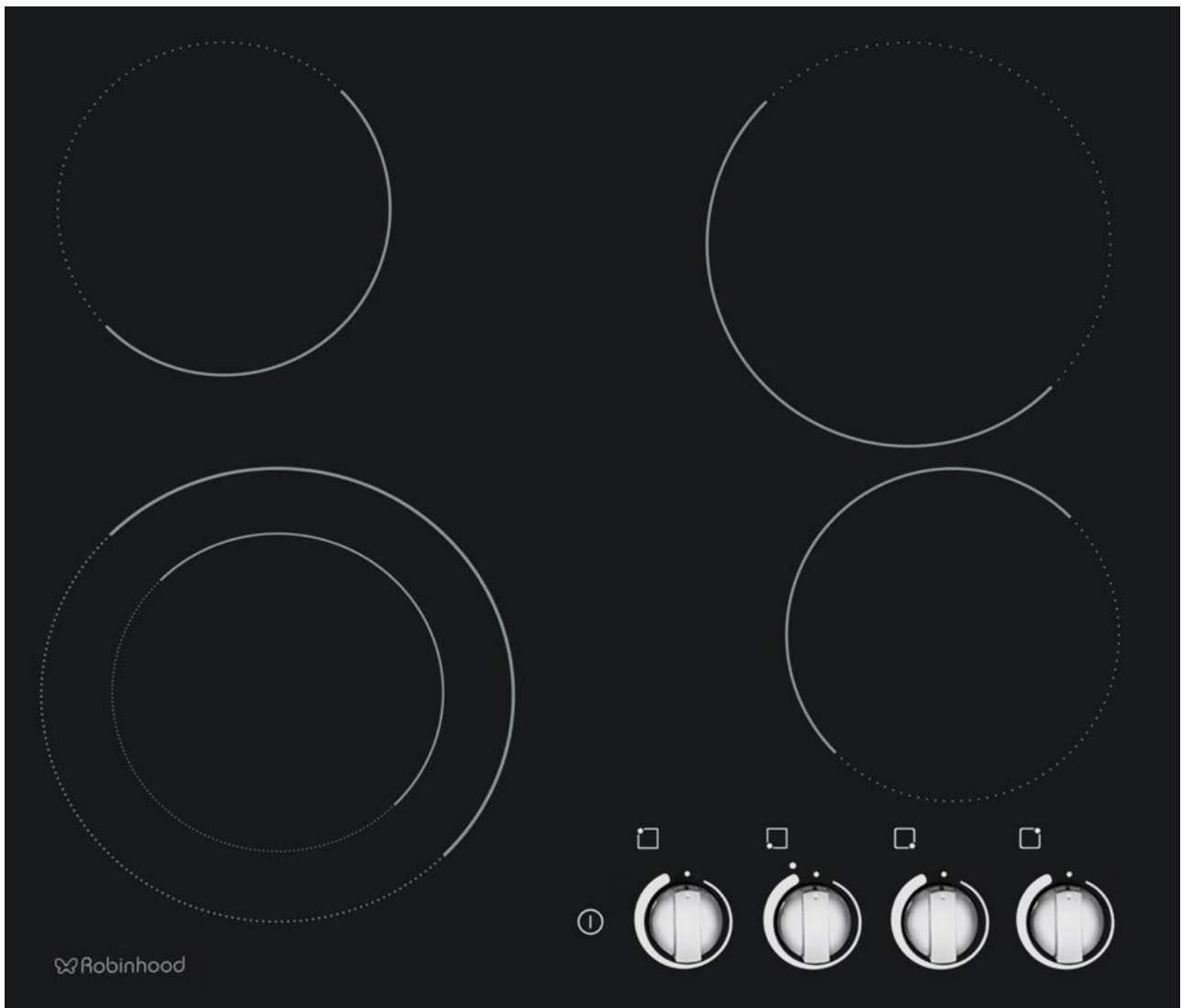


Description: **ROBINHOOD 60CM CERAMIC COOKTOP**

Model Number: **HEG604FKG**



# 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.

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## 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

