

# cooking collection

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Instructions for use and warranty details

To register your warranty or make a warranty claim, scan this QR code:



Multifunction Oven  
Model No.: OMF6015

 **kLEENmaid**

Dear Customer,

Thank you and congratulations for choosing Kleenmaid.

Your new appliance has been designed and meticulously tested to ensure that it meets all your culinary requirements, and has been carefully manufactured using top quality materials to give you years of reliable performance.

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

Once installation is complete, please read this instruction manual carefully and get to know the controls and the features of your new Kleenmaid appliance. These simple instructions will enable you to achieve excellent results from the very first time you use it.

Again, congratulations and thank you for choosing The Best You Can Own.

**KLEENMAID**

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NOTE: Before using this appliance please study this entire User Manual carefully. Keep this manual in a safe place for future reference. Ensure that other people using this appliance are familiar with these instructions as well. The latest version of this manual is available on our website. (See back cover for details.)

The manufacturer shall not be responsible for any damages to persons or property caused by incorrect installation or use of the appliance.

The manufacturer also reserves the right to make any modifications to the product as may be considered necessary or useful, also in the interests of the user, without jeopardizing the main functional and safety features of the product.

The appliance is designed for a domestic environment and not for commercial use.

## WARNINGS

- When the oven is first switched on, it may give off a strong odour. This is due to the bonding agent used for the insulating panels within the oven. Please run the new oven empty with the conventional cooking function at 250 °C, for 90 minutes to clean oil impurities inside the cavity.
- During the first use, it is completely normal for there to be a trace of smoke and an odour. If it does occur, please wait for the smell to clear before putting food into the oven.
- Please use the product in a well ventilated environment.
- The appliance and its accessible parts become hot during use. Care should be taken to avoid touching heating elements. Children shall be kept away unless continuously supervised.
- If the surface is cracked, switch off the appliance to avoid the possibility of electric shock.
- Do not allow children to go near the oven when it is operating, especially when the grill is on.
- Ensure that the appliance is switched off before replacing the oven lamp to avoid the possibility of electric shock.
- The means for disconnection must be incorporated in the fixed wiring in accordance with the wiring specifications.
- Children should be supervised to ensure that they do not play with the appliance.
- 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 person responsible for their safety.
- Accessible parts may become hot during use. Young children should be kept away.
- An all-pole disconnection means must be incorporated in the fixed wiring in accordance with the wiring rules.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

- Do not use harsh abrasive cleaners or sharp metal scrapers to clean the oven door glass since they can scratch the surface, which may result in shattering of the glass.
- A steam cleaner is not to be used.
- This appliance is not intended to be operated by means of an external timer or separate remote-control system.
- The oven must not be installed behind a decorative door in order to avoid overheating.
- The oven and its hinges and associated parts are designed to support the weight of the oven door only, and any damage to the door or its hinges or associated parts which is caused by excessive weight of any kind being placed onto the oven door will not be covered by warranty. The full cost of any warranty service call regarding damage which is assessed to be the result of excessive weight of any kind being placed onto the oven door will be for the care of the owner.
- Children should specifically be prevented from climbing or standing on the oven door.
- The appliance should never be lifted or moved by holding the door handle, and it is recommended that the door be removed before lifting or moving the oven.
- NOTE: There are oven specific accessories supplied with the oven which should be retained for installation and not discarded with the packaging.

## **SAFETY HINTS**

- Do not use the oven unless you are wearing something on your feet. Do not touch the oven with wet or damp hands or feet.
- The oven door should not be opened often during the cooking period.
- The appliance must be installed by an authorized technician and checked before use. The manufacturer is not responsible for any damage that might be caused by defective placement, and installation by unauthorized personnel.
- Do not place items on the open drawer or door of the oven as this may unbalance your appliance or break the door.
- Some parts of the appliance may retain heat for a long time; wait for it to cool down before touching the points that are exposed to direct heat.
- If the appliance will not be used for a long time, please turn it off and unplug it.

## DECLARATION OF COMPLIANCE

When you have unpacked the oven, make sure that it has not been damaged in any way. If you have any doubts at all, do not use it and contact a professionally qualified person. Keep packing materials such as plastic bags, polystyrene, or nails out of the reach of children because these are dangerous.

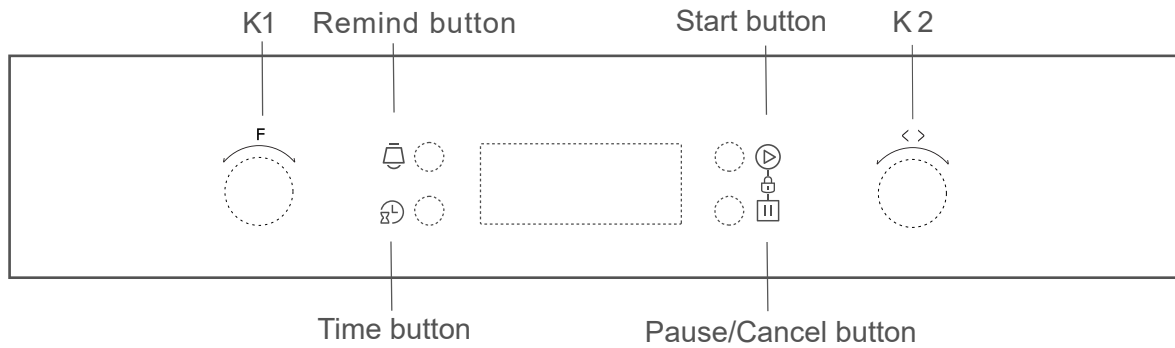


### DISPOSAL

This appliance is marked according to the European directive 2012/19/EU on Waste Electrical and Electronic Equipment (WEEE).

