.
- Do not leave pans with prepared dishes based on fats and oils unattended on the switched-on plate; hot fat can spontaneously catch fire.

# Troubleshooting

## PCB board fault codes and solutions

When a PCB board failure occurs, the timer digital tubes on the display panel always display the fault code, and all the burners that are being heated stop heating, and automatically return to the shutdown state after 1 minute. For the burners that have been worked, the corresponding digital tube continues to display the high temperature warning sign "H". When the fault code appears, please refer to the scheme in the following table to solve.

<b>Fault code</b>	<b>Type of fault</b>	<b>Solution</b>
E1	The display board does not receive the signal of power supply board.	The communication line failure of power supply board or display board can cause communication anomalies. Replace the display board first. If the fault persists, replace the power supply board.
E2	The power supply board does not receive the signal of display board.	
E3	Power supply board relay failure	Replace the power supply board.
E4	1. Display board NTC open circuit 2. Display board NTC short circuit	Replace the display board.
E5	Display board NTC high temperature protection	Priority to replace the circuit board insulation silicone strip, if the fault still exists to replace the display board;

## Maintenance and Cleaning



**Warning:** Ensure that the cooktop is cool before cleaning or performing maintenance. Disconnect the cooktop from the power supply before performing any maintenance.

- Do not use sharp scrapers or abrasive cleaning agents on the cooktop as these can damage it.
- Use a damp cloth and some washing detergent to clean the cooktop. Wipe it dry before use.
- Always ensure that the cooktop is clean before and after use.

### After each use

- Wipe the appliance over with a damp cloth.
- Dry the appliance by rubbing the surface with a clean cloth.

### Cleaning table

Type of deposit	Remove immediately?	Remove when the appliance has cooled down?	What should I use to remove the deposit?
<b>Sugar or food/liquid containing sugar</b>	Yes	No	Ceramic hob scraper
<b>Tin foil or plastic</b>	Yes	No	Ceramic hob scraper
<b>Fat splashes</b>	No	Yes	Ceramic hob cleaner
<b>Metallic discoloration</b>	No	Yes	Ceramic hob cleaner
<b>Water splashes or water rings</b>	No	Yes	Ceramic hob cleaner

### Important!

The inside of the hob should only be washed with warm water and a small amount of washing-up liquid.

### Caution!

- Ensure the heating plate is clean-a soiled zone does not transfer all of the heat.
- Protect the hob against corrosion.

# Warranty Certificate (New Zealand)

## Terms and Conditions

The following conditions apply in respect of the warranty given in this certificate:

1. Monaco Corporation Limited ("Monaco") warrants the following Robinhood products against manufacturing defects and faulty materials, under normal use and subject to the exclusions in this certificate, for a period of:
  - Rangehood, Ovens, Cooktops, Dishwashers, Refrigeration - 24 months from date of original purchase for domestic use.
  - Uniduct - 12 months from date of original purchase for domestic use.
  - Ironing centre - 12 months from date of original purchase for domestic use.
  - Sinks sets- 5 years on stainless steel sink including draining bench from date of original purchase for domestic use, 6 months on all stainless-steel accessories, including wire rack, colander and tray from date of original purchase for domestic use.
  - Laundry Tub - 5 years on stainless bowl, 24 months on Tap, Cabinet and other components from the date of original purchase for domestic use.

"Original purchase", when used in this certificate, means purchase by the customer directly from Monaco or one of its approved suppliers.

2. This warranty is limited to the repair or replacement, at our option, within the warranty period of any component part which we at our discretion determine to contain faulty materials or a manufacturing defect in breach of this warranty. This warranty is subject to terms and conditions set out in this certificate.
3. The warranty only applies within New Zealand.
4. The customer must produce the original invoice or other purchase documentation as proof of the original purchase date.

## Warranty exclusions

1. The warranty does not apply where, in Monaco's opinion:
  - The defect is caused by misuse, wear and tear, dirt, fire or accidental damage. The product has been repaired or serviced by an unauthorized person.
  - The product was not installed in accordance with our instructions.
  - The product was purchased overseas or was not designed for use in New Zealand. The product was not used, cleaned or cared for in accordance with our instructions.
  - The product was used outdoors.
2. In addition, this warranty does not extend to damage or defects which in our opinion, directly or indirectly arise from or are due to:
  - Exposing the product to acidic or corrosive materials or chemicals such as dyes, solvents, denture cleaner or acetone; Using inappropriate household cleaning products such as abrasive cream or powder cleansers, furniture polish, bleach, mentholated spirits, drain cleaners, sugar soap, metal pads and strongly alkaline or acidic cleaners.
  - Heat damage, including from washing the product at high temperatures.
  - Impact or mishandling the product, including the impact caused by objects scraped along, thrown or dropped on the product surface or excessive weight being placed on the product.
  - Structural or support changes in or affecting the building or the application where the product has been installed.
  - Failure to clean or maintain the product as recommended; or any other causes specified in the product information as being excluded from this warranty.
3. Variations with the color or gloss within the product or any ageing or fading of color, shine or gloss level over time are not covered by this warranty. The warranty does not cover visual imperfections or blemishes in the surface and edges of the product that were not brought to your supplier's attention at the time you inspected the product.
4. Costs incurred on installation or removal of a product, or any reinstallation of a product, or any associated costs, are not covered by this warranty.
5. Monaco will not be liable for consequential or indirect loss or damage whatsoever and however arising out of or in connection with the supply, performance or removal of the product, including (but not limited to) loss of profit, loss of revenue, loss of contract, loss of goodwill or increased cost of workings, even if due to the negligence of Monaco or any of its approved suppliers, employees or agents.
6. Charcoal filters and light bulbs are not covered by this warranty
7. This warranty and the statements contained in this certificate or other documents given to you do not exclude, restrict or modify the application of any term implied into this warranty by statute, provided that (to the extent any statutory provision permits Monaco to limit its liability for a breach of an implied condition or warranty) Monaco's liability for such breach is limited to the payment of the cost of replacing the product, repairing the product or acquiring an equivalent product.
8. Subject to clause 5, our obligations under this warranty are limited to those set out in this certificate, and this warranty is expressly instead of all other warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose and notwithstanding any course of dealing between the parties or custom and usage in trade to the contrary.