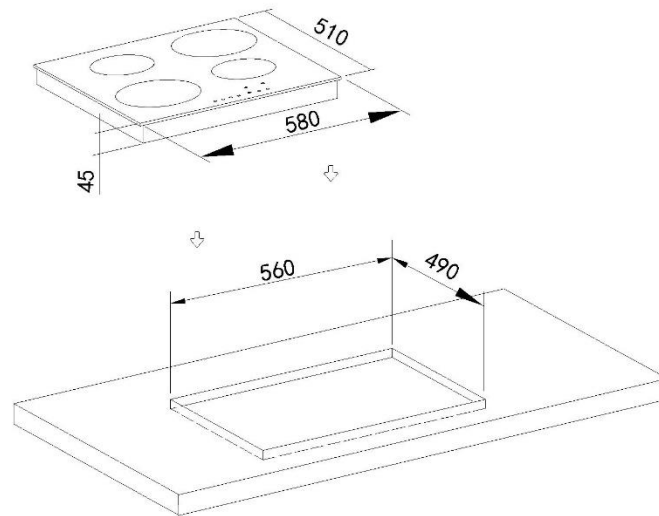
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.
- Do not leave this cooktop unattended or unsupervised whilst children or infirmed are present.
- Accessible parts will become hot when in use and directly after use, care should be taken to avoid touching the burners. To avoid burns and scalds keep children away.
- The installation of this cooktop is to be carried out by using only a qualified electrician.
- This cooktop is to be installed in accordance with the local, national building, electrical and plumbing codes.
- If the power supply cable is damaged, it must be replaced by the manufacturer or its service agent or similarly qualified person to avoid a hazard.
- The cooktop is not intended to be operated by means of an external timer or separate remote-control system.
- If the surface is cracked, switch off the appliance to avoid the possibility of electric shock, for cooktop surfaces of glass-ceramic or similar material which protect live parts
- **CAUTION** – The cooking process must be supervised. A short term cooking process must be supervised continuously.
- **Warning** – Unattended cooking on a cooktop with fat or oil can be dangerous and may result in a fire.
- Danger of fire: Do not store items on the cooking surfaces.
- **WARNING:** If the surface is cracked, switch off the appliance to avoid the possibility of electric shock.
- Metallic objects such as knives, forks, spoons and lids should not be placed in the hob surface since they can get hot.
- The appliance may be built-in and connected to the power supply only by a qualified technician. Particular areas of the cooktop surface (adjacent to the hotplates) are hot during operation.
- Hot oil ignites readily, so be sure have the preparation of such food (fries) under constant control. Hotplates may not be left in operation empty, without any dishes on top.
- Never use the appliance as a room heater.
- Never use the ceramic-glass cooktop as a working surface. Sharp objects may damage the cooktop surface.
- Never place any metal objects upon the ceramic hotplate, such as knives, forks, spoons, pot lids, and the like, as they may get very hot.
- Preparation of food in aluminum or plastic cookware is not allowed. Never place any plastic objects or aluminum foil upon the cooktop surface.
- In case any other appliances are plugged in the electric mains close to the cooktop, prevent contact of the plug cable with the hot cooking zones.
- Never keep any flammable or temperature sensitive objects, like cleaning agents, sprays, detergents, etc., below or near the appliance.
- **WARNING:** If the surface is cracked, switch off the appliance to avoid the possibility of an electric shock. Never use cracked or broken ceramic-glass cooktop. In case you notice any visible cracks on the surface, cut the power supply immediately and contact Customer Service.
- In case of any malfunction, disconnect the appliance from the power supply and call customer service.
- Do not use high-pressure steam cleaner or hot steam to clean the appliance.
- The appliance is manufactured in compliance with the relevant safety standards.
- If the electrical supply is restricted, means of an all-plug disconnection must be accessible and incorporated in the fixed wiring, in accordance with the wiring rules.