By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product. The symbol on the product indicates that this product may not be treated as household waste. Instead it should be handed over at the applicable collection point for the recycling of electrical and electronic equipment. Disposal must be carried out in accordance with local environmental regulations for waste disposal. For more detailed information about treatment, recovery and recycling of this product, please contact your local council or household waste disposal service.

# PRODUCT DESCRIPTION







Symbol	Function description
	Oven Lamp: This enables the user to observe the progress of cooking without opening the door. Oven lamp will light for all cooking functions.
	Defrost: The circulation of air at room temperature enables quicker thawing of frozen food, (without the use of any heat). It's a gentle but quick way to speed up the defrosting time and thawing of ready-made dishes and cream filled produce etc.
	Pastry: Lower heating element. A concealed element in the bottom of the oven provides heat. It is mainly used for keeping food warm. The temperature can be set within the range of 60-120°C. The default temperature is 60°C.
	Traditional Cooking: The top and bottom elements work together to provide traditional cooking. The temperature can be set within the range of 50-250°C. The default temperature is 220°C.
	Intensive Cooking: Combination of the fan and both heating elements provides more even heat penetration, saving up to 30-40% of energy. Dishes are lightly browned on the outside and still moist on the inside. Note: This function is suitable for grilling or roasting big pieces of meat at a higher temperature. The temperature can be set within the range of 50-250°C. The default temperature is 220°C.
	Double Grill: The inside radiant element and top element are operating. The temperature can be set within the range of 180-240°C. The default temperature is 210°C.
	Ventilated Double Grill: The inside radiant element and top element are operating with the fan. The temperature can be set within the range of 180-240°C. The default temperature is 210°C.
	Baking: Fan Forced. A circular element around the convection fan provides an additional source of heat. In this mode the fan automatically comes on to improve air circulation within the oven and creates an even heat for cooking. The temperature can be set within the range of 50-240°C. The default temperature is 180°C.
	Radiant grilling: The inner grill element switches on and off to maintain temperature. The temperature can be set within the range of 180-240°C. The default temperature is 210°C.

# OPERATING INSTRUCTIONS

## 1) Clock Setting

Note: The clock time of day should be set each time power is connected or reconnected to the oven. After connecting the unit to the power, the symbols " 0:00 " will be visible on the display.

1. Press "  ", the hour figures will flash.
2. Rotate " K2 " to adjust the hour figures. (The time should be within 0--23).
3. Press "  ", the minutes will flash.
4. Rotate " K2 " to adjust the minutes setting. (The time should be within 0--59).
5. Press "  " to finish setting the clock. " : " will flash, and the time of day will be illuminated.




Note: To set the clock to the exact time of day, including seconds, set the minute digits ahead by 1 min from the time on the reference clock. When the reference clock switches to the time shown on the oven clock press "  " immediately and the oven clock will be synchronized with the reference clock.

Note: The clock is 24 hour time. After power on, if not set, the clock will show " 0:00 ".

NOTE: Occasionally the time-of-day clock in this appliance may lose or gain time. This is due to fluctuations in the mains power supply. This is not something that can be prevented, nor will it affect the other functions or normal operation of the appliance.

## 2) Reminder Count Down Function



This function provides a general purpose count down timer with a set duration from 1 minute up to 10 hours, in steps of 1 minute. The Reminder can only be set when the oven is in standby mode, Follow the steps below to set the Reminder:

1. Press Reminder setting button "  ".
2. Rotate " K2 " to set the hour time of Reminder. (The time should be within 0--9).
3. Press Reminder setting button "  " again.
4. Rotate " K2 " to set minute time of Reminder. (The time should be within 0--59).
5. Press "  " to confirm setting and start the timer. The time will count down.

Note: The oven buzzer will sound 10 times after the count down reaches "0:00". You can cancel the Reminder during setting by pressing the cancel button. After the Reminder has been set, you can cancel it by pressing the cancel button twice.







## 3) Interior Light

The oven light will be on whenever the oven is operating. To use the light separately:

1. Rotate " K1 " to select the light function, and the corresponding icon will turn on.
2. Press "  " button to start, "0:00" and lamp icon "  " will light up, " : " will flash.

## 4) Manual Cooking

Manual cooking allows you to start cooking immediately for any duration from 1 minute up to 9 hours.

1. Rotate " K1 " to choose the cooking function you require. The related symbol will be illuminated.
2. Rotate " K2 " to adjust the temperature.
3. Press "  " to confirm the start of cooking.
4. If step 2 is omitted, press "  " to confirm the start of cooking. The default time is 9 hours and the default temperature will be displayed.
5. Rotate " K1 " to adjust the cooking time after cooking begins. Then press "  " to confirm.  
If "  " is not pressed within 3 seconds, the oven will revert back to the previous time to continue cooking.
6. Rotate " K2 " to adjust the temperature after cooking begins. The related indicator will be illuminated.  
Then press "  " to start cooking. If "  " is not pressed within 3 seconds, the oven will revert to the previous temperature to continue cooking.



## Manual Cooking and General Function Setting Notes

- The oven lamp will be on whenever the oven is operating.
- Once the cooking program has been set if the " ⏪ " button is not pressed within 5 minutes the current time of day will be displayed and the oven will return to standby mode. The cooking settings will be cancelled.
- A beep will sound whenever a button is properly pressed. If it isn't properly pressed it won't beep.
- The step quantities for the adjustment time of the knobs are as follows:  
0--0:30 min: step by 1 minute    0:30--9:00 hour: step by 5 minutes
- The step quantities for the adjustment of temperature for the main cooking functions is 5°C, and for the Double Grill, Ventilated Grill and Radiant Grill functions it is 30°C.

## 5) Automatic Cooking

This function allows the user to preselect a start time up to 23 hours ahead, cooking duration, function and temperature. The oven will automatically switch on, cook, and switch off.

Note: To use Automatic Cooking function the time of day must have previously been set.

