

# GREENPAN™

## CONTACT GRILL

PANINI PRESS / TEPPANYAKI / WAFFLE MAKER



# INSTRUCTION MANUAL & WARRANTY



# PRECISION ENGINEERED FOR MAXIMUM PERFORMANCE



Before using this appliance, please read the following instructions carefully. We recommend that you keep these instructions. For your own safety, you must follow these safety instructions when using electrical appliances.

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# WARNING

This appliance complies with current Australian safety standards. But inappropriate use can lead to property damage or personal injury.

To avoid these risks and the risk of damage to the appliance itself please read these instructions carefully before you use the appliance for the first time.

Keep these instructions in a safe place and ensure that anyone who uses the appliance is familiar with them.

For your own safety, you must follow these safety instructions when using the appliance.

## GENERAL SAFETY INSTRUCTIONS

1. This appliance may only be used for domestic purposes and is intended to be used as a Contact Grill for cooking food in accordance with this instruction manual and for no other purpose.
2. This appliance is not suitable for use outdoors.
3. The appliance is not designed for use in shared kitchens in shops, offices or other professional environments or for use in hotels, motels or other shared residential accommodation.
4. This appliance will operate up to 230°C. **DO NOT TOUCH GRILL, GRIDDLE or TEPPANYAKI PLATES DURING USE. ALWAYS USE TONGS OR OTHER HEAT SAFE UTENSILS TO REMOVE FOOD. USE THE HANDLE AND CONTROLS DURING USE. DO NOT TOUCH GRILL OR GRIDDLE PLATES AFTER USING THE APPLIANCE UNTIL THEY HAVE COOLED DOWN.**
5. Use the appliance well away from walls and curtains, and only use in well ventilated rooms and not in a confined space or near combustible materials.
6. With some foods large quantities of smoke are emitted - ensure there is adequate ventilation.

7. Do not place food wrapped in plastic film, polythene bags, or metal foil on the appliance. This will damage plates and you may cause a fire hazard.
8. Do not leave the appliance unattended when in use. Disconnect the appliance from the power supply when it is not in use.
9. Warning: the appliance is hot when in use. Avoid burns. Do not touch the hot surfaces. Use the handles or buttons. Always use oven gloves.
10. Follow the recommended cooking times and power settings.
11. Do not allow young children to use this appliance. Older children or persons with reduced physical sensory or mental capabilities or lack of experience and knowledge may only use the appliance when they have been given supervision or instruction how to use the appliance safely and to recognise the dangers of misuse. Ensure that they do not play with the appliance.
12. Always ensure that the appliance is plugged into an earthed socket when in use.
13. Do not use the appliance if the power cord or plug is damaged. Ensure that any damaged power cord or plug is replaced by the manufacturer or its service agent or a similarly qualified person. Regularly inspect the power cord and plug.
14. Never move the appliance by pulling on the power cord. Turn the appliance off and then pull the plug itself out of the plug socket. Never pull only on the power cord.
15. Keep the power cord away from the hot components of the appliance and do not allow it to overhang the counter or worktop on which the appliance is in use.
16. Do not submerge the power cord, electric plugs or appliance in water or any other liquid: this can cause electric shocks.
17. Always take the plug out of the socket and wait until the appliance has cooled down before you clean it.

18. Always connect the power cord to the appliance before plugging it in to the socket. Ensure the appliance is switched off before unplugging it.
19. Do not use an extension lead. If you choose to do so it is at your own risk, only use an earthed extension lead which is in good condition and appropriate to the power rating of the appliance.
20. Do not place the appliance near a heat source or in an oven, this may seriously damage the appliance.
21. Do not use the appliance near a bathtub, shower, basin or other vessel containing water.
22. Never take apart or disassemble the appliance yourself.
23. The appliance is not intended to be operated by means of an external timer or a separate remote-control system. The appliance may only be used with the accessories provided by the manufacturer.
24. Do not use the appliance if it is damaged or malfunctions.
25. Prior to first use, please make sure that the electrical rating of the appliance is in conformity with the current electric rating.
26. **WARNING:** Charcoal or similar combustible fuels must not be used with this appliance.
27. If the appliance is used in a country other than where it was purchased, have it checked by an approved service centre before use.
28. **CAUTION:** To prevent damage to the appliance do not use alkaline cleaning agents.
29. When cleaning, use a soft cloth and a mild detergent.
30. Any use other than that described in these instructions should be considered improper use and can lead to personal injury or material damage.
31. The manufacturer and the supplier may not be held liable for any damage arising because users do not follow these instructions.

