

Model/s  
ERF60S  
ERF60W

Version  
V1.1 0922

Everything you need  
for your 60cm Fixed  
Rangehood is in this  
User Manual

**esatto**

# Welcome

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Congratulations on purchasing your new Rangehood. The Esatto brand is proudly distributed within Australia by Residentia Group Pty Ltd.

Please refer to the warranty card at the rear of this manual for information regarding your product's parts and labour warranty, or visit us online at: [www.residentia.group](http://www.residentia.group)

At Residentia Group, we are customer obsessed and our Support Team are there to ensure you get the most out of your appliance. Should you want to learn more about your new rangehood, it's features or importantly taking care of the appliance, our Support Team are here to help.

You can use our online Support Centre at anytime by visiting:  
<http://support.residentiagroup.com.au>

Or you can contact us via phone by dialing: 1300 11 HELP (4357).

It is important that you read through the following use and care manual thoroughly to familiarise yourself with the installation and operation requirements of your appliance to ensure optimum performance.

Again, thank you for choosing an Esatto appliance and we look forward to being of service to you.

Kind Regards,  
The Residentia Team

# Contents

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**Page 2**  
**Welcome**

---

**Page 4**  
**Safety Instructions**

---

**Page 8**  
**Product Overview**

---

**Page 10**  
**Installation**  
**Instructions**

---

**Page 14**  
**Operation**  
**Instructions**

---

**Page 15**  
**Maintenance**  
**& Cleaning**

---

**Page 18**  
**Troubleshooting**

---

**Page 19**  
**Your Receipt**

---

**Page 19**  
**Purchase Details**

---

**Page 20**  
**Warranty**

# Safety Instructions

## IMPORTANT SAFETY INSTRUCTIONS READ CAREFULLY AND KEEP FOR FUTURE REFERENCE

Read this manual thoroughly before first use, even if you are familiar with this type of product. The safety precautions enclosed herein reduce the risk of fire, electric shock and injury when correctly adhered to. Make sure you understand all instructions and warnings.

Keep the manual in a safe place for future reference, along with the completed warranty card and purchase receipt. If you sell or transfer ownership of this product, pass on these instructions to the new owner.

Always follow basic safety precautions and accident prevention measures when using an electrical appliance. The following statements you will see in this booklet have these meanings:

**WARNING:** Indicating information concerning your personal safety.

**CAUTION:** Indicating information on how to avoid damaging the appliance or cabinetry.

**IMPORTANT:** Indicating tips and information about use of the appliance.

## USAGE CONDITIONS AND RESTRICTIONS

- **Domestic use only:** This appliance is intended for indoor household use only. It is not intended for commercial, industrial or outdoor use. It is not intended for use in a recreational vehicle.
- **Purpose:** Do not use this appliance for anything other than its intended purpose. Other uses are not recommended and may cause fire, electric shock or personal injury.
- **Attachments:** The use of attachments is not recommended by the appliance manufacturer and distributor as they may be hazardous.
- **Improper use:** Damage due to improper use, or repairs made by unqualified personnel will void your warranty. We assume no liability for any eventual damages caused by misuse of the product or noncompliance with these instructions.

## BEFORE USING YOUR APPLIANCE

This manual explains the proper use of your new Esatto rangehood. Please read this manual carefully before using the product. This manual should be kept in a safe place for handy reference. This rangehood is a domestic appliance which has been manufactured and tested to comply with Australian and New Zealand Standard AS/NZS 60335.2.31.

This rangehood must only be installed in accordance with the instructions provided. Incorrect installation may cause harm to persons, damage property and void the product's warranty.

Read the following carefully to avoid damage or injury.

**IMPORTANT:** Check for any damage or marks. If you find the appliance is damaged or marked, you must report it within 7 days if you wish to claim for damage/ marks under the manufacturer's warranty. This does not affect your statutory rights.

**WARNING:** Follow these instructions carefully to avoid injury, electric shock or fire.

- Young children should be supervised to ensure they do not play with the rangehood.
- 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 the use of the appliance by a person responsible for their safety.
- Only operate 4 cooktop burners at most at the same time.
- Ensure the rangehood is switched off before carrying out maintenance, to avoid any possibility of electric shock.
- Do not flambé under the rangehood.
- This rangehood is not suitable for use over barbecues.
- This rangehood cannot be installed for external use—only to be installed indoors.
- The rangehood and filters must be cleaned regularly to keep in good working order.
- The exhaust from the rangehood must not be discharged into any heating flue, which may carry combustion products from other sources. (Figure 1)
- Exhaust air must not be discharged into a wall cavity, unless the cavity is designed for the purpose.
- There shall be adequate ventilation of the room when the rangehood is used at the same time as appliances burning gas or other fuels (not applicable that only discharge the air back into the room).
- Regulations concerning the discharge of air have to be fulfilled.
- There must be adequate ventilation of the room when the rangehood is used at the same time as appliances burning gas or other fuels.
- Your new rangehood is guaranteed against electrical or mechanical defects, subject to certain exclusions that are noted in the Warranty Terms and Conditions (at the rear of this user manual). The foregoing does not affect your statutory rights.
- Always cover lit gas burners with pots or pans when rangehood is in use.
- Always switch off gas burners before you remove pots or pans.
- Do not leave lit gas burners exposed due to the risk of fire. (Figure 2)