## Installation Warnings

- The appliance must be installed by a qualified person in accordance with local and national building regulations.
- Panels and furniture lining of the kitchen cabinet receiving the cooktop must be treated with temperature-resistant adhesives 80°C (otherwise they may become discolored or deformed due to inadequate temperature resistance).
- The cooktop is intended for installation into a benchtop above a kitchen cabinet of min 600mm width or more.
- The distance between the cooking surface of the cooktop and any cabinets or rangehoods above must be no less than 650mm. Take note that the instruction manual for the rangehood may specify a different minimum distance. If so, the greater distance must be used.
- The use of hard wood decorative borders around the worktop behind the appliance is allowed, in case the minimum distance remains as indicated on the installation illustrations.
- Minimum distance between the built-in cooktop and rear wall is indicated at the illustration for the installation of the built-in cooktop.
- Ceramic cooktop may be installed into benchtop between 25mm to 40mm thick.
- Kitchen cabinet must not have a drawer directly below cooktop. It must be fitted with a horizontal board at least 30mm away from the cooktop bottom surface. Space between the plate and the cooktop must be empty and no objects may be stored or kept there. The board should be removable (access during maintenance) and comply with the ventilation requirements in this manual.
- The rear side of the kitchen element must also have a 50mm high opening along the entire width of the element, and the front part must have an opening of no less than 10mm.
- Incorporation of the oven under the ceramic cooktop is permissible for ovens equipped with a cooling fan. Do not install the appliance above a dishwasher or refrigerator.

# Installation

## Built-in ceramic cooktop cutout dimensions



## Preparing the unit for a built-in appliance

- ! WARNING**
- The kitchen units that are in direct contact with the appliances must be heat-proof (min. 95°).
  - 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, maintaining a minimum distance of 100 mm.
  - Carry out all cutting of the unit and work surface then carefully remove shavings or sawdust before inserting the appliances.
  - To ensure a correct ventilation of the hob please comply with the dimensions shows in figures.
  - Always refer to the manufacturer for specific instructions,
  - Make sure the surface is level and square and that no part interferes with the space required for installation.
  - Prepare the cut as indicated (see installation dimensions).

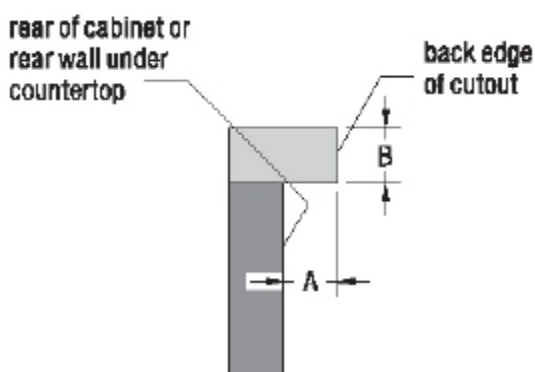
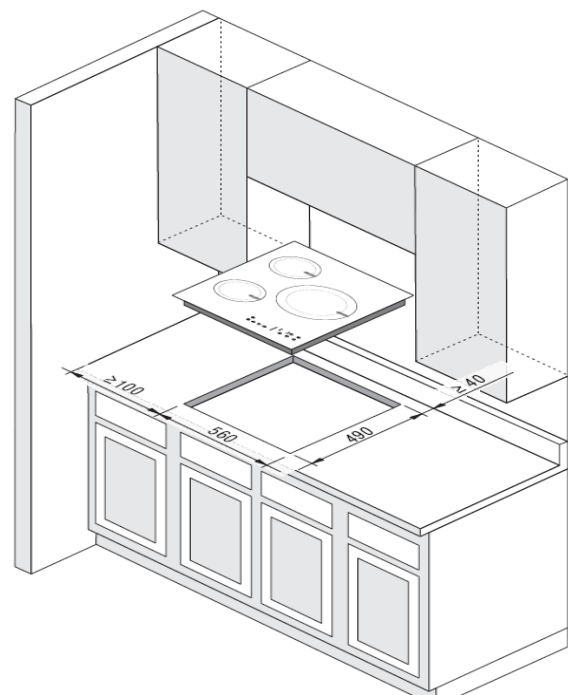


Fig.5

A. 40mm min  
B. 40mm max



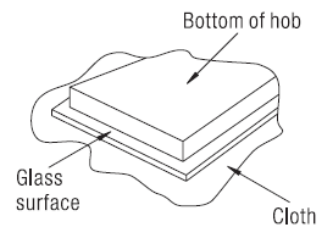
# Installation

## Installing the hob

Remove the material and envelope of documents from the packaging. Before proceeding with installation read the work instructions carefully.

