

USER MANUAL

INALTO?

INALTO.HOUSE

20L Microwave

MODEL CODE
IOMW20B



FOR ALL AUSTRALIAN HOMES

V 1.1 | 0821

Welcome

Congratulations on purchasing your new Microwave!

The InAlto brand is proudly distributed within Australia by Residentia Group Pty Ltd and within New Zealand by Applico Ltd.

Residentia Group Pty Ltd

ACN. 600 546 656

165 Barkly Avenue

Burnley, Victoria 3121

Australia

—

Applico Ltd

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New Zealand

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InAlto

www.inalto.house

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Please refer to the warranty card at the rear of this manual for information regarding your product's parts and labour warranty, or visit online at:

→ www.residentia.group

→ www.applico.co.nz

→ www.inalto.house

Both Residentia Group & Applico are customer obsessed and our Support Teams are there to ensure you get the most out of your appliance. Should you want to learn more about recommended usage, the various features of your appliance, and importantly taking care of the unit when cleaning, our Support Teams are here to help.

Telephone Contacts:

→ AU: 1300 11 4357

→ NZ: 0800 763 448

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 InAlto appliance and we look forward to being of service to you.

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Customer Care

InAlto recommends the use of original spare parts. When contacting our customer service team on 1300 11 4357, please ensure that you have the following information at hand (which can be found on your appliances' rating plate).

- Model Number
- Serial Number

Safety Instructions

PRECAUTIONS TO AVOID POSSIBLE EXPOSURE TO EXCESSIVE MICROWAVE ENERGY

- (A) Do not attempt to operate this microwave with the door open since this can result in harmful exposure to microwave energy. It is important not to break or tamper with the safety interlocks.
- (B) Do not place any object between the microwave oven front face and the door or allow soil or cleaner residue to accumulate on sealing surfaces.
- (C) **WARNING:** If the door or door seals are damaged, the microwave oven must not be operated until it has been repaired by a competent person.

ADDENDUM

- If the microwave is not maintained in a good state of cleanliness, its surface could be degraded and affect the lifespan of the appliance and lead to a dangerous situation.

IMPORTANT SAFETY INSTRUCTIONS WARNING

To reduce the risk of fire, electric shock, injury to persons or exposure to excessive microwave oven energy when using your appliance, follow basic precautions, including the following:

- Read and follow the specific instructions: "PRECAUTIONS TO AVOID POSSIBLE EXPOSURE TO EXCESSIVE MICROWAVE ENERGY"
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- 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. (For appliance with type Y attachment)
- **WARNING:** Ensure that the appliance is switched off before replacing the lamp to prevent the possibility of electric shock.
- **WARNING:** It is hazardous for anyone other than a competent person to carry out any service or repair operation that involves the removal of a cover which gives protection against exposure to microwave energy.
- **WARNING:** Liquids and other foods must not be heated in sealed containers since they are liable to explode.
- When heating food in plastic or paper containers, keep an eye on the microwave oven due to the possibility of ignition.
- Only use utensils that are suitable for use in microwave ovens.
- If smoke is emitted, switch off or unplug the appliance and keep the door closed in order to stifle any flames.
- Microwave heating of beverages can result in delayed eruptive boiling; therefore care must be taken when handling the container.
- The contents of feeding bottles and baby food jars shall be stirred or shaken, and the temperature checked before consumption, in order to avoid burns.
- Eggs in their shell and whole hard-boiled eggs should not be heated in microwave ovens since they may explode, even after microwave heating has ended.
- The microwave oven should be cleaned regularly, and any food deposits removed.
- Failure to maintain the microwave oven in a clean condition could lead to deterioration of the surface that could adversely affect the life of the appliance and possibly result in a hazardous situation.
- The appliance must not be installed behind a decorative door in order to avoid overheating. (This is not applicable for appliances with a decorative door.)
- Only use the temperature probe recommended for this microwave oven (for ovens provided with a facility to use a temperature-sensing probe).
- The microwave oven shall not be placed in a cabinet unless it has been tested in a cabinet.
- The microwave oven must be operated with the decorative door open (for ovens with a decorative door).
- This appliance is intended to be used in household and similar applications such as: Staff kitchen areas in shops, offices and other working environments; by clients in hotels, motels and other residential type environments; farm houses; bed and breakfast type environments.
- The microwave oven is intended for heating food and beverages. Drying of food or clothing and heating of warming pads, slippers, sponges, damp cloth and similar may lead to a risk of injury, ignition or fire.
- Metallic containers for food and beverages are not allowed during microwave cooking.
- The appliance shall not be cleaned with a steam cleaner.
- The appliance is intended to be used freestanding.