1. To set the Automatic Cooking start time:-
  - i. Press " ⏪ " button.
  - ii. Rotate "K2" to set the hour start time. Time should be within 0-23.
  - iii. Press " ⏪ " button again.
  - iv. Rotate "K2" to set the minute start time. Time should be within 0-59. DO NOT press " ⏪ " again.
2. Next, turn knob " K1 " to select the cooking function.
3. Press " ⏪ " button to enable setting of cooking duration and temperature. Turn knob "K1" to set the cooking duration and "K2" to adjust the temperature.
4. Press the " ⏪ " button to finish cooking setting, and the time of day is displayed on the screen with the Automatic Cooking symbol " ⏪ " illuminated. No other function symbols are present. The oven is now in Automatic Cooking Wait Mode, and will remain in that state until the cooking start time is reached or Automatic Cooking is cancelled. The Automatic Cooking start time can be checked by pressing " ⏪ ". After 3 seconds the clock will revert to the time of day.
5. When the set start time is reached the oven will beep and cooking will commence automatically. The Automatic Cooking symbol " ⏪ " will turn off and the display will operate as for Manual Cooking.
6. A beep will sound 5 times when Automatic Cooking is finished.

## Automatic Cooking Function Notes

To make adjustments after Automatic Cooking Wait Mode has commenced:

- To adjust the cooking time after Automatic Cooking begins rotate " K1 " then press " ⏪ " to confirm. If " ⏪ " button is not pressed within 3 seconds, the oven will revert to the previous time to continue cooking.
- To adjust the temperature after Automatic Cooking begins rotate " K2 ". The related indicator will be illuminated. Press " ⏪ " to start cooking. If " ⏪ " is not pressed within 3 seconds, the oven will revert to the previous temperature to continue cooking.
- Oven lamp, defrost, and meat probe cannot be programmed to operate automatically from a set time.
- While the oven is in Automatic Cooking Wait Mode press the cancel button once and the time and temperature set for Automatic Cooking will be displayed with the Automatic cooking symbol constantly illuminated. Press the start button to return to the Automatic Cooking Wait Mode OR press the cancel button again to cancel the Automatic Cooking Function settings and the screen will show time of day on the clock.
- The Reminder Function is not able to be set during the Automatic Cooking Wait Mode.

## 6) Enquiry Function

Note: This section presumes you have set the time of day on the oven as in 1. Clock Setting. You can use the enquiry function in the following states to see specific times. The displayed time will return to the current state after 3 seconds.

1. During the operating state press " ⌚ " button to see the current time of day. If the Reminder Function was set press " 🕒 " to see the Reminder time.
2. During the Reminder Count Down time display state press " ⌚ " button to see the current time of day.
3. In clock display state, if the Automatic Cooking function was set, press " ⌚ " button to see the time cooking is set to commence.

## 7) Child Lock Function

Activating the Child Lock Function helps to prevent unintentional changes in the operating state by children or others. When the function is on the oven will not respond to buttons being pressed or dials being turned. Note: During operating mode, if you want to pause cooking, press the cancel button briefly. Pressing and holding the cancel button will have no effect.

To Lock : press " 🔒 " and " 🔒 " simultaneously for 3 seconds, there will be a long " beeping " sound and the " 🔒 " will be illuminated.

To Unlock: press " 🔒 " and " 🔒 " simultaneously for 3 seconds, there will be a long " beeping " sound indicating the child-lock is released.

## 8) Pause/Cancel Function

To Pause/Cancel or Start/Resume Cooking:


1. During cooking, press " ⏸ " once to pause the cooking process. Press " ⏸ " twice to completely cancel the cooking process.
2. If the current cooking function is paused, press " ▶ " to resume cooking. If the cooking function and duration have been set, press " ▶ " to start cooking.

## 9) Energy Saving Function

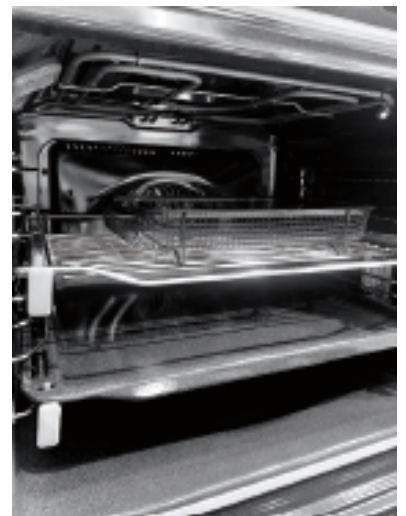
The oven uses less energy when this function is active.

1. In either the Standby or Reminder Count Down state, press " ⏸ " for 3 seconds. The display will turn off and the oven will enter Energy Saving Mode.
2. If the Control Panel is not used for 10 minutes in the Standby state, the LED display will turn off and the oven will enter Energy Saving Mode.
3. Operate any button or knob to exit Energy Saving Mode.

## 10) Convection Hot Air Frying

To use Convection Hot Air Frying select the Convection Baking: Fan Forced function . Place the wire rack into shelf position 3 of the oven (see image). Insert an oven tray below the wire rack to collect any spills. Adding a small amount of cold water to the tray, before pre-heating the oven, will make the tray easier to clean after cooking is complete. Ensure there is separation between the wire rack and the oven tray to maximize air circulation. Do not put the oven tray on the floor of the oven.

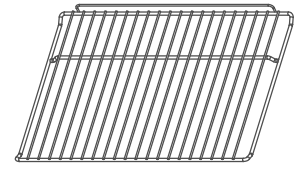
Place the food in an open wire air frying basket (not supplied) and position the basket in the centre of the wire rack. Follow the directions for Fan Forced cooking on the food packet. Pre-heat the oven to the recommended temperature prior to putting the food in the oven. Failure to do so will mean the food will not be sufficiently cooked. Do not use the packet directions for use with an Air Fryer.



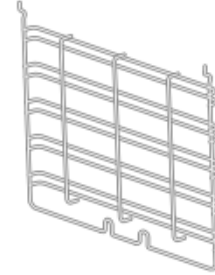
## ACCESSORIES

(The illustrations are for reference only.)