### Step.1

Put a towel or cloth on the work surface. Place the hob face down on the protected surface.



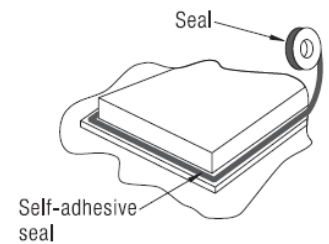
### Step.2

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 hob, leaving about 3mm from the edge of the glass.

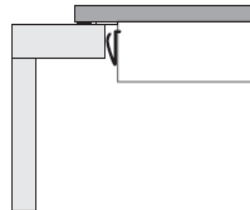
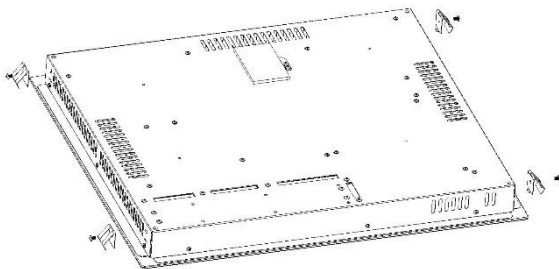
Apply the seal all around the circumference.

Cut any excess and bring the two ends of the seal together so they match.



### Step.3

Fix the brackets (4 pcs) on the front side and rear side by screw. Put the hob in the cut-out cabinet, and make it centered. Ensure that the front edge of the hob is parallel to the side edge of the work surface.

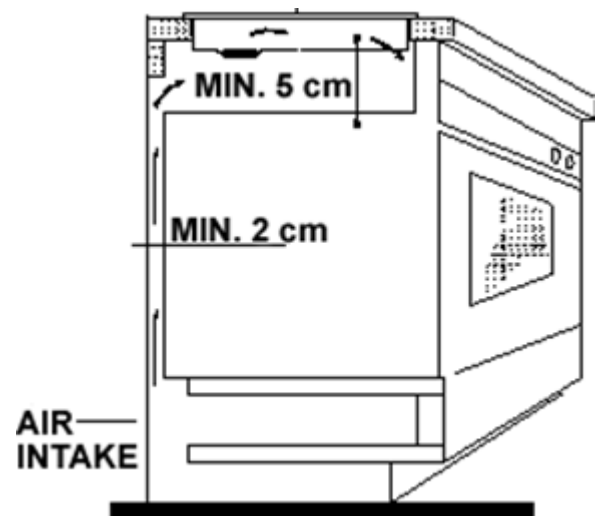


**IMPORTANT:** You must observe the ventilation requirements shown in the drawing opposite.

● **IMPORTANT:** There are ventilation holes around the outside of the hob. YOU MUST ensure that these holes are not blocked by the work top, when you put the hob into position (see drawing opposite).

● **IMPORTANT:** Do not use a silicon sealant to seal the appliance against the aperture. This will make it difficult to remove the hob from the aperture in future, particularly if it needs to be serviced.

● Carefully turn the hob back over and then gently lower it into the aperture hole that you have cut out.



# Appliance details

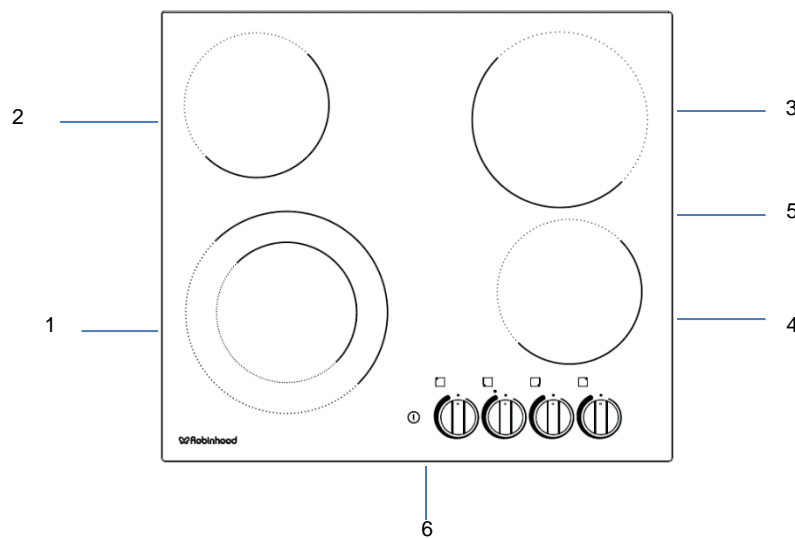
## General Information

Before installing and operating the cooktop, carefully read the following important information regarding installationsafety and maintenance. Keep this information booklet accessible for further consultations.