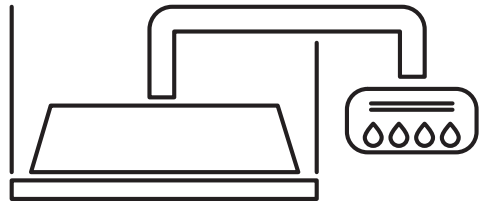


Figure 1

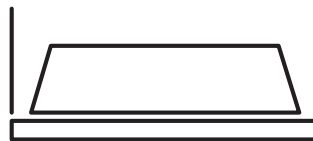


Figure 2



# Safety Instructions (Continued)

## ELECTRICAL CONNECTION

- Check that the mains voltage matches with the voltage on the data plate inside the rangehood.
- Check that the installation complies with standards of local building, gas and electrical authorities.
- Before connecting to the mains supply ensure that the mains voltage corresponds to the voltage on the rating plate inside the rangehood.
- Only plug this unit into a properly earthed outlet. If in doubt seek advice from a suitably qualified person or service agent.

Rated Voltage & Frequency: 220-240V~ 50Hz-60Hz  
Motor Input Power: 100W/125W

**WARNING:** If the supply cord is damaged, it must be replaced by the manufacturer or its service agent or similarly qualified person in order to avoid a hazard.

**WARNING:** All electrical work must be done in accordance with local and national electrical codes as applicable and should be undertaken by licenced and qualified persons only. Failure to follow these instructions can result in death, fire or electrical shock.

## SAFETY WARNINGS: FOR THE INSTALLER

When installing the rangehood, make sure you adhere to the minimum distance of 650mm and maximum distance of 750mm from the rangehood base to the cooktop surface.

### Exhaust flue installation:

The following rules must be strictly followed to obtain optimal air extraction.

- Keep exhaust flue short and straight.
- Do not reduce the size or restrict exhaust flue.
- Keep bends in the exhaust flue to a minimum; the more bends the lower the extraction performance.
- When using flexible flue always install duct with helix pulled taut to minimise pressure loss.
- Connect the extractor to the exhaust flue through a pipe of minimum diameter 120mm
- Failure to observe these basic instructions will drastically reduce the performance and increase the noise levels of the rangehood.

Exhaust air must not be discharged into a wall cavity, unless the cavity is designed for that purpose. The exhaust from the rangehood must not be discharged into any heating flue, which may carry combustion products from other sources.

**NOTE:** Some installations may require the expandable/telescopic ducting to be cut to length. Cut with sharp tin snips or a fine-tooth hack saw blade, taking care not to distort or dent the exhaust cover. Where using expandable ducting, it's important to have the ducting fully taugth to maximise efficiency of the airflow.

**Important notice regarding the extraction mode.**

**WARNING:** Risk of poisoning from exhaust gases sucked back. Never operate the device in extraction mode simultaneously with an open flue appliance when there is not adequate airflow guaranteed.

Open flue combustion equipment (for example, gas, oil, wood or coal-fired heaters, tankless water heaters, water heaters) pulls combustion air from the room and runs it through an exhaust pipe or chimney to the outside. In the extraction mode, indoor air is removed from the kitchen and the adjacent rooms — without sufficient air intake this creates a vacuum. Toxic gases from the chimney or extraction flue can thereby be sucked back into the living spaces.

- Always ensure that a sufficient supply of fresh air is guaranteed and that the air can circulate.
- An air supply / extractor box alone does not ensure compliance with the limit value.

Safe operation is only possible when the negative pressure in the room where the appliance is located does not exceed 4 Pa (0.04 mbar). This can be achieved when the air required for combustion can flow through openings that are not closable, for example in doors, windows, in conjunction with an air supply / extractor box or through other technical measures. In any case, consult a qualified chimney sweep who can assess the entire ventilation of your house and propose appropriate measures for adequate ventilation.

If the rangehood is used exclusively in the recirculation mode, unrestricted operation is possible.

### UNPACKING

During transportation, protective packaging was used to protect the appliance against any damage. After unpacking, please dispose of all elements of packaging in a way that will not cause damage to the environment.

All materials used for packaging the appliance are environmentally friendly; they are 100% recyclable and are marked with the appropriate symbol.

**CAUTION:** During unpacking, the packaging materials (polythene bags, polystyrene pieces, etc.) should be kept out of reach of children.

### DISASSEMBLY OF THE RANGEHOOD

- To disassemble your rangehood, perform the installation instructions in reverse order.
- Always perform disassembly with two people to avoid injuries.

### DISPOSAL OF THE APPLIANCE

Old appliances should not simply be disposed of with normal household waste and should be delivered to a collection and recycling centre for electric and electronic equipment. A symbol shown on the product, the instruction manual or the packaging shows that it is suitable for recycling.