2 x Wire shelf: For grill, dishes, cake pan with items for roasting and grilling.

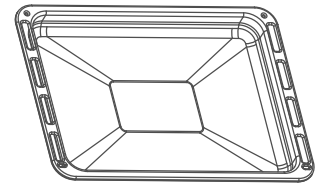


Side racks: For cooking larger size food, these shelf support rails on the right and left sides of the oven can be removed, and dishes and trays can be put on the oven floor, if using functions such as Radiant Grilling, Double Grilling and Ventilated Double Grill.

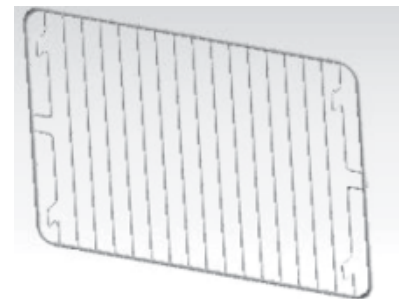


NOTE: Dishes should only be placed on the cavity floor in the low temperature situations as mentioned above. DO NOT place any dishes on the cavity floor when using other functions, especially those which use the bottom element such as Traditional Cooking, Intensive Cooking, and Pastry. This may cause damage to the oven cavity/enamel and such damage is not covered by the warranty.

Universal pan: For cooking large quantities of food such as moist cakes, pastries, frozen food etc, or for collecting fat/spillage and meat juices.

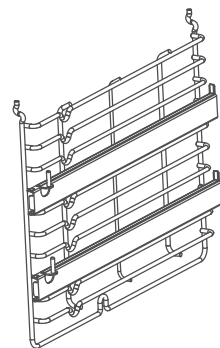


Wire rack: For grilling and roasting. Place the wire insert in the universal pan with the legs facing downwards. This ensures that dripping fat and meat juices are collected.



Telescopic Guides: These are available as optional aftermarket accessories for this model. These telescopic guides and slider brackets can be removed to allow larger dishes and trays to be put on the oven floor when using functions such as Radiant grilling, Double grilling and Double grill with fan. See NOTE above.

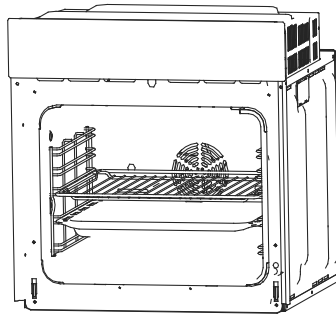
To order telescopic guides as an aftermarket accessory please visit the Kleenmaid website (see back cover for details). The part number is KM9411A09. Contact [parts@kleenmaid.com.au](mailto:parts@kleenmaid.com.au) to ask any questions.



## SHELF PLACEMENT WARNING:

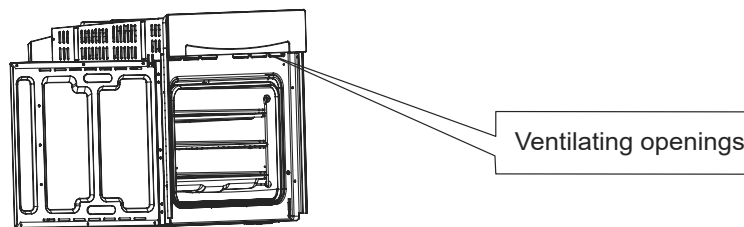
To ensure the oven shelves operate safely, correct placement of the shelves between the side rails is imperative. Shelves and the pan can only be used between the first and fifth layers.

The shelves should be inserted correctly to ensure that hot food items do not slide out during careful removal of the shelf or tray. Always insert the accessories fully into the cavity so that they do not touch the appliance door when it is closed.



## Note: Ventilating Openings

When cooking is finished or in pause state or in waiting state, if the oven's center temperature is over 75 degree, the cooling fan will continue working for 15 minutes. Or when the oven's center temperature becomes lower than 75 degree, the cooling fan will stop in advance.



## Optional Telescopic Guide installation (The illustration is for reference only)

The figures and description below show the steps for installing the optional telescopic guide (Figure 1) onto the left side rack as an example. The procedure for the right side rack is similar.

1. Place the buckles on both sides of the telescopic guide on the side rack. (Figure 2)
2. Push the bottom of the telescopic guide onto the side rack steel bars. (Figure 3)
3. To remove the telescopic guides perform the actions in the steps above in the opposite manner.