## Specifications

Model	HEG604FKG
Cooking Zones	4 Zones
Supply Voltage	220-240 V~ 50 Hz
Rated Power	6400 W
Product Size D×W×H (mm)	580 x 510 x 45

## Top View



- 1. Max. 1200/1000W Zone
- 2. Max. 1200W Zone
- 3. Max. 1800W Zone
- 4. 1200W Zone
- 5. Glass plate
- 6. Control panel

# Electrical connection

## LOCAL AUTHORITY REQUIREMENTS



Installation is only permitted by a licensed electrician and carried out according to instructions provided by the manufacturer. Incorrect installation might cause harm and damage, for which the manufacturer accepts no responsibility.

### Electrical Installation

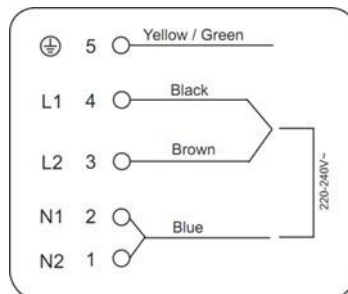
Before carrying out the connection to the power supply, the voltage rating of the appliance (stamped on the appliance identification plate) must be checked for correspondence to the available mains supply voltage, and the mains electric wiring should be capable of handling the oven's power rating (also indicated on the identification plate). If you have any doubts, call in a qualified technician.

**NOTE:** For connections to the mains power supply, never use adapters, reductions or multiple power points as these may overheat and catch fire. Do not install separate timers. After having installed the appliance, the switched outlet must always be in an accessible position. The electrical safety of this appliance can only be guaranteed if the cooktop is correctly and efficiently earthed, always ensure that the earthing is efficient; if you have any doubts call in a licensed electrician to check the system. The manufacturer declines all responsibility for damage resulting from an installation which has not been correctly earthed.

**WARNING:** If any damage occurs to the power cable during or after installation, it must be replaced immediately by a licensed electrician with a replacement cable from your Service Centre.

The cooktops are to be connected to a single phase 220-240Vac 50 Hz supply.

The appliance is designed for fixed connection to the mains. Means for disconnection with a suitable - isolating switch must be incorporated in the fixed wiring in accordance with the wiring rules. The power supply cord must not touch against any hot surfaces and must be placed so that its temperature does not exceed 75 °C at any point along its length.

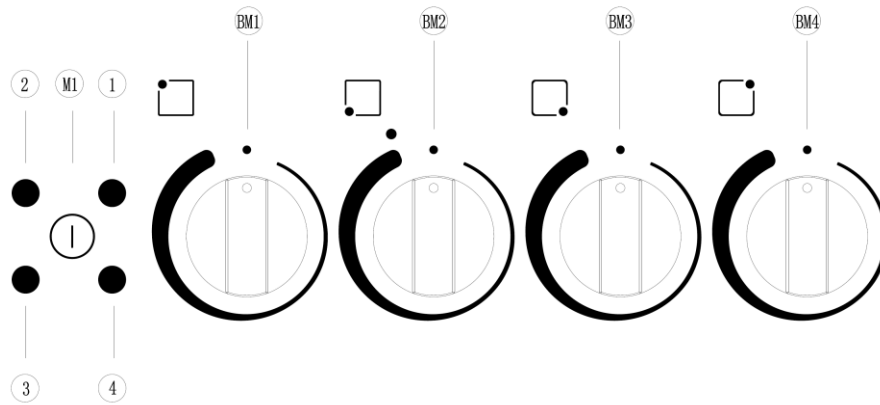


Wire cross-sectional area Connection mode	L	N	PE
Single phase 1N~	Minimum 2.5mm	Minimum 2.5mm	Minimum 2.5mm