Materials used inside the appliance are recyclable and are labelled with information concerning this. By recycling materials or other parts from used devices you are making a significant contribution to the protection of our environment.

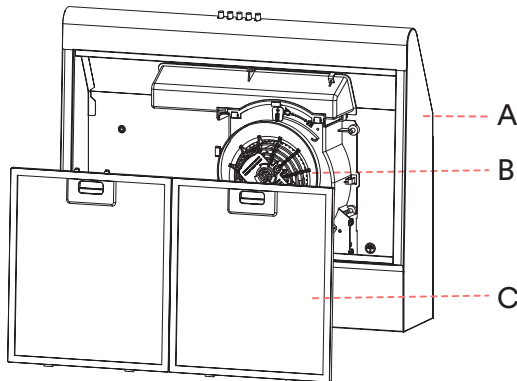
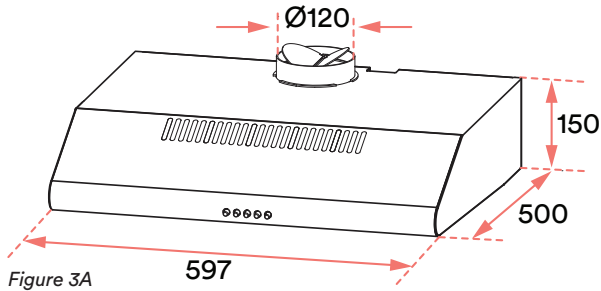
Information on appropriate disposal centres for used devices can be provided by your local authority.



# Product Overview

## YOUR RANGEHOOD

ERF60S & ERF60W

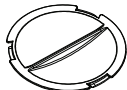


- KEY**
- A. Rangehood body
  - B. Venting Knob
  - C. Filter Assembly

## INSTALLATION COMPONENTS



Check Valve



Air Outlet Cap



4 × 5\*49mm Screws



4 × Plastic Wall Plugs

*Note: The images in this user manual are for reference only. Your appliance may appear differently.*



<b>Model/s</b>	ERF60S	ERF60W
<b>Product Dimensions (W, D, H):</b>	597mm, 500mm, 150mm	597mm, 500mm, 150mm
<b>Extraction:</b>	300m <sup>3</sup> /hr	300m <sup>3</sup> /hr
<b>Speed Settings:</b>	3	3
<b>Lighting:</b>	1 × 1.5W LED	1 × 1.5W LED
<b>Aluminium Filters</b>	2 × 5-layer filter	2 × 5-layer filter
<b>Power Supply:</b>	220–240 Volts 50Hz	220–240 Volts 50Hz
<b>Max Noise Rating:</b>	65dB(A)	65dB(A)

### RANGEHOOD COMPONENTS

Your Esatto Fixed Rangehood is supplied with:

- 1 × Rangehood
- 1 × Check Valve
- 1 × Air Outlet Cap
- 4 × 5\*49mm Screws
- 4 × Plastic Wall Plugs
- 1 × User Manual
- 1 × Quick Start Guide

### ADDITIONAL ITEMS REQUIRED FOR INSTALLATION

- Duct tape or cable ties
- Ducting relevant to your installation requirements (including any rigid bends, vents and/or adapters)
- Drill and/or screwdriver
- Spirit Level
- Tape Measure
- Jigsaw
- Ladder
- Pencil

### OPTIONAL ACCESSORIES

Residentia Group sell the following optional accessories, which can be purchased separately by contacting our After Sales Support Team.

- Carbon Filter
- Various ducting solutions (rigid ducting, adapters, vents/outlets and elbow bends)

# Installation Instructions

**WARNING:** Before starting the installation, please refer to the Safety Information section.

- Always switch the power off prior to beginning the installation.
- The exterior surfaces can be easily damaged during installation. Wherever possible, protect the rangehood with the cardboard box or plastic.
- A power point must be located within 1.5m of the power cord exit from the rangehood, and it should be always accessible to allow isolation from power during cleaning or maintenance.
- All ducting must comply with building codes and local requirements.
- If you are re-circulating the air, rather than ducting, please ensure that the outlet grilles are not obstructed in any way as this will affect the efficiency of the rangehood.
- Ensure that the rangehood is mounted in a level position, both horizontally and vertically. This is essential to ensure the rangehood operates correctly and prevents grease build up at one end.

**IMPORTANT:** Never use a silicone around your rangehood or flue pieces. Never install the rangehood or flue pieces into the plaster ceiling which prevents easy access to the rangehood for servicing requirements.

**IMPORTANT:** Before installing your rangehood, please record the details of your rangehood's rating label (located within the rangehood, behind the aluminium grease filters) into the form on page 19. This will be helpful should you need to contact our service team in the future.

## ELECTRICAL CONNECTION

Check that the installation complies with the standards of local building, gas and electrical authorities. Before connecting your rangehood to the mains supply, ensure that the mains voltage corresponds to the voltage on the rating plate inside the rangehood.

## RECIRCULATING INSTALLATION

Before beginning the installation of your rangehood, consider your ducting method.