# DESCRIPTION OF THE PARTS

1. **BASE AND COVER**  
Solid construction with self-adjusting cover.
2. **HANDLE**  
Panini-style handle to help adjust cover to accommodate thickness of food.
3. **ADJUSTABLE HEIGHT SETTINGS AND LOCKING MECHANISM**  
Features preset height positions for top melting. Locks cover closed to store.
4. **LCD DISPLAY / CONTROL PANEL**  
Start / Stop and sear buttons with indicator lights; dial controls and LCD display screen.
5. **REVERSIBLE GRILL / TEPPANYAKI GRIDDLE PLATES**  
Removable and reversible with Thermolon™ Volt ceramic non-stick coating.  
(5A: Grill plate) (5B: Teppanyaki plate)
6. **DRIP TRAY**  
Collects grease and removes from base for easy cleanup.
7. **PLATE RELEASE BUTTONS**  
Push in to release and remove cooking plates.
8. **HINGE RELEASE BUTTON**  
Allows cover to extend back to the Flat position.
9. **POWER CABLE STORAGE**  
Conveniently located underneath to hide away the cord.



6.



9.

## CONTACT GRILL PLATES



(5A) Grill plate



(5B) Teppanyaki plate



Belgian Waffle plate

(Buy additional Belgian Waffle plates suitable for this Contact Grill!)

# BEFORE FIRST USE

- Remove all packaging, stickers and various accessories on the inside and outside of the appliance and check that all items have been received in good condition or check for any defects.
- Tear up all plastic bags and dispose of properly as they can pose a suffocation or choking risk to children.

Note: When you unpack the appliance, the cover will be in the locked position. To unlock, use the slider to move to the open position. Please do not attempt to open the cover at any point during the operation, with the slider in the locked position.

# CLEAN BEFORE FIRST USE:

- Remove the removable / reversible plates and wash with warm soapy water and dry thoroughly before returning to the base unit.
- Wipe body clean with a dry cloth.
- Confirm plates are securely fastened to the upper lid and lower base unit.
- Before plugging in, make sure your electricity supply is the same as the one shown on the underside of your appliance.
- **WARNING: THIS APPLIANCE MUST BE EARTHED.**

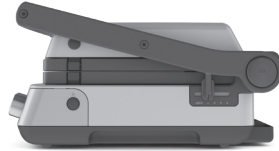
Note: if a non-rewireable plug is cut off it must be **DESTROYED IMMEDIATELY**. An electric shock hazard may arise if an unwanted non-rewireable plug is inadvertently inserted into a 13A socket outlet.

- Your Contact Grill / Panini Press / Teppanyaki is now ready for use.
- Only the removable / reversible plates are dishwasher safe. **NOTE:** Do not use harsh abrasive cleaners, scouring pads or products that are not considered safe to use on ceramic non-stick coatings. If washing in the dishwasher, a slight discolouration to the plates may occur. This is cosmetic only and will not affect performance.

# GENERAL USE

## ASSEMBLY INSTRUCTIONS

To get Started, place the GreenPan™ Contact Grill / Panini Press / Teppanyaki on a clean, flat surface. The appliance has three different positions:



### CLOSED POSITION

Top plate / cover rests flat on lower plate / base. This is the standard Starting and heating position for the contact Teppanyaki / Griddle or panini press functions.



### OPEN POSITION

Top plate / cover is open. Open the cover to this position before using the appliance as a contact Teppanyaki / Griddle or a panini press. To adjust the appliance into the open position, lift the handle until you feel it move to a steady position.

The Teppanyaki / Griddle will remain in the steady position until you close the cover or move it to the flat open Teppanyaki / Griddle position. The top plate / cover will stay in an upright position until you lower the handle for cooking. When you lower the handle for cooking the hinge will self-release to allow the top plate / cover to lie flat on your food and ensure total contact and cook your food evenly.





## FLAT POSITION

Top plate / cover is opened so that the top and lower plates are level and create a single cooking surface.