# Operating Instructions

## Control Panel



Icons & programming button	Function
M1	Power button: press and hold to turn on or off the hob
BM1	NO.1 cooking zone power level selecting
BM2	NO.2 cooking zone power level selecting
BM3	NO.3 cooking zone power level selecting
BM4	NO.4 cooking zone power level selecting

Indicator light	Function
1	NO.1 cooking zone indicating digital tube:display the power level , high temperature warning symbol etc.
2	NO.2 cooking zone indicating digital tube:display the power level , high temperature warning symbol etc.
3	NO.3 cooking zone indicating digital tube:display the power level , high temperature warning symbol etc.
4	NO.4 cooking zone indicating digital tube:display the power level , high temperature warning symbol etc.

# Operating Instructions

## Using the ceramic hob

### Before first use



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

- ✓ You should switch on one cooking zone at a time, for 5 minutes at the maximum setting. This will help to eliminate any new smell that exists and evaporate any humidity that has formed on the heating elements during transit.
- ✓ Do not burn off more than one zone at once.
- ✓ You must place a saucepan filled half full with cold water on each zone as you burn it off.

### 1. Power on

- ✓ After switch on the appliance, all of the indicator digital tubes on the display screen will lit on for 2s, then the appliance goes into shutdown mode.
- ✓ Shutdown status: All the display will close except the indicator light of the heated cooking zone always on, all of display screen will be off. At this time, only the power button "ⓘ" can operated by pressing and holding, and other programming button operations are invalid.

### 2. Standby mode

- ✓ Under shutdown status, press and hold "ⓘ" button for 3s, all cooking zone indicator lights alternately turn on and off. The hob will enter standby mode.
- ✓ Under standby mode, if no any cooking zone heating operation, the appliance will go into shutdown status automatically after 1minute.

### 3. Heating control

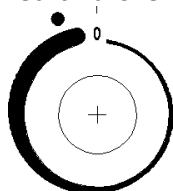
- ✓ Under standby mode, you can choose the cooking zone power level by pressing the programming button. In the process of adjusting the power level, clockwise rotation can increase the power level from 0 to 15 (maximum), and then rotate back to "0" for a cycle; Counter clockwise rotation can be adjusted from 15 to 1 power levels, and then rotate back to "0" for a cycle.
- ✓ 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.
- ✓ Under standby mode, if some hob tops still exist residual heat, corresponding hob top indicator light will display.
- ✓ If needing to switch off one of the cooking zones, you can select corresponding the hob top's programming button to adjust the power level to "0" 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.
- ✓ 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.

# Operating Instructions

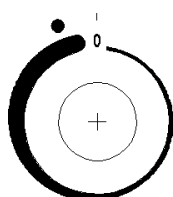
## 4. Multiple-ring heating function

4.1 Open the double ring heating function: Only after the inner ring is opened can the outer ring be started.

- ✓ Method 1: Turn the programming button clockwise to adjust the power level from 0 to 14, only the inner ring will heat, and then turn the programming button clockwise again to adjust the power level to 15 to open the outer ring heating. As shown in the black dot on the silk screen circle, it means that the outer ring is opened and the outer ring is heated at this time.



- ✓ Method 2: Turn the programming button counter clockwise to adjust the power level from 0 to 15, the inner and outer rings are heated at the same time. As shown in the black dot on the silk-screen circle, it means that the outer ring is heating now.



## 5. Power level adjustment

- ✓ You can select the appropriate output power level by rotating the programming button of the corresponding hob.
- ✓ The power level is divided into 16 levels, including the shutdown level (0 level). For the programming button, rotating clockwise to increase the power level, and rotating counter clockwise to decrease the power level. When rotating counter clockwise, if the fire power position is "0" at the beginning, you will adjust to 15 level and then reduce the level in turn.
- ✓ When switching any of the cooking zone power level to 0, it will stop the power output of that cooking zone.
- ✓ If a cooking zone has been heated, power level of all the cooking zone are "0", the appliance will automatically enter into shutdown status after 1 minute no operation.