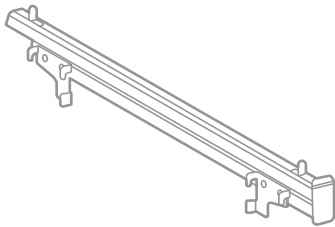


Figure 1 - telescopic guide

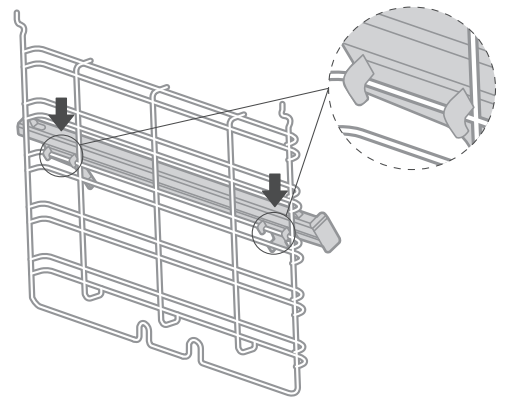


Figure 2

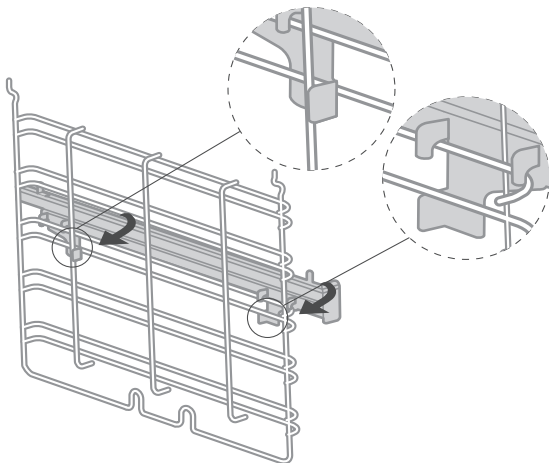
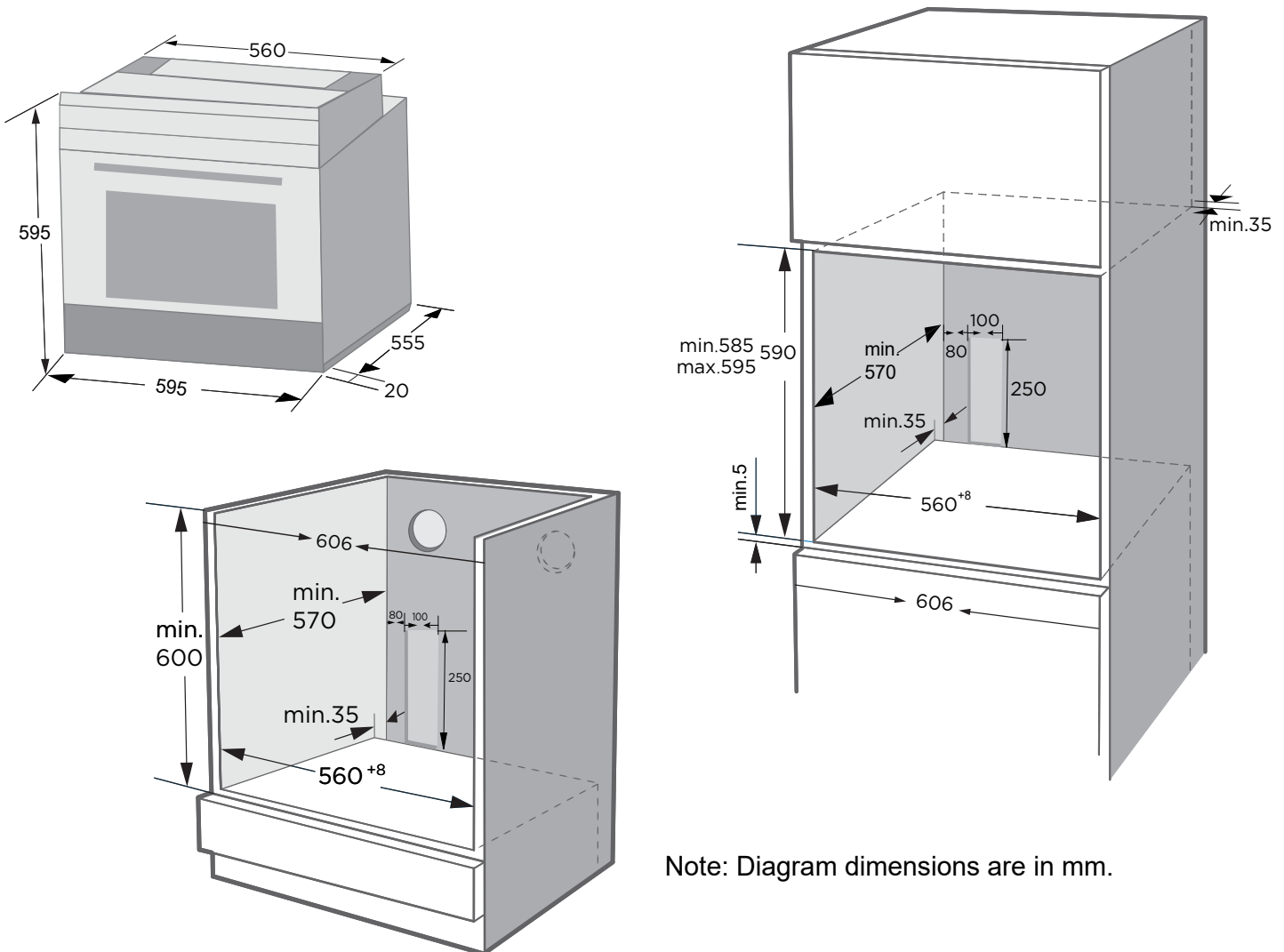


Figure 3

# INSTALLATION INSTRUCTIONS

Note: Before making preparations for or commencing installation, the installer should refer to the current online version of the User Manual, which is available on the Kleenmaid website (see back cover for details).

## DIMENSIONS



Note: Diagram dimensions are in mm.

Note:

1. Only plus deviations are admissible for all dimensions.
2. The cabinet does not include the power switch or socket.
3. The setback from the glass fascia to the niche front should be 20 mm.

Please wear protective gloves to prevent yourself from being cut by sharp edges during installation. Check the appliance for any damage before commencing installation, and do not connect the appliance if there is damage. Before turning on the appliance, please remove all the packaging materials and adhesive film from the appliance. Ensure you retain all oven parts and installation accessories when disposing of packaging.

It is necessary to have the plug accessible, or incorporate a switch in the fixed wiring, in order to disconnect the appliance from the power supply when required after installation.

**WARNING:** In order to avoid overheating, the appliance must not be installed behind a decorative door.

## FITTING THE OVEN INTO THE KITCHEN CABINET

Fit the oven into the space provided in the kitchen cabinet. It may be fitted underneath a work top or into an upright column. Fix the oven in position by screwing into place, using the two fixing holes in the frame. (See diagram page 14.) To locate the fixing holes, open the oven door and look inside. To allow adequate ventilation, the measurements and distances indicated in this manual must be adhered to when fixing the oven. For column installation ensure that a 35mm minimum depth full width ventilation cutout is made at the rear above and below the oven.