We recommend ducting your rangehood wherever possible, for the maximum performance, however this rangehood can be operated in recirculating mode. You will need to purchase the relevant Carbon Filter accessory which is available for purchase from our After Sales Service Team.

If you do not have an outlet to the outside, an exhaust pipe is not required. The rest of the installation method is the same as Ducted Installation.

If you choose recirculating installation, install the Check Valve on the vent hole.

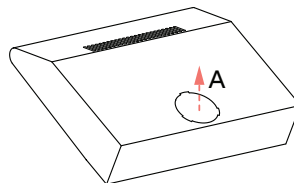
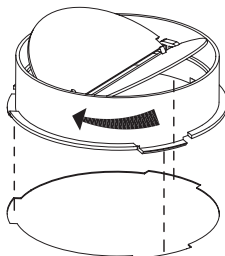


Figure 4

## CHECK VALVE INSTALLATION

Hold onto check valve with your hands, align the box gap, place the check valve into the gap, and then rotate until the three grooves of the check valve are secured.



**DUCTED INSTALLATION**

For maximum performance we recommend installing with rigid or semi rigid ducting. Use cable ties or suitable duct tape to secure the flexible pipe or ducting to the rangehood duct outlet.

**WARNING:** All ducting must be fire retardant.

Depending on your situation, there are multiple options for ducting your rangehood, as follows:

- Straight up through your tiled or metal roof, using a roof cowl (not supplied with the rangehood).
- Into your ceiling cavity (where compliant with local and national building regulations/codes. Seek approval from the relevant authority or building inspector where necessary).
- Into your ceiling cavity and then vented to the atmosphere through your eaves, using no more than 2 x 90 degree bends within the ducting run.
- Through your wall.

**IMPORTANT:** Ducting can have a major effect on your rangehoods performance. The following tips outline how to correctly duct your rangehood.

- Always use the correct size ducting.
- This rangehood is designed for use with 120mm ducting to achieve optimum airflow performance and minimised noise.
- For maximum performance use semi rigid or rigid ducting.
- Always use non-flammable ducting
- Always duct to the outside atmosphere, unless your local building codes and regulations permit otherwise.
- Where using flexible ducting, always install the ducting pulled taut to minimize pressure loss, and cut any excess ducting off.
- Where possible, avoid using 90 degree bends and in their place use multiple 45 degree bends.
- Keep your total length of ducting to the shortest length possible.
- Ensure there are no kinks in your ducting.
- Use cylindrical ducting whenever possible.

**POSITIONING THE RANGEHOOD**

**NOTE:** When the rangehood and appliance supplied with energy other than electricity are simultaneously in operation, the negative pressure in the room must be not exceed 4 Pa ( $4 \times 10^{-5}$  Bar).

**IMPORTANT:** The height of the rangehood underside must be a minimum of 650mm\* to a maximum 750mm from the top of your cooktop surface (for gas cooktops this is the top of the gas burner).

\* If the installation instructions for your cooktop specify a greater distance than the minimum, then that shall be the minimum height for installation.

COOKTOP TYPE	MINIMUM HEIGHT*
Electric cooktop	650mm
Gas cooktop	650mm

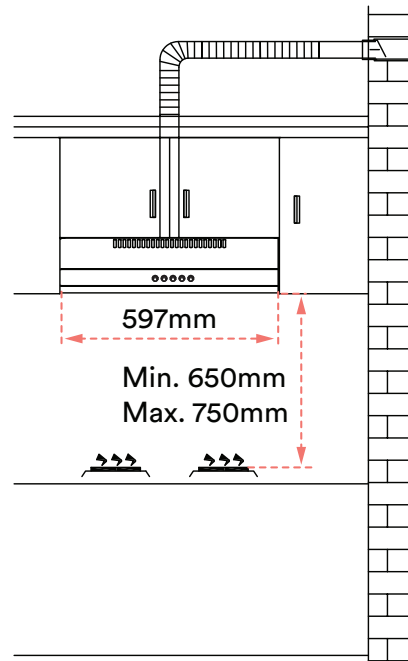


Figure 5

# Installation Instructions

## INSTALLATION STEPS

**NOTE:** Do not connect the power cable until the installation is complete!  
Always perform installation with two people to avoid injuries.

The typical installation method for your Esatto fixed rangehood is into a purpose built cupboard or by wall mounting.

### CUPBOARD MOUNTING INSTALLATION

Create the required holes for your fixed rangehood.

**IMPORTANT:** It is not necessary to drill the 130mm diameter hole if your rangehood is to be configured using the recirculating air method.

1. Drill a hole with a 130mm diameter and four 3.5mm diameter holes as per the measures dimensions in Figure 6.
2. Insert the rangehood into the cabinet.  
Please ensure the flexible clips on both sides are fixed onto the cabinet.
3. Use the 4 screws to fix the rangehood to a kitchen cupboard.  
Check that your fixings are correctly located, by temporarily fitting the rangehood.  
If correct, fit the unit into position.
4. Tighten the screws as necessary.

**WARNING:** Failure to install the screws or fixing device in accordance with these instructions may result in electrical hazards.