## 6. Shutdown

- ✓ Under standby mode or heating mode, press and holding "⏻" button for 3s, the appliance will go into shutdown mode. If there is residual heat in the corresponding cooking surface at this time, the corresponding cooking zone indicator flashes, indicating a warning of residual heat.

## 7. Default timing

- ✓ All the cooking zones have default timing function. The relationship of default timing and power level refers to table below:

Power Level	1	2	6	4	5	6	7-15
Default timing(h)	6	6	5	5	4	4	1.5

- ✓ When all the default timing is reached, the cooking zones will switch off automatically and enter into standby mode.

## Operating Instructions

### 8.High temperature warning

- ✓ Press and hold power button “①” manually for 3s till switch off, the whole appliance will stop heating, but the cooking surface still has high temperature, the indicator light of the cooking zone that stops heating flashes, indicating that the corresponding heating furnace surface is hot.
- ✓ As long as the cooking zone has heated before, the indicator light will display for 35 minutes continually after the hob turn off.

### 9.Protection function

- ✓ **High temperature protection:** The electronic temperature sensor on the control panel will transmit the real-time temperature to the chip of the control panel. The control sensor starts protection when the electronic temperature sensor gauge the current temperature is higher than a certain value, to reduce the heating level of the cooking zone currently, and resumes the heating level after the temperature drops.
- ✓ **Residual heat protection:** When the whole appliance stops heating, the indicator light of the relative cooking zone will display, 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.

## Cleaning and Maintenance



Cleaning operations must only be carried out when the hob is cool.

The appliance should be disconnected from your mains supply before commencing any cleaning process.

### Cleaning the ceramic hob top



Any residues that are left on the hob top surface from cleaning agents will damage it. You should remove any residues with warm water mixed with a little washing up liquid.



Abrasive cleaners or sharp objects will damage the hob surface; you should clean it using warm water mixed with a little washing up liquid.



You may find it easier to clean some deposits whilst the hob surface is still warm. However you should take care not to burn yourself if cleaning the hob surface when it is still warm.

### 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?
Sugar or food/liquid containing sugar	Yes	No	Ceramic hob scraper
Tin foil or plastic	Yes	No	Ceramic hob scraper
Fat splashes	No	Yes	Ceramic hob cleaner
Metallic discolouration	No	Yes	Ceramic hob cleaner
Water splashes or water rings	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.

Switch off the hob 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.



**IMPORTANT:** If your appliance appears not to be operating correctly, Please contact with dealer.

**DO NOT ATTEMPT TO REPAIR THE APPLIANCE YOURSELF.**

Please note that if an engineer is asked to attend whilst the product is under guarantee and finds that the problem is not the result of an appliance fault, then you may be liable for the cost of the call out charge.

The appliance must be accessible for the engineer to perform any necessary repair. If your appliance is installed in such a way that an engineer is concerned that damage will be caused to the appliance or your kitchen, then he will not complete a repair.

## Troubleshooting

### Error 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, their indicator light continue to display slowly (display 1 time per second) , indicating that cooking surface temperature is too high. When the fault code appears, please refer to the scheme in the following table to solve.

Fault code	Type of fault	Solution
All indicator lights display quickly (display 0.5s/times)	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.
No.1,2,3 burners indicator lights display quickly (display 0.5s/times)	The power supply board does not receive the signal of display board.	Replace the display board first. If the fault persists, replace the power supply board.
No.2,3,4 burners indicator lights display quickly (display 0.5s/times)	Power supply board relay failure	Replace the power supply board.
No.1,3 burners indicator lights display quickly (display 0.5s/times)	1.Open circuit of the display board NTC. 2.Short circuit of the display board NTC.	Replace the display board
No.2,4 burners indicator lights display quickly (display 0.5s/times)	High temperature protection on the display board NTC.	Replace the Insulated silicone strip of circuit panel first. If the fault persists, replace the display board .

# 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 unauthorised 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 colour or gloss within the product or any ageing or fading of colour, 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 authorised 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 Shriro'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 unauthorised 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 colour or gloss within the product or any ageing or fading of colour, 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

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### Australia

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