When opening the cover to the flat position, hold onto the handle, press the cover release button on the right of the unit and pull the handle back until the grill touches the countertop. Remember to put the drip tray into position to support the upper grill at the centre.

## INSTALLING COOKING PLATES

The appliance should be off and cooled. Put the appliance in the flat position. Insert each plate individually. Find the metal holding brackets at the centre of the housing. Tilt the back end of the plate and line up the cut-outs with the metal brackets. Slide the plate beneath the brackets and push down on the front end of the plate. You should hear it snap into place. Turn the appliance 180° and install the second plate into the upper housing the same way.

## REMOVING COOKING PLATES

The appliance should be off and cooled. Put your appliance in the flat position. Find the plate release buttons on one side. Press one button firmly and the cooking plate will pop up from the base. Grab the cooking plate with both hands, slide it from under the metal brackets and lift from the base. Press on the other button to release the other cooking plate the same way.

## OPERATION

Prior to using this appliance for the first time, wash the grill / teppanyaki plate, base, lid and drip tray in accordance with the instructions given under the "Before First Use" section. Dry thoroughly and then lightly brush the surface of the grill plate with cooking oil. Place the drip tray into the base, then place the grill plate onto the drip tray. Never use the grill plate directly on the work surface, always use with the drip tray and base.

This appliance should only be used on a heat resistant and easy to wipe clean surface.

Once your appliance is properly assembled, plug the cord into a standard electrical outlet and you will be ready to get cooking. The LCD will illuminate, after any button or dial is selected, but no cooking function is selected yet. To turn on the product for function selection, press the Start / Stop button.

Put your appliance in the preferred cooking position and use the temperature control to choose your cooking temperature. Settings range from Low (80°C) to High (230°C). If you wish to use the appliance in the flat position but you do not need the entire surface, it is recommended that you only use the bottom plate.

## GETTING STARTED

Selecting Plates & Temperature

- To Start using your appliance, turn the plate select dial to select which plate(s) you need to adjust setting.
- Select "Lower" or "Upper" if you want to select a different temperature for each plate. Select "Both" if want to adjust the setting of both plates simultaneously.
- Default timer and temperature will appear on the LCD display.
- Turn the dial to adjust your temperature.
- To adjust your countdown timer, turn the dial to select the number of minutes.
- Press the Start / Stop button, and you will notice the LCD screen will display "PREHEAT" and bars running from left to right.
- Once it's done preheating, it will beep three times and the "PREHEAT" disappears and the minutes will Start blinking.
- Press Start / Stop to Start the timer counting down and add your food to the plate(s).

NOTE: If both plates complete preheat and the Start / Stop button is not pressed within 60 minutes, the appliance will go into OFF mode and LCD turns Off.

- When the countdown timer runs out, the appliance will beep three times. The time will reset to the previously selected values and will Start flashing to indicate that it's ready to Start the next cycle.
- To Stop cooking, select the plate to turn off, then turn the temperature dial to beyond minimum value, "OFF" will display for the selected plate. If both plates are during cooking or preheat, pressing Start / Stop button will turn off the product.

## DURING USE

As the appliance will become hot during use, always use caution when operating the appliance. Always use the front handle to open the appliance, as this part of the handle is designed to stay-cool to the touch while cooking. The top cover will become hot during use.

### DO NOT TOUCH THE COVER OR ARMS DURING OR IMMEDIATELY AFTER COOKING

The top cover should not be touched during or immediately after cooking. Use an oven mitt if you need to adjust the cover to prevent burns.

The base of the appliance will be very hot too. If you need to move the appliance for any reason allow the appliance to cool before handling (at least 30 minutes).

NOTE: During first use, the appliance may have a slight odour and it may smoke a little. This is perfectly normal and will disappear with use.

## SEAR FUNCTION

You can sear foods at 230°C for up to 2 minutes. Pressing the Sear button will toggle among Upper / LOWER / BOTH / No action. Pressing it once will have "SEAR" appear on the upper plate section. Pressing it a second time will have "SEAR" appears on the lower plate section. The third press will have "SEAR" appear on both upper and lower plate sections. Fourth press will have "SEAR" disappear on both upper and lower plate section.