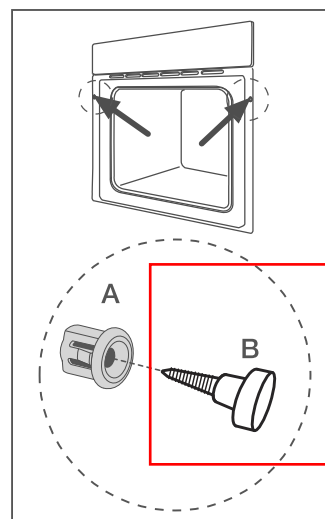
### IMPORTANT

The appliance must be installed by an authorized technician and checked before use. The manufacturer is not responsible for any damage that might be caused by defective placement, and installation by unauthorized personnel. For safe oven operation and maximum efficiency, the kitchen cabinetry must be suitable. The panels of the kitchen cabinet that are next to the oven must be made of a heat resistant material. Ensure that cabinets which are made of glue and veneered wood can withstand temperatures of at least 120 °C. Plastics or glues that cannot withstand such temperatures will melt and deform the cabinet. Once the oven has been lodged inside the cabinet, electrical parts must be completely insulated. This is a legal safety requirement. All guards must be firmly fixed into place so that it is impossible to remove them without using special tools. Remove the back of the kitchen cabinet to ensure an adequate current of air circulates around the oven. The oven must have a rear gap of at least 45 mm.

### SECURING THE OVEN TO THE CABINET

1. Fit oven into the cabinet recess.
2. Open the oven door
3. Secure the oven to the kitchen cabinet with two distance holders "A" which fit the holes in the oven frame and fit the two screws "B".

Note: Parts A and B as above, are supplied with the oven and should not be discarded when unpacking the oven.



### ELECTRICAL CONNECTION OF THE OVEN

NOTE: This appliance should be connected to the mains power supply via a standard 15A switched GPO, protected by a minimum 16A circuit breaker.

It is necessary to have the plug accessible, or incorporate a switch in the fixed wiring, in order to disconnect the appliance from the power supply when required after installation.



WARNING: IT MUST BE ENSURED THAT THIS APPLIANCE IS CONNECTED ONLY TO A 230vac +10%/-6% 50Hz MAINS POWER SUPPLY WHICH CONTINUOUSLY COMPLIES WITH THE RELEVANT AUSTRALIAN STANDARD. FAILURE TO DO SO MAY SERIOUSLY DAMAGE THE APPLIANCE AND ANY SUCH DAMAGE IS NOT COVERED BY THE MANUFACTURER'S WARRANTY.



# CLEANING AND MAINTENANCE

## REMOVING THE DOOR FROM OVEN (OPTIONAL)

Disassembly of oven door components for easier cleaning and maintenance.

1. To remove the door, open the door to the maximum angle, then pull the buckle at the door hinge backward.  
Fig.1

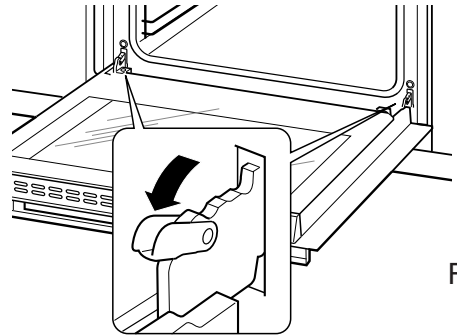


Fig. 1

2. Close the door to an angle approximately 30°. Hold the door with one hand on each side. Lift up and slowly pull the door out from the oven. Fig.2

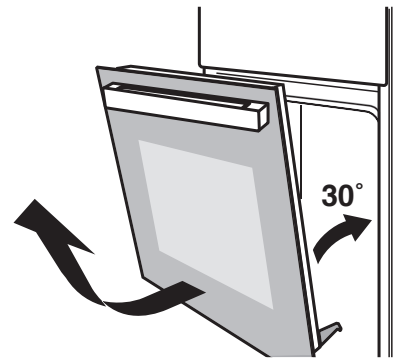


Fig. 2

3. Open the door rotation bracket assembly by performing the action shown in Fig.3.

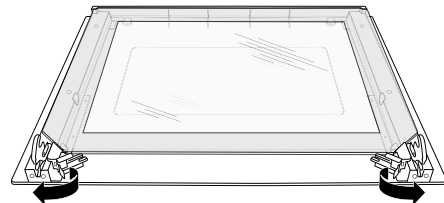


Fig. 3

4. Lift up the door outer glass and gently pull it out, then take the door middle glass out in the same way. Fig.4 & Fig.5.

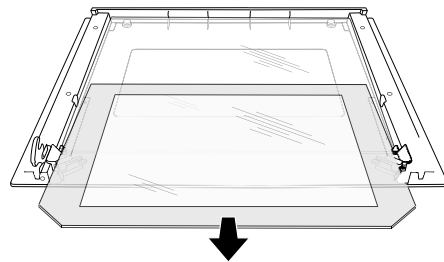


Fig. 4

5. Reverse the above procedures to return the door to its original position.

### WARNING:

Don't forcibly pull out the door as this may cause glass breakage during the dismantling process.

### WARNING:

The hinge springs which are under tension could operate suddenly without warning causing personal injury.

### WARNING:

Do not lift or carry the oven door by the door handle.

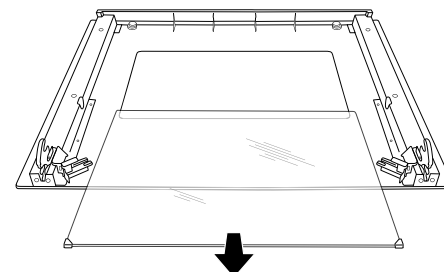


Fig. 5



## CLEANING AND MAINTENANCE

To enhance appearance and reliability, keep the unit clean. The modern design of the unit facilitates maintenance. The parts of the unit which come into contact with food should be cleaned regularly.