- The rear surface of appliances shall be placed against a wall.

INSTALLATION SAFETY WARNINGS

- **DANGER: Electric Shock Hazard**
Touching some of the internal components can cause serious personal injury or death. Do not disassemble this appliance
- **WARNING: Electric Shock Hazard**
Improper use of the grounding can result in electric shock. Do not plug into an outlet until appliance is properly installed and grounded.
- This appliance must be grounded. In the event of an electrical short circuit, grounding reduces the risk of electric shock by providing an escape wire for the electric current.
- This appliance is equipped with a cord having a grounding wire with a grounding plug. The plug must be plugged into an outlet that is properly installed and grounded.
- Consult a qualified electrician or serviceman if the grounding instructions are not completely understood or if doubt exists as to whether the appliance is properly grounded. If it is necessary to use an extension cord, use only a 3-wire extension cord.

A short power-supply cord is provided to reduce the risks resulting from becoming entangled in or tripping over a longer cord.

If a long cord set or extension cord is used:

- The marked electrical rating of the cord set or extension cord should be at least as great as the electrical rating of the appliance.
- The extension cord must be a grounding-type 3-wire cord.
- The long cord should be arranged so that it will not drape over the counter top or tabletop where it can be pulled on by children or tripped over unintentionally.

CLEANING AND MAINTENANCE

- **Disconnect:** Make sure the appliance is disconnected from the power supply when it will not be used for a long time and before carrying out any cleaning or maintenance.
- **Service and repair:** The Microwave has no user-serviceable parts contained inside. Do not attempt to disassemble, modify or conduct repairs on this unit. It has been built in accordance with relevant safety and performance standards. An electrical specialist must carry out all repairs. Contact our after sales support line for advice on service.
- Clean the cavity of the microwave oven after using with a slightly damp cloth.
- Clean the accessories in the usual way in soapy water.
- The door frame and seal and neighbouring parts must be cleaned carefully with a damp cloth when they are dirty.
- Do not use harsh abrasive cleaners or sharp metal scrapers to clean the microwave oven door glass since they can scratch the surface, which may result in shattering of the glass.
- **Cleaning Tip:** For easier cleaning of the cavity walls that the food cooked can touch: Place half a lemon in a bowl, add 300ml (1/2 pint) water and heat on 100% microwave power for 10 minutes. Wipe the oven clean using a soft, dry cloth.

UTENSILS

CAUTION: Personal Injury Hazard

It is hazardous for anyone other than a competent person to carry out any service or repair operation that involves the removal of a cover which gives protection against exposure to microwave energy.

See the instructions on "Materials you can use in your microwave oven" or "Materials to be avoided in your microwave oven." There may be certain non-metallic utensils that are not safe to use for microwaving. If in doubt, you can test the utensil in question following the procedure below:

Utensil Test:

- Fill a microwave-safe container with 1 cup of cold water (250ml) along with the utensil in question.
- Cook on maximum power for 1 minute.
- Carefully feel the utensil. If the empty utensil is warm, do not use it for microwave cooking.
- Do not exceed 1 minute cooking time.