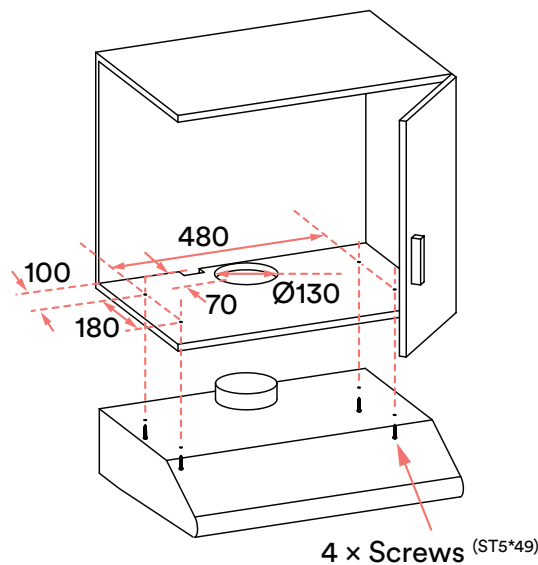


Figure 6

## WALL MOUNTING INSTALLATION

1. To mount your rangehood on the wall, drill two 10mm diameter holes 538mm apart aligning centred directly over the cooktop and with the vent hole on the top of the rangehood centred in the middle as well (as per Figure 7).
2. Insert two supplied plastic wall plugs into the holes.
3. Insert two screws into the upper two plastic wall plugs and tighten them leaving 3mm protruding from the wall.
4. Mount the rangehood onto the two screws and mark the bottom two screw positions.
5. Remove the rangehood and fill the bottom two screw holes.
6. Insert two supplied plastic wall plugs into the holes.
7. Mount the rangehood on the top screws, insert the bottom screws and fully tighten all the screws.

**WARNING:** Failure to install the screws or fixing device in accordance with these instructions may result in electrical hazards.

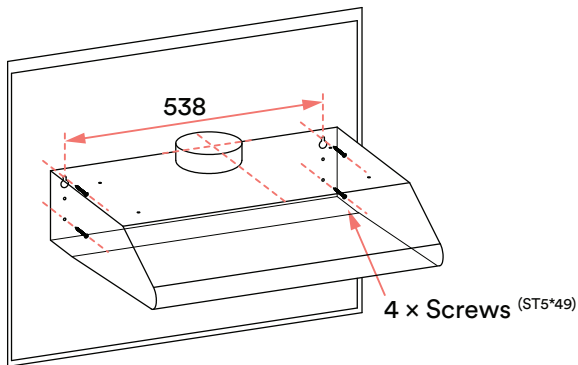
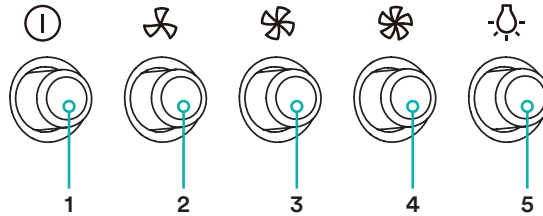


Figure 7

# Operation Instructions

## CONTROL PANEL



- 1. Power Button**  
Press this button to turn off the rangehood fan.
- 2. Low Speed Button**  
Press this button to set the extraction at the lowest speed.  
It is suitable for simmering and cooking without much steam.
- 3. Medium Speed Button**  
Press this button to set the extraction speed at a medium speed.  
It is suitable for regular cooking.
- 4. High Speed Button**  
Press this button to set the extraction speed at the highest speed.  
Use this fan speed for heavy smoke or steam to achieve the maximum exhaust efficiency.
- 5. Light Button**  
Press this button to turn the light on and off.

*Note: The images in this user manual are for reference only. Your appliance may appear differently.*

# Maintenance & Cleaning

## PRIOR TO CLEANING YOUR RANGEHOOD

### WARNING!

- Be sure to turn off the appliance and remove the plug before any maintenance is performed.
- Always let the appliance and its components cool down before cleaning them.
- Do not use abrasive wipes, chemicals or alcohol as these could damage the surface.
- Do not clean any Electrical/Electronic parts .
- Do not use any acrid or corrosive detergents.
- Do not use any abrasive detergents or any alkaline dishwasher detergents!
- Maintenance and inspection should be undertaken on a frequent basis.  
If there is any visible damage, a strong odour or excessive overheating of components, stop using the appliance.
- Clean the appliance in accordance with instructions. Failure to do so may result in a risk of fire.
- Water must not enter into electrical parts such as the motor, control switch, etc.

### RISK OF ELECTRIC SHOCK!

- Do not use a steam cleaner.