## EXPLORE NEW CULINARY TERRITORY

The Contact Grill, Panini Press, Teppanyaki & Waffle Maker delivers ultimate versatility with many different cooking modes. Use it as a contact grill, contact Teppanyaki / Griddle, panini press, open grill, or open Teppanyaki / Griddle, or grill on one side and Teppanyaki / Griddle on the other. See Assembly Instructions and Operating Instructions for additional information on use.

## CONTACT TEPPANYAKI / GRIDDLE (CLOSED POSITION)

Perfect for sausages, boneless chicken and veggies, the contact Teppanyaki / Griddle saves time because you're griddling both sides of your food at once. The Contact Grill, Panini Press, Teppanyaki & Waffle Maker was designed with convenience in mind, so our handle and hinge let the cover adjust to your food, so you get total contact. Evenly Teppanyaki / Griddle everything from thin hash

browns to a thick steak. When cooking multiple items, it's important to take the thickness of your food into consideration. Make sure your food is a consistent thickness so the cover will close evenly.

## CONTACT GRILL (CLOSED POSITION)

Get classic sear marks faster with the closed grill position. Utilizing two grill plates, you can get grill flavour in half the time. Just put your food in and close the grill to cook both sides at the same time. That means faster burgers, steaks, pork chops, and so much more. Always consider the thickness of your food before using this mode. Keeping your food to the same thickness will ensure it all cooks evenly.

## PANINI PRESS (CLOSED POSITION)

Crispy paninis and wraps are easy with the Contact Grill, Panini Press, Teppanyaki & Waffle Maker. The Contact Grill, Panini Press, Teppanyaki & Waffle Maker is designed with a self-adjusting handle and hinge that lets you cover your sandwich or wrap completely so it cooks evenly. You can apply light pressure to the handle to press your food to your liking. Remember to take the thickness of your sandwiches into consideration when cooking so the cover will close evenly.

## WAFFLE (CLOSED POSITION)

To use your Contact Grill, Panini Press, Teppanyaki & Waffle Maker to make waffles, insert the top and bottom waffle plates. Select both plates for your browning from 1 to 7. The time is pre-set for you after adding the batter. Close the cover and press Start / Stop button to Start cooking. You will hear 3 beeps when the waffle is done (approximately 5 to 9 minutes). Prepare the next batch or turn off. Note: Waffle plates should always be used in the closed position, and should never be mixed with other plates.

## FLAT GRILL (OPEN POSITION)

Bring outdoor flavour inside with the flat grill position. Just open the cover flat against the counter. This position utilizes two grill plates to deliver a full-sized healthy ceramic non-stick grill. Sear a classic steak, make a juicy burger, and make hot dogs for the kids all on the same device. The extra room and easy to clean grill plates make getting the perfect sear marks effortless.

## FLAT TEPPANYAKI / GRIDDLE (OPEN POSITION)

Flat Teppanyaki / Griddle refers to using both Teppanyaki / Griddle plates with the cover flat against the counter to create a spacious flat top cooking surface. This setting is perfect for a huge array of options, including classics like French toast and pancakes to everyday cooking like chicken and veggies. All your favourites can be cooked on the Multi Grill, Teppanyaki / Griddle. With both plates lying flat, you have double the surface area for griddling. You can also cook different foods at the same time on separate plates without worrying about combining their flavours. The flat Teppanyaki / Griddle position also allows you to cook food of varying thicknesses at the same time.

## MIXED GRILL & TEPPANYAKI / GRIDDLE (OPEN POSITION)

Mix it up for your meal with both grill and Teppanyaki / Griddle plates in the open position. This mode lets you optimize your time in the kitchen. Grill breakfast sausage and make eggs at the same time, grill meats while searing veggies, Fish and chips, fajitas...the options are endless. This is the Multi Grill, Teppanyaki / Griddle most versatile position—heat the plates to different temperatures to make sure your Teppanyaki / Griddle and your grill are ideal for your meal. You can sear on the grill, then finish on the Teppanyaki / Griddle plate to get maximum flavour. Like the flat Teppanyaki / Griddle position, this position lets you cook a variety of foods with different thicknesses.