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Safety Instructions (Continued)

MATERIALS YOU CAN USE IN YOUR MICROWAVE OVEN

Utensils	Remarks
Browning dish	Follow manufacturer's instructions. The bottom of browning dish must be at least 3/16 inch (5mm) above the turntable. Incorrect usage may cause the turntable to break.
Dinnerware	Microwave-safe only. Follow manufacturer's instructions. Do not use cracked or chipped dishes.
Glass jars	Always remove lid. Use only to heat food until just warm. Most glass jars are not heat resistant and may break.
Glassware	Heat-resistant oven glassware only. Make sure there is no metallic trim. Do not use cracked or chipped dishes.
Oven cooking bags	Follow manufacturer's instructions. Do not close with metal tie. Make slits to allow steam to escape
Paper plates and cups	Use for short-term cooking/warming only. Do not leave oven unattended while cooking.
Paper towels	Use to cover food for reheating and absorbing fat. Use with supervision for a short-term cooking only.
Parchment paper	Use as a cover to prevent splattering or a wrap for steaming.
Plastic	Microwave-safe only. Follow the manufacturer's instructions. Should be labeled "Microwave Safe". Some plastic containers soften, as the food inside gets hot. "Boiling bags" and tightly closed plastic bags should be slit, pierced or vented as directed by package.
Plastic wrap	Microwave-safe only. Use to cover food during cooking to retain moisture. Do not allow plastic wrap to touch food.
Thermometers	Microwave-safe only (meat and candy thermometers).
Wax paper	Use as a cover to prevent splattering and retain moisture.

MATERIALS TO BE AVOIDED IN YOUR MICROWAVE OVEN

Utensils	Remarks
Aluminum tray	May cause arcing. Transfer food into microwave-safe dish.
Food carton with metal handle	May cause arcing. Transfer food into microwave-safe dish.
Metal or metal-trimmed utensils	Metal shields the food from microwave energy. Metal trim may cause arcing.
Metal twist ties	May cause arcing and could cause a fire in the oven.
Paper bags	May cause a fire in the oven.
Plastic foam	Plastic foam may melt or contaminate the liquid inside when exposed to high temperature.
Wood	Wood will dry out when used in the microwave oven and may split or crack.

Installation

COUNTER TOP INSTALLATION

- Remove all packing material and accessories.
- Examine the oven for any damage such as dents or broken door. Do not install if oven is damaged.
- Cabinet: Remove any protective film found on the microwave oven cabinet surface.
- Do not remove the light brown Mica cover that is attached to the oven cavity to protect the magnetron.

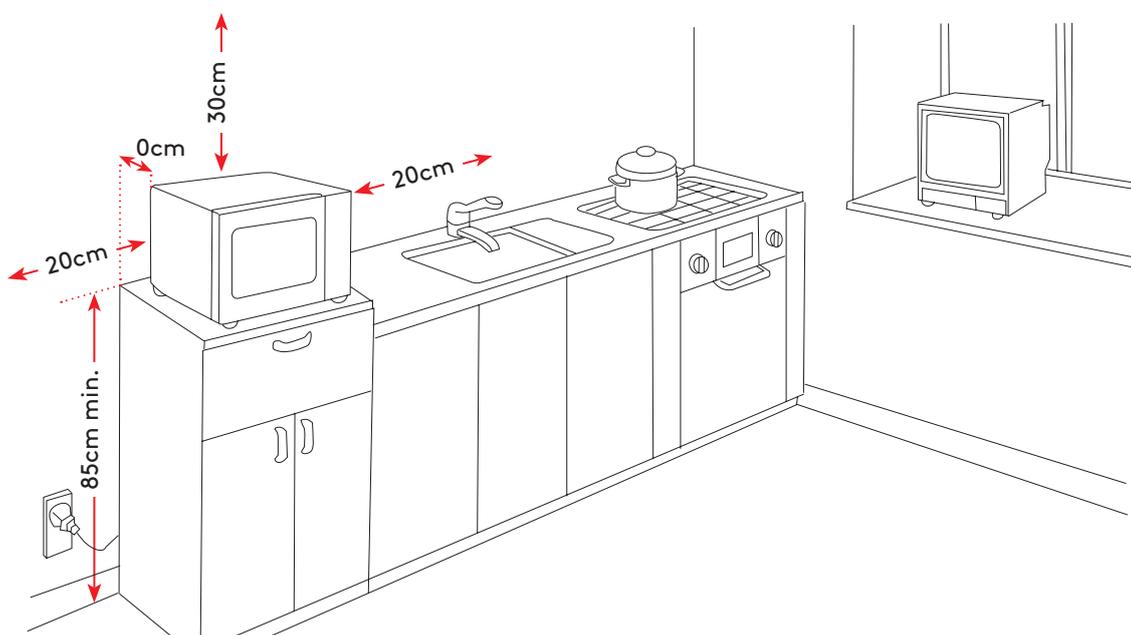
INSTALLATION LOCATION

When deciding on an installation place, keep in mind the following points:

- Select a level surface that provide enough open space for the intake and/or outlet vents.
- The minimum installation height is 85cm.
- The rear surface of appliance shall be placed against a wall.
- Leave a minimum clearance of 30cm above the microwave, a minimum clearance of 20cm is required between the microwave and any adjacent walls.
- Do not remove the legs from the bottom of the oven.
- Blocking the intake and/or outlet openings can damage the oven.
- Place the oven as far away from radios and TV as possible. Operation of microwave oven may cause interference to your radio or TV reception.
- Plug your oven into a standard household outlet.
- Be sure the voltage and the frequency is the same as the voltage and the frequency on the rating label.
- **WARNING:** Do not install oven over a range cooktop or other heat-producing appliance. If installed near or over a heat source, the microwave oven could be damaged and the warranty would be void.

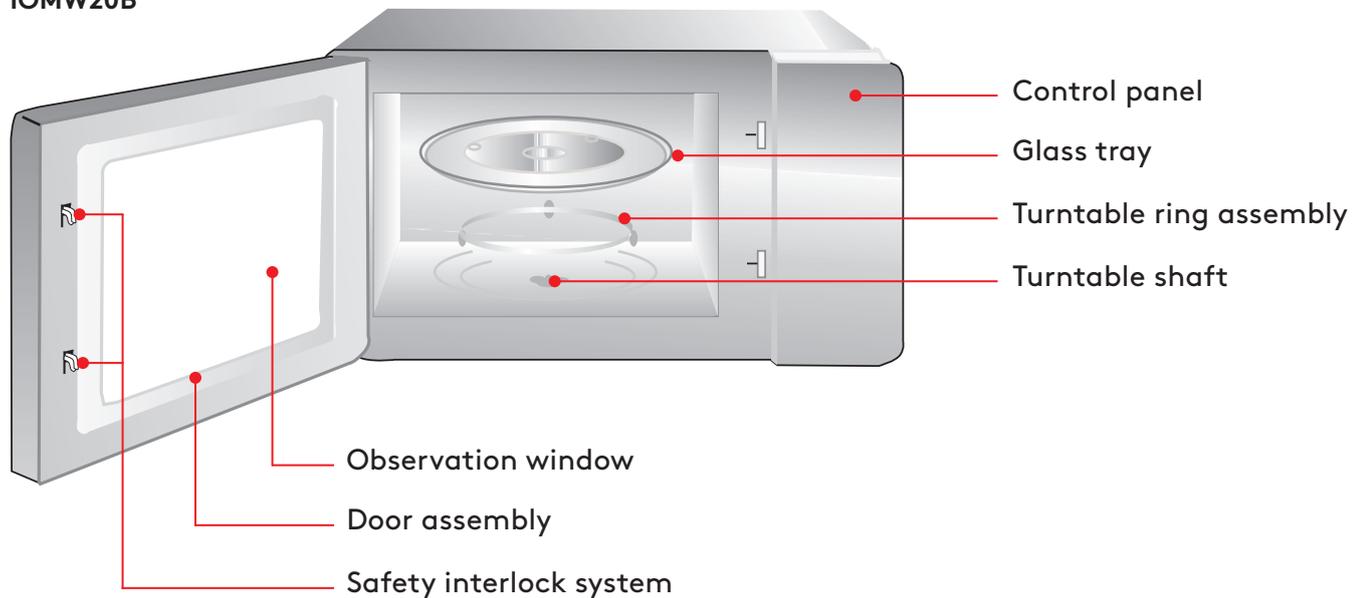


THE ACCESSIBLE SURFACE MAY BE HOT DURING OPERATION.