Terms and conditions are subject to change.

# Warranty Certificate (Australia)

## Terms and Conditions

If you are a consumer under the Australian Consumer Law, 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.

1. Shriro Australia Pty Limited ("Shriro") also warrants the following Robinhood products against manufacturing defects and faulty materials, under normal use and subject to the exclusions in this certificate, for a period of:
  - Rangehood, Ovens, Cooktops, Dishwashers, Refrigeration - 24 months from date of original purchase for domestic use.
  - Uniduct - 12 months from date of original purchase for domestic use.
  - Ironing centre - 12 months from date of original purchase for domestic use.
  - Sinks sets- 5 years on stainless steel sink including draining bench from date of original purchase for domestic use, 6 months on all stainless-steel accessories, including wire rack, colander and tray from date of original purchase for domestic use.
  - Laundry Tub - 5 years on stainless bowl, 24 months on Tap, Cabinet and other components from the date of original purchase for domestic use. "Original purchase", when used in this certificate, means purchase by the customer directly from Shriro or one of its approved suppliers.
2. This warranty is limited to the repair or replacement, at our option, within the warranty period of any component part which we at our discretion determine to contain faulty materials or a manufacturing defect in breach of this warranty. This warranty is subject to terms and conditions set out in this certificate.
3. The warranty only applies within Australia.
4. For warranty service outside of capital city metropolitan area or 30 km from nearest authorized service agent you will be liable for reasonable travelling expenses and the cost of transport of the product or parts to and from the service agent
5. To make a claim under this warranty, you must produce the original invoice or other purchase documentation as proof of the original purchase date. You must send your claim to Shriro Australia Pty Limited, 104 Vanessa Street, Kingsgrove, NSW, 2208, within 7 days of any alleged defect or failure of the product first becoming apparent. You are responsible for the expense of making a claim under this warranty.

*This warranty is given by:*

Shriro Australia Pty Ltd, ABN: 28 002 386 129  
Telephone: 1800 648 556  
Facsimile: 1800 628 577  
Email: [customercare@robinhood.com.au](mailto:customercare@robinhood.com.au)  
[www.robinhood.com.au](http://www.robinhood.com.au)  
Attention: Customer Services Manager

## Warranty exclusions

1. The warranty does not apply where, in Shiro's opinion:
  - The defect is caused by misuse, wear and tear, dirt, fire or accidental damage. The product has been repaired or serviced by an unauthorized person.
  - The product was not installed in accordance with our instructions.
  - The product was purchased overseas or was not designed for use in Australia.
  - The product was not used, cleaned or cared for in accordance with our instructions.
  - The product was used outdoors.
2. All Robinhood Rangehoods are suitable for indoor use only and not suitable over BBQs or charcoal cookers designed for outdoor use.
3. In addition, this warranty does not extend to damage or defects which in our opinion, directly or indirectly arise from or are due to: exposing the product to acidic or corrosive materials or chemicals such as dyes, solvents, denture cleaner or acetone; using inappropriate household cleaning products such as abrasive cream or powder cleansers, furniture polish, bleach, mentholated spirits, drain cleaners, sugar soap, metal pads and strongly alkaline or acidic cleaners; heat damage, including from washing the product at high temperatures; impact or mishandling the product, including the impact caused by objects scraped along, thrown or dropped on the product surface or excessive weight being placed on the product; structural or support changes in or affecting the building or the application where the product has been installed; failure to clean or maintain the product as recommended; or any other causes specified in the product information as being excluded from this warranty.
4. Variations with the color or gloss within the product or any ageing or fading of color, shine or gloss level over time are not covered by this warranty. The warranty does not cover visual imperfections or blemishes in the surface and edges of the product that were not brought to your supplier's attention at the time you inspected the product.
5. We will not be responsible under this warranty for, nor pay the costs of, removing the existing product, or reinstalling the new product, or any associated costs or damages.
6. Charcoal filters and light bulbs are not covered by this warranty.

The benefits given by this warranty are in addition to other rights and remedies of consumers under any law in relation to the goods which cannot be excluded.

This warranty certificate is not intended to create a contract between Shriro Australia Pty Limited and the purchaser.

### New Zealand

Monaco Corporation Ltd  
Telephone: (09) 415 6000  
Facsimile: (09) 415 7400  
Email: [customercare@robinhood.co.nz](mailto:customercare@robinhood.co.nz)  
[www.robinhood.co.nz](http://www.robinhood.co.nz)

### Australia

Shriro Australia Pty Ltd  
ABN 28 002 386 129  
Telephone: 1800 648 556  
Facsimile: 1800 628 577  
Email: [customercare@robinhood.com.au](mailto:customercare@robinhood.com.au)  
[www.robinhood.com.au](http://www.robinhood.com.au)