# COOKING GUIDE

FOOD	PLATE	OPEN / CLOSED	SUGGESTED TEMP & TIME
Bacon	Grill or Teppanyaki / Griddle	Open	Place bacon on cold plates. Turn to 230°C. Cook until desired crispiness. Should take about 15 mins for 1 lb. of bacon (using the flat position).
Beef, Boneless Steak	Grill	Both	<p>When cooking in the Closed position, preheat to SEAR. Put the steaks on the preheated lower grill plate. Using the adjustable hinge, set the upper plate so it's just touching the steak, but not pressing it. Sear for 2 mins, then the grill will reset to 230°C. Cook for 2 to 5 mins depending on the thickness of the steak and desired doneness.</p> <p>When using the Open or Flat positions, preheat to 230°C. Put the steaks on the preheated grill plates. Cook for about 4 to 6 mins per side, depending on the thickness of the steaks and desired doneness.</p>
Chicken Breast	Grill	Both	When cooking in the closed position, preheat to 200°C. Cook for 7 to 9 mins to the closed position, or 8 to 10 mins per side in the Flat position. (Internal temperature should be 80°C—juices will run clear with no signs of pink.)
Chicken Thighs	Grill	Both	When cooking in the closed position, preheat to 200°C. Cook for 7 to 9 mins to the closed position, or 8 to 10 mins per side in the Flat position. (Internal temperature should be 80°C—juices will run clear with no signs of pink.)
Fish Steaks	Grill	Both	200°C, 6 to 7.5 mins when grilling in the Closed position. 7 to 8 mins per side in the Flat position.
Hamburgers	Grill	Closed	230°C. Put the burgers on the preheated lower grill plate. Using the adjustable hinge, set the upper plate so it's just touching the burgers, but not pressing it.
Cheeseburgers	Grill	Closed	Same as above, but once the burgers are nearly cooked, with about 1.5 mins remaining, carefully open upper plate, place a piece of cheese on top of the burgers, and move the upper plate so that it's right above the cheeseburger, but not touching it. Cook until cheese is just melted.

Sausages (uncooked)	Grill or Teppanyaki / Griddle	Both	230°C. Put the links on the preheated grill / Teppanyaki / Griddle plates—the grill ribs are perfect for holding the links in place and allow for easy turning for even cooking. Grill for about 5 mins per side in the Open position or about 12 mins (turning halfway through) in the Closed position, depending on the thickness of the sausages.
Panini	Grill or Teppanyaki / Griddle	Closed	Preheat both plates to 180°C. Put the prepared sandwiches on the preheated lower grill / Teppanyaki / Griddle plates. Close the top. Cook sandwiches for about 4 to 6 mins depending on the thickness of sandwiches.
Open-Faced Sandwiches	Grill or Teppanyaki / Griddle	Closed	Preheat lower plate to 180°C, upper plate to 230°C. Put the prepared sandwiches on the preheated lower grill / Teppanyaki / Griddle plate. Using the cover height adjust adjuster, close the upper plate until it is sitting right above the top of the sandwich, not touching it. Cook sandwich and cheese on top is fully melted and lightly browned.
Quesadillas	Grill or Teppanyaki / Griddle	Closed	Preheat both plates to 200°C. Put the prepared quesadilla on the preheated lower plate. Close the top and using the cover height adjuster, set the upper plate so it is just sitting on top of the quesadillas. Grill for about 2 to 3 mins, depending on the thickness and filling of the quesadillas.
Eggs	Teppanyaki / Griddle	Open	180°C. Break the eggs onto the hot Teppanyaki / Griddle plates. Flip once whites are set, about 2 to 3.5 mins, and remove when cooked to desired doneness.
French Toast	Teppanyaki / Griddle	Open	180°C. Flip after 2 to 3 mins, depending on thickness. Cook for an additional 2 to 3 mins.
Steak & Eggs	Grill and Teppanyaki / Griddle	Open	Preheat lower plate to 180°C; upper plate to 230°C. Put the seasoned steak(s) on the preheated upper grill plate. Grill for about 4 to 6 mins per side, depending on thickness and desired doneness. After flipping steak(s) to cook the second side, add the eggs to the preheated Teppanyaki / Griddle plate and cook for 2 to 3 mins per side. At that time, the steaks should be done as well.
Vegetables	Grill	Both	200°C. Grill until tender. This will vary depending on the types of vegetables used, but should take between 20 and 30 mins.
Pizza	Grill	Closed	Grill dough on SEAR with the unit closed. Then let the temperature revert to 230°C. Open to add toppings and using the cover height adjuster, close the upper plate until it's sitting above the top of the pizza, but not touching it. Cook until cheese / toppings are melted and browned, 10 to 15 mins.