Your InAlto Microwave

IOMW20B

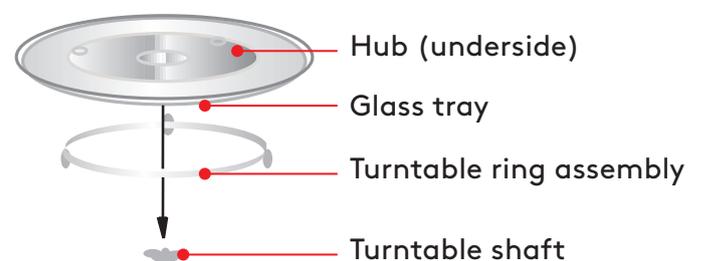


SETTING UP YOUR MICROWAVE

- Remove the microwave oven and all materials from the packaging and oven cavity.
- Your microwave oven comes with the following accessories:
 - 1 × Glass Tray
 - 1 × Turntable ring assembly
 - 1 × Instruction Manual

TURNTABLE INSTALLATION

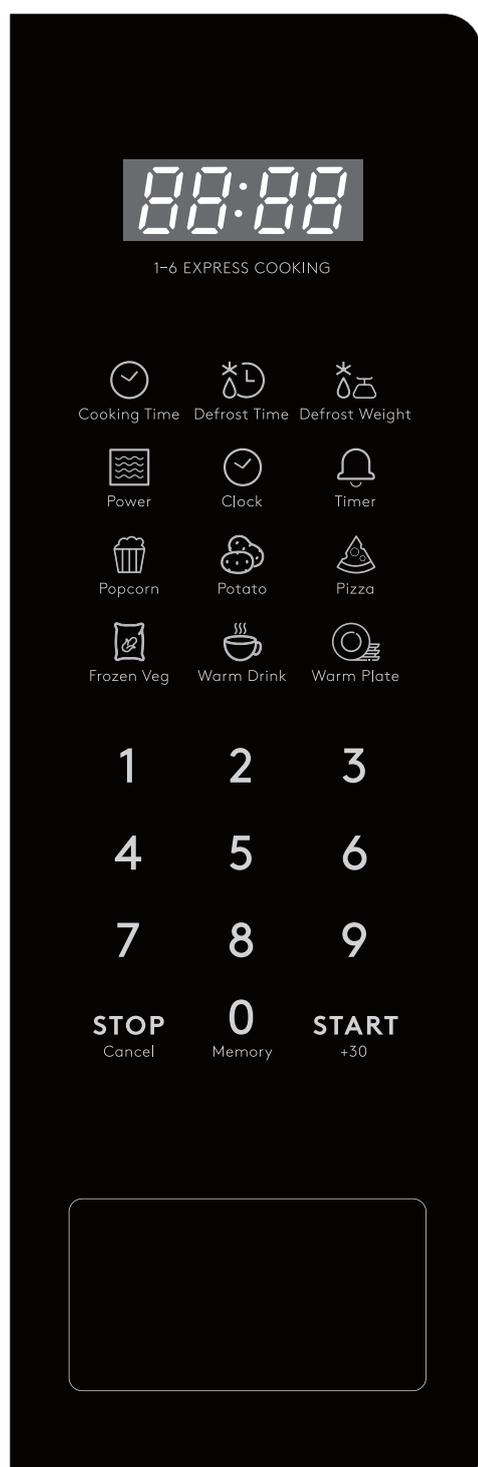
- Never place the glass tray upside down. The glass tray should never be restricted.
- Both Glass Tray and Turntable Ring Assembly must always be used during cooking.
- All food and containers must always be placed on the glass tray for cooking
- If the Glass Tray or Turntable Ring Assembly is cracked or broken, contact our After Sales Support team on 1300 11 HELP (4357).



Note: The above diagrams are for explanatory purposes only. Your Microwave may appear slightly different, however the functions remain the same.

Using Your Microwave

THE CONTROL PANEL



Please note, the image above is indicative only. Your control panel may appear differently.

OPERATION INSTRUCTIONS

POWER LEVEL

Your microwave has 11 power levels are available:

Level	10	9	8	7	6	5	4	3	2	1	0
Power	100%	90%	80%	70%	60%	50%	40%	30%	20%	10%	0%
Display	PL10	PL9	PL8	PL7	PL6	PL5	PL4	PL3	PL2	PL1	PL0

SETTING THE CLOCK

1. Press **"CLOCK"**, "00:00" will display.
2. Press the number keys and enter the current time. For example, if the time is 12:10, press "1", "2", "1", "0" in turn.
3. Press **"CLOCK"** to finish clock setting. ":" will flash and the clock will be lighted.
4. If the number inputs are not within the range of 0:00–23:59, the setting will be invalid until valid numbers are used.