## CLEANING OF THE RANGEHOOD

TASK	FREQUENCY
Clean the stainless surface with a soft cloth and lukewarm water. A cleaning fluid suitable for stainless steel may be used. NOTE: To prevent any criss-cross scratches, ensure that you wipe along the grain of any stainless steel.	Weekly
Clean the control panel with a soft cloth and warm water. Ensure that the cloth is clean and is not too wet. Use a dry soft cloth to remove any excess moisture.	Weekly
Cleaning the grease filters	Monthly (See Cleaning the grease filters for more details)
Replacing the carbon filter	Every 2 to 3 months (See Installing and replacing the carbon filter for more details)

# Maintenance & Cleaning (Continued)

## CLEANING THE GREASE FILTERS

1. Remove a grease filter.

### Cleaning option #1: Cleaning Manually (max 30°C)

- Soak the filter for about 3 minutes in water with a mild non-corrosive grease-removing detergent.
  - Wash the filter separately from crockery and kitchen utensils.
  - Brush the filter gently with a soft brush.
- NOTE: Do not apply too much pressure to avoid damaging the filter
- Over time, fading and discolouration may happen.

This is normal and is not considered a warranty issue.

2. Cleaning option #2: Cleaning using the dishwasher (max 30°C)

- Place the filter in the dishwasher and run a program with a mild non-corrosive grease-removing detergent. NOTE: It is advisable not to use rinse aids.
- Wash the filter separately from crockery and kitchen utensils.
- Brush the filter gently with a soft brush.

NOTE: Do not apply too much pressure to avoid damaging the filter

- Over time, fading and discolouration may happen.

This is normal and is not considered a warranty issue.

3. Leave the filter to dry naturally out of direct sunlight.

4. Put the filter back in its correct position.

## INSTALLING AND REPLACING THE CARBON FILTER

The carbon filter is an optional spare part available to purchase by contacting our After Sales Support Team.

**WARNING:** Do not clean or wash the carbon filters. If a carbon filter is used, we recommend replacing the carbon filter every 2 to 3 months (depending on the usage of your rangehood).

To install and replace the carbon filter:

1. Disconnect the power supply from the wall socket.
2. Remove the grease filter.
3. Install or replace by fixing the carbon filter into the unit and turning clockwise to securely lock on each side.
4. Place the grease filter back into position.
5. Reconnect power supply to the wall socket.

NOTE: When a carbon filter is attached, the extraction power of your rangehood will be lowered.

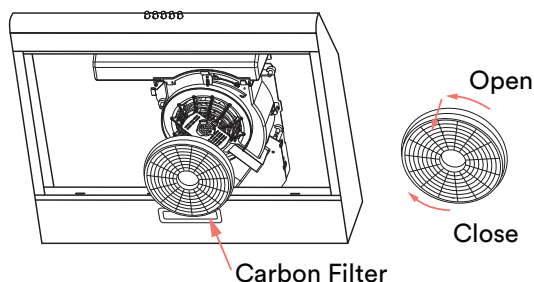


Figure 8



## LIGHT REPLACEMENT

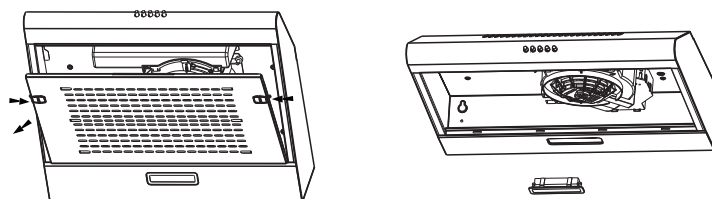
A replacement light is available to purchase by contacting our After Sales Support Team.

**WARNING!** Only a qualified electrician or service agent may replace the globe.


- Unplug all power connections before opening the appliance.
- **RISK OF BURNING!** Always let the globe cool down before replacing it.
- Always use gloves or a cloth to avoid direct contact with your hands.
- Direct contact may reduce the lifespan of the globe.

To replace the light:

1. Make sure you switch off the appliance.
2. Disconnect the power supply from the wall socket.
3. Remove the grease filter.
4. Remove the light by levering its fitting from the rangehood body.  
This may require a little pressure or force to be applied.
5. Disconnect the connect from the light.
6. Replace the light ensuring it is the same type as specified in the table below.



7. Place the grease filter back into position.
8. Reconnect the power supply to the wall socket.

Self-ballasted LED modules	Max power	Voltage	Dimensions	Image
	1.5W	220V-240V	33.2mm × 120mm	

*Note: The images in this user manual are for reference only. Your appliance may appear differently.*

# Troubleshooting

## OPERATION IN CASE OF EMERGENCY

In the event of an emergency you should:

- Switch off all rangehood controls.
- Switch the rangehood off at the power outlet and immediately unplug.
- Call After Sales Support on 1300 11 4357 or email support@residentiagroup.com.au

Some minor faults can be fixed by referring to the instructions given in the table below.

**IMPORTANT:** If your appliance appears to be operating incorrectly, then you should disconnect it from your electrical supply and then contact After Sales Support.