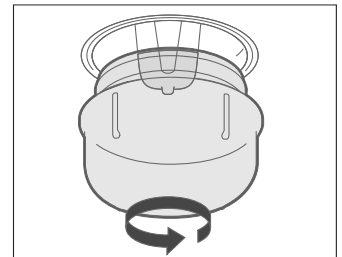
- Before any maintenance and cleaning, disconnect the power.
- Set all controls in the OFF position.
- Wait until the inside of the unit is only slightly warm but not hot - cleaning is easier than when warm.
- Clean the surface of the unit with a damp cloth, soft brush or fine sponge and then wipe dry. In case of heavy soiling, use hot water with a non-abrasive cleaning product.
- Do not use abrasive cleaners or sharp metal scrapers for cleaning the glass of the oven door as these can scratch the surface or lead to the glass being damaged.
- Never leave acidic substances (lemon juice, vinegar) on stainless steel parts.
- Do not use a high pressure cleaner for cleaning the unit. The baking pans may be washed in mild detergent.

## BULB REPLACEMENT

The replacement process is as follows:

- 1> Disconnect power from the mains outlet or switch off the circuit breaker of the unit's mains outlet.
- 2> Unscrew the glass lamp cover by turning it counter-clockwise (note, it may be stiff) and replace the bulb with a new one of the same type.
- 3> Screw the glass lamp cover back in place.

NOTE: Only use 25W/230V, T300°C halogen lamps.



**WARRANTY SERVICE:** If the appliance fails to operate correctly during the warranty period please visit our website to request a warranty service (see back cover of this manual for details). When booking a service please provide your Model No: OMF6015 and the individual Serial Number of your appliance. This is found on the label inside the front right hand side of the oven, visible when the oven door is open.

## TECHNICAL SPECIFICATIONS

Model	OMF6015
Oven Dimensions(H/W/D)	595x595x575mm
Rated Voltage	220-240V~50Hz-60Hz
Total Power	3kW 13A
Power Cord	15A H05VV-F 3X1.5 1m

# KLEENMAID WARRANTY

## TERMS AND CONDITIONS

1. Compass Capital Services Pty Ltd ABN 96 138 214 525 trading as Kleenmaid will provide parts and labour to you the customer as set out herein.
2. Kleenmaid may engage a Service Agent to provide service under this warranty.
3. Kleenmaid's Products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
4. The benefits given to you under this Kleenmaid Warranty are in addition to other rights and remedies to which you may be entitled under the Australian Consumer Law in relation to the Product to which this Kleenmaid Warranty relates. Subject to the conditions below, the Product is warranted by Kleenmaid and/or its agents to be free from defects in materials and workmanship for the Warranty Period for normal Domestic Use.
5. Product Identification: -
  - a. Kleenmaid reserves the right to reject claims for any services or work where you cannot produce for verification the serial number and a proof of purchase for the Product (including but not limited to the original invoice).
  - b. this Kleenmaid Warranty will be voided if the serial number for the Product cannot be verified. This is not intended to exclude, restrict or modify any right or remedy to which you may otherwise be entitled under the consumer guarantee provisions of the Australian Consumer Law.
  - c. in the event that a request for repair is made against this Kleenmaid Warranty where the serial number for the Product cannot be verified or you cannot produce for verification a proof of purchase for the Product (including but not limited to the original invoice), the repairer will not carry out any repairs on the Product and you will be charged a service call-out fee.
6. What is covered by this Kleenmaid Warranty: -
  - a. the Product is covered for faulty workmanship or parts that have failed under normal Domestic Use.
  - b. Kleenmaid and/or its agents will determine by objective testing if there are any defects in the Product and/or faulty workmanship.
  - c. this Kleenmaid Warranty is only applicable if repairs on Products are carried out within Mainland Australia.
  - d. this Kleenmaid Warranty: -
    - i. covers a Product purchased as new, manufactured for use in Mainland Australia;
    - ii. commences from the date of delivery of the Product;
    - iii. provides for the labour and replacement parts necessary to maintain the Product in good operating condition as specified in this Kleenmaid Warranty, however, if repair is needed because of Product failure during normal Domestic Use, Kleenmaid has the option to repair or replace the defective Product or part of the Product with a product or part of like kind and quality. A replacement part may be new or reconditioned of like kind and quality and may cost less than the original Product purchased and no charges or refunds will be made based on the replacement product or part cost difference; and
    - iv. is only applicable when the Product is used and operated in accordance with the Manufacturer's instructions.
7. What is not Covered by this Kleenmaid Warranty (excluded):-
  - a. any damage or failure to or of the Product or part of the Product:
    - i. due to the Product being inadequately serviced to manufacturer's recommendations;
    - ii. resulting from environmental conditions including and not limited to dirt, dust, rodents, insects, rust, corrosion, salt built-up, of or in any part of the Product;
    - iii. resulting from excessive use but fair wear and tear is excepted;
    - iv. resulting from installation by an unqualified or uncertified tradesperson;
    - v. resulting from poor or incorrect installation including and not limited to positioning and externally fitted equipment such as plumbing and drainage, cabling, antennae or due to incompatibility of connected equipment;
    - vi. caused by overheating as a result of sitting or positioning of the Product, where there is no provision for adequate ventilation or adequate protection from excessive dust;
    - vii. if the Product has been dismantled, repaired or serviced by any person other than someone authorised by Kleenmaid or its agents or representatives;
    - viii. caused by power surges or spikes, including and not limited to, mains power and telecommunications connections, or to other unspecified sources, incorrect power current, voltage fluctuation, amperage fluctuation, rust or corrosion;
    - ix. if the Product is dropped, collision of the Product with another object, use for which the Product is not designed, damage to the Product caused by your own negligence, accidental or deliberate misuse of the Product by you, theft, abuse, vandalism, flood, fire, earthquake, electrical storms or any other act of God or any war related events; or
    - x. due to the introduction of abnormal heat loads to the Product;
  - b. costs of attendance and testing where no fault or defect covered by the terms of this Kleenmaid Warranty is identified in the Product;
  - c. initial setup and installation of the Product;
  - d. normal maintenance costs and costs incurred through the installation of items listed as requiring periodic replacement;
  - e. Products with removed or altered serial numbers;
  - f. broken or cracked glass other than transport damage to the initial point of delivery;
  - g. consumables such as but not limited to bulbs/globes, seals, filters, batteries and remote controls;
  - h. removal and reinstallation of an internal component not performed by an authorised Kleenmaid agent or representative or authorised service centre;
  - i. cosmetic or structural items; or
  - j. any failures due to interference from or with other products and/or sources.
8. This Kleenmaid Warranty ceases if: -
  - a. the Product ceases to carry the original manufacturer's serial number or is sold at an auction;
  - b. the Product is rented; or
  - c. there is failure to pay monies owing on invoices as a result of non-warranty work being carried out at the request of the end user as per point 16 below.