Note:

- In the process of clock setting, if the **"STOP/CANCEL"** button is pressed or if there is no operation within 1 minute, the oven will go back to the former setting automatically.
- If the clock need to be reset, please repeat step 1 to step 3.

TIMER

1. Press **"TIMER"**, screen will display 00:00, the first hour figure flash.
2. Press the number keys and enter the timer time. The maximum cooking time is 99 minutes and 99 seconds.
3. Press **"START/+30"** to confirm setting.
4. When the timer time arrives, the alert will sound 5 times. If the clock is set, the screen will display the current time.

Note:

- The kitchen timer is different from 24-hour clock system, the time is a Kitchen Timer.
- During kitchen timer, no programs can be set.

MICROWAVE COOKING

1. Press the **"COOKING TIME"** button once, the screen will display "00:00".
2. Press the number keys to input the cooking time. The maximum cooking time is 99 minutes and 99 seconds.
3. Press **"POWER"** once, the screen will display "PL10". The default power is 100% power.
4. Press the **"START/+30"** button to confirm setting.

Example

Cooking food with 50% microwave power for 15 minutes:

1. Press the **"COOKING TIME"** button once, the screen will display "00:00".
2. Press "1", "5", "0", "0" in order.
3. Press **"POWER"** once, then press "5" to select 50% microwave power.
4. Press the **"START/+30"** button start cooking.

Note:

- In the process of clock setting, if the **"STOP/CANCEL"** button is pressed or if there is no operation within 1 minute, the oven will go back to the former setting automatically.
- If "PL0" selected, the oven will work with only the fan and no microwave power.
- During microwave cooking **"POWER"** can be pressed to change the power level you require it. After pressing **"POWER"**, the current power flash for 3 seconds, you then can press a number button to change the power setting. The oven will work with the selected power for the remaining time.

Using Your Microwave (Continued)

EXPRESS COOKING

- In the standby mode, express cooking at 100% power level can be initiated by select a cooking time between 1 to 6 minutes.
Press a number pad between 1 to 6. Then press **"START/+30"** to increase the cooking time by 30 seconds. The maximum cooking time is 99 minutes and 99 seconds.
- In the standby mode, fast cooking at 100% power level with 30 seconds cooking time can be initiated by pressing the **"START/+30"** button. Each press of the **"START/+30"** button will increase the cooking time by 30 second increments. The maximum cooking time is 99 minutes and 99 seconds.

Note:

- During microwave cooking and time defrost, time can be added in 30 second increments by pressing the **"START/+30"** button.

DEFROST BY WEIGHT

- When you press **"DEFROST WEIGHT"**, the screen will display **"dEF1"**.
- Press numerical buttons to input weight to be defrosted. Input the weight is ranged between 100~2000g.
- If the weight input is not within 100~2000g, the input will be invalid.
- Press **"START/+30"** to begin defrosting and the remaining cooking time will be displayed.

DEFROST BY TIME

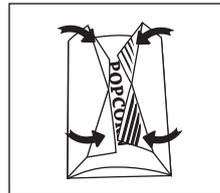
- When you press **"DEFROST TIME"**, the screen will display **"dEF2"**.
- Press numerical buttons to input defrosting time. The effective time range is 00:01~99:99
- The default microwave power is power level 3 (30% microwave power). If you want to change the power level, press **"POWER"** once, and the screen will display **"PL 3"**, then press the number pad of the power level you want.
- Press **"START/+30"** to begin defrosting and the remaining cooking time will be displayed.

POPCORN FUNCTION

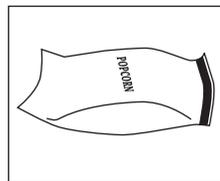
- Press the **"POPCORN"** button repeatedly until the number you wish appears in the display, **"50"**, **"100"**g will display in order.
- For example, press **"POPCORN"** once, **"50"** appears.
- Press **"START/+30"** to begin cooking, the alert will sound once. When cooking has finished, the alert will sound 5 times and then resume standby mode.