## USER MAINTENANCE

- While your plates are metal utensil safe, we recommend using plastic, silicone, or wooden utensils to prolong the life of your ceramic non-stick plates.
- Never leave plastic utensils in contact with the hot plates.
- Between meals, wipe off food build-up through grease channels and into the drip tray. Remove any residue with a paper towel before Starting your next meal.
- Allow the appliance to cool completely (at least 30 minutes) before cleaning.

## CLEANING & MAINTENANCE

1. Before cleaning, unplug the appliance and let it cool down before cleaning or storing away. Remove and dispose of grease and fats that have accumulated in the drip tray.
2. Press the plate release buttons to remove the plates for cleaning (See Assembly Instructions). Make sure the cooking plates have cooled completely before handling (at least 30 minutes). The removable plates are dishwasher safe. Do not scrape the cooking plates with metallic objects like knives or forks and do not use a scouring pad for cleaning. Doing so can damage the plates' ceramic non-stick coating.
3. If you've cooked seafood with the Grill or Teppanyaki wipe the cooking plate with lemon juice to avoid transferring seafood flavour to your next meal. The base, cover and control knob can be wiped clean with a soft, dry cloth. For tougher messes, dampen cloth.
4. Refrain from using scouring pads, powders, or chemical detergents.
5. Wipe all surfaces with a clean damp cloth.
6. Use a paper towel moistened with a little cooking oil to remove stubborn stains.
7. Wash the drip tray in warm soapy water, or in the top rack of the dishwasher.
8. Don't use scouring pads, wire wool, or soap pads.
9. At the places where the top and bottom plates make contact, the non-stick surfaces may show signs of wear. This is purely cosmetic, and will not affect the operation of the grill.

PART	DISHWASHER & HAND WASH SAFE	WIPE WITH DAMP CLOTH
Cover		X
Base		X
Reversible Grill / Teppanyaki Griddle plates	X	
Drip Tray	X	

## STORAGE

Ensure the appliance is cool and dry before storing. Wrap the power cord around the cord wrap underneath the unit. Have one set of plates assembled in the unit. Slide the height mechanism to the locked position. Store the unit either horizontally or vertically with the other set of plates nearby.

## TROUBLESHOOTING

PROBLEM	SOLUTION
If Start / Stop ring is off and display is blank	Check the connection to the wall outlet. If the unit is plugged in, the Start / Stop ring should be lit showing the unit is plugged in. If the problem persists, try using a different outlet.
Timer does not begin to countdown	Press the Start / Stop button to Start timer.

# DISPOSAL OF THE APPLIANCE



This appliance is marked according to the European directive 2002/96/EC on Waste Electrical and Electronic Equipment (WEEE). The product may not be treated as household waste. Instead bring it to a central collection point for the recycling of electrical and electronic household

appliances. For more detailed information about treatment, recovery and recycling of this product, please contact your local city office, your household waste disposal service or the shop where you purchased the product. Correct disposal helps prevent adverse consequences for the environment and human health. By reusing, recycling and / or other use of old appliances, you make an important contribution to protecting our environment.

## COMMERCIAL WARRANTY

We offer a 24-month warranty from the date of purchase on the product to the original owner for defects in materials and workmanship when used for normal domestic use, in accordance with our instruction manual and for the intended use. This warranty is in addition to your rights under the Australian Consumer Law (if your product was purchased in Australia).

We will replace or repair (at our discretion) an appliance which is the subject of a valid warranty claim free of charge. A product presented for repair may be replaced by a refurbished product of the same type rather than being repaired. Refurbished parts may be used to repair the product.

To make a claim under our warranty, you must have the original proof of purchase documentation for the product and present it when requested.

Within Australia the original owner may return the appliance to the place of purchase or the owner can contact our customer care service via email at [customercare@greenpan.com.au](mailto:customercare@greenpan.com.au). Please also be sure to include with your email your original proof of purchase, a photo and description of the defect, your contact details and any other pertinent information.