**WARNING:** Do not attempt to repair the rangehood yourself.

FAULT	COMMON CAUSE	COMMON SOLUTIONS
The lights can be turned on, however the motor does not.	Fan switch, the motor or the capacitor are damaged.	Call After Sales Support for further guidance.
	The blades are blocked.	
Both the light and motor do not work.	The fuse or light is damaged.	Reset or replace the fuse or light.
	The power supply cord is loose or disconnected.	Reconnect the power supply to the wall socket.
The light is not working.	The light globes are damaged or blown.	Refer to the Light Replacement section or Call After Sales Support for further guidance.
The is insufficient suction power or air is not extracted adequately.	The distance between the rangehood and the cooktop is too great.	Have your installer re-adjust the installation position, ensuring that the minimum distances are observed as per page 11, the building code and relevant standards.
	Ducting is loose, kinked, too long or too many bends.	Check that your rangehood has been ducted correctly and in accordance with the installation instructions.
The rangehood is vibrating against the wall or cabinetry.	The rangehood body is not fixed correctly.	Fix the body tightly and ensure all the installation steps are performed correctly.
	The rangehood motor is not tightly hung.	Lock in the motor tightly.
	The fan blade is damaged.	Call After Sales Support for further guidance.
The is oil leaking from the rangehood.	Outlet and the air ventilation entrance are not tightly sealed.	Take down the outlet and seal with glue.
	Leakage from the connection of U-shaped section and cover.	Take U-shaped section down and seal with soap or paint.
The rangehood inclines	The fixing or hanging screws are not tight enough.	Tighten the fixing or hanging screws.

# Attach your receipt to this page



## Purchase Details

For your records, please record details of your purchase below and staple your receipt on the opposite page. Your serial number can be found on the rear of your Rangehood.

---

### STORE DETAILS

---

STORE NAME | \_\_\_\_\_

ADDRESS | \_\_\_\_\_

TELEPHONE | \_\_\_\_\_

PURCHASE DATE | \_\_\_\_\_

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### PRODUCT DETAILS

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MODEL NO. | \_\_\_\_\_

SERIAL NO.\* | \_\_\_\_\_

# Warranty

## WARRANTY TERMS AND CONDITIONS RANGEHOODS

This document sets out the terms and conditions of the product warranties for Residentia Group Appliances. It is an important document. Please keep it with your proof of purchase documents in a safe place for future reference should you require service for your Appliance.

1. **IN THIS WARRANTY**
  - (a) 'acceptable quality' as referred to in clause 10 of this warranty has the same meaning referred to in the ACL;
  - (b) 'ACL' means Trade Practices Amendment (Australian Consumer Law) Act (No.2) 2010;
  - (c) 'Appliance' means any Residentia Group product purchased by you accompanied by this document;
  - (d) 'ASR' means Residentia Group authorised service representative;
  - (e) 'Residentia Group' means Residentia Group Pty Ltd of 165 Barkly Ave, Burnley VIC 3121, ACN 600 546 656 in respect of Appliances purchased in Australia;
  - (f) 'major failure' as referred to in clause 10 of this warranty has the same meaning referred to in the ACL and includes a situation when an Appliance cannot be repaired or it is uneconomic for Residentia Group, at its discretion, to repair an Appliance during the Warranty Period;
  - (g) 'Warranty Period' means:
    - (i) where the Appliance is used for personal, domestic or household use (i.e. normal single family use) as set out in the instruction manual, the Appliance is warranted against manufacturing defects for 24 months, following the date of original purchase of the Appliance;
  - (h) 'you' means the purchaser of the Appliance not having purchased the Appliance for re-sale, and 'your' has a corresponding meaning.
2. This warranty only applies to Appliances purchased and used in Australia and is in addition to (and does not exclude, restrict, or modify in any way) any non-excludable statutory warranties in Australia.
3. During the Warranty Period Residentia Group or its ASR will, at no extra charge if your Appliance is readily accessible for service, without special equipment and subject to these terms and conditions, repair or replace any parts which it considers to be defective. Residentia Group or its ASR may use remanufactured parts to repair your Appliance. You agree that any replaced Appliances or parts become the property of Residentia Group. This warranty does not apply to light globes, batteries, filters, seals or similar perishable parts.
4. Parts and Appliances not supplied by Residentia Group are not covered by this warranty.