Important information regarding the Popcorn feature:

- When selecting 100g of popcorn, it is suggested that you fold down a triangle on each corner of the bag before cooking. Refer to the picture at below.



- If or when the popcorn bag expands and no longer rotates properly, please press the **"STOP/CANCEL"** button once. Open the microwave oven door and adjust the bag positioning to ensure even cooking.



POTATO FUNCTION

- Press the **"POTATO"** button repeatedly until the number you wish appears in the display, **"1"**, **"2"**, **"3"** will display in order.
"1" Setting: 1 potato (approximate 230 gram)
"2" Setting: 2 potatoes (approximate 460 gram)
"3" Setting: 3 potatoes (approximate 690 gram)
- For example, press **"POTATO"** once, **"1"** appears.
- Press **"START/+30"** to begin cooking, the alert will sound once. When cooking has finished, the alert will sound 5 times and then resume standby mode.

FROZEN VEGETABLES FUNCTION

- Press the **"FROZEN VEG"** button repeatedly until the number you wish appears in the display, "150", "350", "500" g will display in order.
- Press **"START/+30"** to begin cooking, the alert will sound once. When cooking has finished, the alert will sound 5 times and then resume standby mode.

BEVERAGE WARMING FUNCTION

- Press the **"WARM DRINK"** button repeatedly until the number you wish appears in the display, "1", "2", "3" cup will display in order. One cup is about 120ml. For example, press **"WARM DRINK"** once, "1" will appear.
- Press **"START/+30"** to begin warming, the alert will sound once. When cooking has finished, the alert will sound 5 times and then resume standby mode.

PLATE WARMING FUNCTION

- Press the **"WARM PLATE"** button repeatedly until the number you wish appears in the display, "250", "350", "500" g will display in order. For example, press **"WARM PLATE"** once, "250" will appear.
- Press **"START/+30"** to begin warming, the alert will sound once. When cooking has finished, the alert will sound 5 times and then resume standby mode.

PIZZA FUNCTION

- Press the **"PIZZA"** button repeatedly until the number you wish appears in the display, "100", "200", "400" g will display in order.
- Press **"START/+30"** to begin cooking, the alert will sound once. When cooking has finished, the alert will sound 5 times and then resume standby mode.

MEMORY FUNCTION

- Press **"0/MEMORY"** to choose between the memory 1-3 procedure. The screen will display "1", "2", "3".
- If the procedure has been set, press the **"START/+30"** button to use it. If not, continue to set the procedure. Only one or two stages can be set.
- After you finish confirming the setting, press **"START/+30"** once to save the procedure and turn back standby mode. If you press **"START/+30"** again, it will start cooking.

Example

Setting 80% microwave power for 3 minutes and 20 seconds as the second memory option.

1. In the standby mode, press **"0/MEMORY"** twice, stop pressing when the screen displays "2".
2. Press the **"COOKING TIME"** button once, then press **"3", "2", "0"** in order.
3. Press **"POWER"** once, the screen will display "PL10". Then press **"8", "PL8"** will display.
4. Press the **"START/+30"** button to save the setting. The alert will sound once and then resume standby mode. If you press **"START/+30"** twice after Step 3, the procedure will be saved as memory 2 and operate.
5. If there is no interruption to the electricity supply, the procedure will remain saved. If there is an interruption, you will need to reset this procedure.
6. If you want to run the saved procedure, in standby mode, press the **"0/MEMORY"** button twice. The screen will display "2", then press **"START/+30"** again to begin cooking.

INQUIRING FUNCTION

- In cooking state, press **"CLOCK"**, the screen will display clock for three seconds.
- In the microwave cooking state, press **"POWER"** to inquire microwave power level, and the current microwave power will be displayed. After three seconds, the oven will turn back to the previous state. In multi-stage state, the inquiring way can be done using the same procedure above.

Using Your Microwave (Continued)

MULTI-STAGE COOKING

At most 2 stages can be set for cooking. In multi-stage cooking, if one stage is defrosting, then defrosting shall be placed at the first stage automatically.

Note: Auto cooking will not work in multi-stage cooking.