9. Service under this warranty may be limited by the area in which you live. Service to remote and regional areas may incur additional travel costs which will be payable by you. You will be advised of this at the time you make a claim and Kleenmaid arranges to attend your premises.
10. Neither Kleenmaid nor its representatives provide loan equipment under the terms of this Kleenmaid Warranty.
11. Any unauthorised access to the internal hardware of the Product will void this Kleenmaid Warranty.
12. Repair Notice: Products presented for repair may be replaced by refurbished Products of the same type rather than being repaired. Refurbished parts may be used to repair the Products.
13. Replacement items are "like for like" and is not "new for old" and does not indicate in any way that a faulty Product will be replaced with a new part or unit. "Like for like" may either be a quality checked, refurbished or reconditioned unit of the same or later batch of model/size/specifications
14. The cost of making a claim under this Kleenmaid Warranty is not covered by Kleenmaid, including any costs of transportation or travel expenses between your home and your nearest authorised service agent.
15. Kleenmaid accepts no liability for items that are lost, damaged, or stolen as a result of freight, transport or storage. If you are required to transport the Product to an authorised service centre, you must ensure that it is securely packed and insured.
16. On Public Holidays or other periods when regular business and wholesale operations are temporarily ceased, repairer availability and warranty response times may extend beyond the standard response times due to the unavailability of repairers and parts.
17. For any repair performed on a Product under this Kleenmaid Warranty where no fault can be found, or the item is deemed by Kleenmaid or an authorised agent, to be not faulty under this Kleenmaid Warranty, or the repair or fault is not covered under this Kleenmaid Warranty, a 'No Fault Found' fee is payable by you. Kleenmaid will advise you of this cost and seek your agreement to pay such costs before commencing such repairs.
18. Any repairs or services required that are outside the terms and conditions of this Kleenmaid Warranty can be carried out at your request at your cost (including where the Product has not been installed or set up correctly). Kleenmaid will always advise you of this cost and seek your agreement to pay such costs before commencing such repairs. A credit card may be required prior to the commencement of such services.
19. Extra charges will be payable by the customer should the Product not be readily accessible without special equipment, such as but not limited to cranes and lifts or should the Product be installed in a position that service access is blocked and/or repair work is not possible without uninstalling the Product to gain access.
20. You, the customer, may be entitled to purchase an extended warranty in respect of the Product. Any extended warranty will not be issued by Kleenmaid but by a third party. Any extended warranty services will be provided directly by the third party as principal and not as agent for Kleenmaid, under their extended warranty terms and conditions and not under this Kleenmaid Warranty.
21. To make a claim under this Kleenmaid Warranty, please have your proof of purchase and the serial number of the Product ready and call (02) 9310 1207 during business hours.
22. This Kleenmaid Warranty is given by:  
 Name: Compass Capital Services Pty Ltd ABN 96 138 214 525 trading as Kleenmaid  
 Business address: Level 2, Suite 3, 204 Botany Rd, Alexandria NSW Australia 2015  
 Telephone: (02) 9310 1207
23. Definitions:
  - a. **Australian Consumer Law** means the *Competition and Consumer Act 2010* (Cth).
  - b. **Domestic Use** means use of the Product for personal, domestic or household purposes.
  - c. **Kleenmaid** means Compass Capital Services Pty Ltd ABN 96 138 214 525 trading as Kleenmaid.
  - d. **Mainland Australia** means the following States and Territories of Australia: New South Wales, Victoria, South Australia, Western Australia, Queensland, Tasmania, Northern Territory, Australian Capital Territory.
  - e. **Product** means the appliance sold by Kleenmaid to you as evidenced by the original purchase invoice.
  - f. **Service Agent** means any independent service agent engaged by Kleenmaid to carry out any repair or service under this warranty.
  - g. **Warranty Period** means for domestic use and for Products purchased on or after 1 January 2019 the period of 60 months, otherwise 36 months. For non-domestic use 12 months or such alternative period as may be specified.

**UPDATE NOTICE:** This Kleenmaid Warranty is current as at 1 December 2022 but is subject to variation from time to time. For the latest version of the Kleenmaid Warranty, please see our website <https://kleenmaid.com.au/warranty/> or phone us on (02) 9310 1207.

## Other products available in the Kleenmaid range of appliances

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

To register your warranty or make a warranty claim, scan this QR code:



Compass Capital Services Pty Limited  
trading as Kleenmaid  
ABN 96138214525

Level 2, 204 Botany Road Alexandria  
NSW 2015



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



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

E: [warranty@kleenmaid.com.au](mailto:warranty@kleenmaid.com.au)  
Please download the current User Manual for this  
appliance at [www.kleenmaid.com.au](http://www.kleenmaid.com.au)

 **kleenmaid**