For further information you can visit [www.GreenPan.com.au](http://www.GreenPan.com.au).

Our replacement or repair warranty only applies where a defect arises because of faulty material or workmanship during the warranty period. Your warranty does not cover misuse or negligent handling (including damage caused by failing to use the product in accordance with this instruction manual), accidental damage, or normal wear and tear.

Our warranty does not:

- cover freight or any other costs incurred in making a claim, consumable items, accessories that by their nature and limited lifespan require periodic renewal (such as filters and seals) or any consequential loss or damage however arising; or
- cover damage caused by:
  - power surges, power dips, voltage supply problems, or use of the product on incorrect voltage;
  - servicing or modification of the product other than by GreenPan or an authorised GreenPan service centre;
  - use of the product with other accessories, attachments, product supplies, parts or devices that do not conform to GreenPan specifications; or
  - exposure of the product to abnormally corrosive conditions.

**The benefits given to you by our warranty are in addition to other rights and remedies under law in relation to the product.**

**In Australia 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 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.**

If your warranty claim is not accepted, we will inform you and if requested to do so by you, repair the product provided you pay the usual charges for such repair. You will also be responsible for all freight and other costs.

Should your product require repair or service after the warranty period, please contact our customer service line on our toll-free number: 1800918480 or email us at [customercare@greenpan.com.au](mailto:customercare@greenpan.com.au)

### **Supplier Information**

The Cookware Company Asia Ltd.  
Address: Room 02-04, 20/F, Tower 1,  
Enterprise Square Five, 38 Wang Chiu Road,  
Kowloon Bay, Hong Kong  
Australia Customer Service no.: 1 800-918-480  
Email: [customercare@greenpan.com.au](mailto:customercare@greenpan.com.au)

GreenPan is a registered trademark.

Made in China.

# LIMITED WARRANTY

## (FOR AUSTRALIA & NEW ZEALAND)

Your GreenPan warranty is only applicable on defects in material or workmanship of the product under normal, non-professional use in accordance with the Care and Use instructions of GreenPan. This warranty is in addition to your rights under the Australian Consumer Law (if your product was purchased in Australia).

### **Within Australia and New Zealand,**

if your product is found to be defective during the guarantee period, the original owner may return it to the relevant store, or the owner can contact our customer service line on our toll-free number or email us:

Australia:

1 800 918 480  
/ [customercare@greenpan.com.au](mailto:customercare@greenpan.com.au)

New Zealand:

1 800 039 838  
/ [customercare@greenpan.co.nz](mailto:customercare@greenpan.co.nz)

In Australia our Product(s) 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 Product(s) repaired or replaced if the Product(s) fail to be of acceptable quality and the failure does not amount to a major failure.

The benefits given to you by our warranty are in addition to other rights and remedies under law in relation to the product.

### **Within Southeast Asia countries,**

if your product is found to be defective during the guarantee period, the original owner may return it to the relevant store, or the owner can contact our customer care service via email at [info@cookware-co.com](mailto:info@cookware-co.com).

Please be sure to include your original dated proof of purchase, a photo and description of the defect, your contact details, and any other pertinent information.

We offer a 24-month warranty from date of purchase on your GreenPan product to cover manufacturing defects and defective material. If the product is found to be defective and under a valid warranty claim, GreenPan will replace (at our discretion) free of charge the entire product, or if no longer available, a similar product.

What is not covered by this warranty:

1. Damage from ordinary wear and tear such as scratches, dents, stains or discolouration to all surfaces or other damage that does not impair the function of the product.
2. Damage due to improper handling, overheating, accident, abuse, misuse, fire, flood, theft, acts of God, neglect, corrosion, modification, exposure to extreme temperatures or failure to follow the manufacturer's use and care instructions.
3. Damage or breakage due to dropping or impact.
4. Use of this product in commercial applications.
5. Minor imperfections or blemishes due to variations in paint, enamel, metals, plastic, silicone, ceramic, stoneware, glass, or textile.
6. Surface damage due to chemical interaction or cleaning agents including but not limited to scouring pads, abrasive cleaners, or automatic dishwashers.

**The cost of repair or replacement under the excluded circumstances shall be borne by the customer.**

For more information on the extended care and use instructions and warranty policy see:

**[www.greenpan.com](http://www.greenpan.com)**









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