5. You will bear the cost of transportation, travel and delivery of the Appliance to and from Residentia Group or its ASR. If you reside outside of the service area, you will bear the cost of:
  - (a) travel of an authorised representative;
  - (b) transportation and delivery of the Appliance to and from Residentia Group or its ASR, in all instances, unless the Appliance is transported by Residentia Group or its ASR, the Appliance is transported at the owner's cost and risk while in transit to and from Residentia Group or its ASR.
6. Proof of purchase is required before you can make a claim under this warranty.
7. You may not make a claim under this warranty unless the defect claimed is due to faulty or defective parts or workmanship. Residentia Group is not liable in the following situations (which are not exhaustive):
  - (a) the Appliance is damaged by:
    - (i) accident
    - (ii) misuse or abuse, including failure to properly maintain or service
    - (iii) normal wear and tear
    - (iv) power surges, electrical storm damage or incorrect power supply
    - (v) incomplete or improper installation
    - (vi) incorrect, improper or inappropriate operation
    - (vii) insect or vermin infestation
    - (viii) failure to comply with any additional instructions supplied with the Appliance;
  - (b) the Appliance is modified without authority from Residentia Group in writing;
  - (c) the Appliance's serial number or warranty seal has been removed or defaced;
  - (d) the Appliance was serviced or repaired by anyone other than Residentia Group, an authorised repairer or ASR.
8. This warranty, the contract to which it relates and the relationship between you and Residentia Group are governed by the law applicable where the Appliance was purchased.
9. To the extent permitted by law, Residentia Group excludes all warranties and liabilities (other than as contained in this document) including liability for any loss or damage whether direct or indirect arising from your purchase, use or non use of the Appliance.
10. For Appliances and services provided by Residentia Group in Australia, the Appliances come with a guarantee by Residentia Group 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 Appliance repaired or replaced if the Appliance fails to be of acceptable quality and the failure does not amount to a major failure. The benefits to you given by this warranty are in addition to your other rights and remedies under a law in relation to the Appliances or services to which the warranty relates.
11. At all times during the Warranty Period, Residentia Group shall, at its discretion, determine whether repair, replacement or refund will apply if an Appliance has a valid warranty claim applicable to it.
12. Missing parts are not covered by warranty. Residentia Group reserves the right to assess each request for missing parts in a case by case basis. Any parts that are not reported missing in the first week after purchase will not provide free of charge.
13. To enquire about claiming under this warranty, please follow these steps:
  - (a) carefully check the operating instructions, user manual and the terms of this warranty;
  - (b) have the model and serial number of the Appliance available;
  - (c) have the proof of purchase (e.g. an invoice) available;
  - (d) telephone the numbers shown below.
14. You accept that if you make a warranty claim, Residentia Group and its ASR may exchange information in relation to you to enable Residentia Group to meet its obligations under this warranty.

#### IMPORTANT

Before calling for service, please ensure that the steps in point 13 have been followed.

#### CONTACT SERVICE

→ Service: 1300 11 HELP (4357)

The Australian Consumer Law requires the inclusion of the following statement with this warranty:

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.

# Warranty (NZ)

## NEW ZEALAND WARRANTY TERMS & CONDITIONS COOKING APPLIANCES

To help care for your investment, be sure to register your appliance online. Registration will help you if you need to arrange service in the future, and serves as a record of your purchase—including critical information like model number and serial number – that you can refer to at any time. Simply visit the below website, or ask your retailer for help: [www.esatto.house/nz/registration](http://www.esatto.house/nz/registration)

### WARRANTY

These products are covered by a warranty for a period of 24 months from the date of purchase, subject to the following conditions\*. The warranty covers rectification free of charge of any fault arising from defective materials or components, or faulty workmanship or assembly.

\* The conditions above mentioned are:

1. That the purchaser carefully follows all instructions packed with the product;
2. That the purchaser and/or installer carefully follows the installation instructions provided and complies with electrical wiring regulations, gas and/or plumbing codes;
3. That the purchaser carefully follows instructions provided in the owner's handbook relating to the proper use and care of the product and does not use the product for any purpose other than the domestic use for which it has been designed;
4. Commercial use of the product for professional or industrial purposes will void this warranty;
5. That the product was purchased and installed in New Zealand;
6. That this warranty does not extend to:
  - a) optional glass lids for hobs apart from claims which relate to mechanical or physical damage thereof at the date of purchase;
  - b) 'consumable' parts such as light bulbs or filters;
  - c) damage to ceramic glass caused by liquid or solid spill-overs, lack of maintenance, or impact;
  - d) damage to surface coatings caused by cleaning or maintenance using products not recommended by the owner's handbook;
  - e) defects caused by normal wear and tear, accident, negligence, alteration, misuse or incorrect installations;
  - f) a product dismantled, repaired or serviced by any serviceman other than an authorised service agent;
  - g) a product not in possession of the original purchaser;
  - h) damage caused by power outages or surges
  - i) damage caused by pests (eg. rats, cockroaches etc.)
7. That if the product is a freestanding microwave oven or small appliance it must be returned to the dealer/retailer for servicing. These products, unless stated otherwise, have a 12 month warranty from original date of purchase with 24 months on the microwave magnetron; Waste disposers have a 12 month warranty.
8. The provision of service under this warranty is limited by a 25km boundary from the retailer where the product was purchased except for microwaves. Such travelling outside of these limits will incur commercial cost to be paid by you, regulated by the number of kilometres travelled beyond the 25km limit (50km return trip). Microwaves are to be delivered to the nearest authorised service agent by the customer.

Please refer to your user manual for any further conditions that may apply to your specific model.

Nothing herein contained shall be construed in any way as excluding or limiting your rights under the Consumer Guarantees Acts 1993.

For Service please visit [www.applico.co.nz/service](http://www.applico.co.nz/service) or contact the dealer/retailer from whom you purchased the product from or call the 0800 number listed below. If you are unable to establish the date of purchase, or the fault is not covered by this warranty, or if the product is found to be in working order, you will be required to bear all service call charges.

Registration of this warranty constitutes acceptance of the terms and conditions of this warranty.

Should you require any assistance, please call Customer Services on 0800 763 448.

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After registering your appliance online, we recommend you fill out the below information for your reference and keep this warranty card in a safe place.





E2447

**esatto**  
everything  
you need



A RESIDENTIA  
GROUP INITIATIVE