Example

Cooking with 80% microwave power for 5 minutes and then 60% microwave power for 10 minutes.

1. Press the **"COOKING TIME"** button once, then press "5", "0", "0" to set the cooking time.
2. Press **"POWER"** once, Then press "8" to select 80% microwave power.
3. Press the **"COOKING TIME"** button once, then press "1", "0", "0", "0" to set the cooking time.
4. Press **"POWER"** once, Then press "6" to select 60% microwave power.
5. Press **"START/+30"** to begin cooking

CHILD LOCK FUNCTION

To enable child lock from standby mode, press and hold the **"STOP/CANCEL"** button for 3 seconds. A long beep alert will sound as the unit enters child lock mode. The screen will display "☐ ☐ ☐ ☐"

To disable child lock, in the locked state, press and hold the **"STOP/CANCEL"** button for 3 seconds. A long beep alert will sound as the unit exits child lock mode.

COOKING END TIME REMINDER

When the cooking is over, the microwave will sound 5 beeps to alert user the cooking is finished.

OTHER SPECIFICATIONS

In standby mode, if the display shows the set clock current time, the icon "⌚" flashes; otherwise it display "0:00".

- In the setting function state, the screen will display the corresponding setting.
- In the working or pause state, the screen will display remaining cooking time.

AUTO COOKING TABLE

Menu	Weight	Display
Popcorn A-1	50g	50
	100g	100
Potato A-2	1 (approx. 230g)	1
	2	2
	3	3
Pizza A-3	100g	100
	200g	200
	400g	400
Frozen Veg A-4	150g	150
	350g	350
	500g	500
Warm Drink A-5	1 (approx. 120ml)	1
	2 (approx. 240ml)	2
	3 (approx. 360ml)	3
Warm Plate A-6	250g	250
	350g	350
	500g	500

FAQs & Troubleshooting

If you experience problems with your microwave, or it appears to be operating incorrectly, check the information below for solutions to common problems. If none of the solutions offered help you solve your problem, please contact our after sales support centre. **Do not attempt to repair the appliance yourself.**

Microwave oven is interfering with TV reception.	It is normal for the radio and TV reception to be interfered when the microwave oven is operating. This is similar to small electrical appliances such as mixers, vacuum cleaners and electric fans.
Dim microwave oven light.	It is normal for the oven light to become dim when cooking with your microwave in low power.
Steam accumulates on door and hot air comes out of the vents.	In cooking, steam may come out of food. Most will be vented but some may accumulate on a cool place such as the door. This is normal.
I started the microwave accidentally with no food in it.	Do not use the microwave without any food inside. It is very dangerous.

ISSUE	POSSIBLE CAUSE	RESOLUTION
Microwave oven is not starting	The power cord may not be securely plugged into the power source tightly	Unplug the power cord and then replug into the power source after 10 seconds
	The fuse has blown or the circuit breaker has been tripped	Reset the circuit breaker. If a fuse has blown and you are in need of a repair, please contact our After Sales Support Team on 1300 11 HELP (4357) to arrange an authorised technician.
	Trouble with the power outlet	Test the outlet with other electrical appliances.
The microwave is not heating	The door may not be closed properly	Check to see if there is an object blocking the door or if the door is not closing shut properly.

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Technical Specifications

SPECIFICATIONS

MODEL	IOMW20B
RATED VOLTAGE	240V~ 50Hz
RATED INPUT POWER (MICROWAVE)	1050W
RATED OUTPUT POWER (MICROWAVE)	700W
MICROWAVE FREQUENCY	2450MHz
MICROWAVE OVEN CAPACITY	20L
ORIGIN	Made in China
DIMENSIONS (W × D × H)	440 × 328 × 259mm
WEIGHT (GROSS/NET)	12.5kg/10.5kg

COMPLIANCE

This appliance has been fully tested and meets all requirements as set out by standards AS/NZS 60335.1 and AS/NZS 60335.2.40.

RESPONSIBLE DISPOSAL

At the end of its working life, do not throw this appliance out with your household rubbish. Electrical and electronic products contain substances that can have a detrimental effect on the environment and human health if disposed of inappropriately. Observe any local regulations regarding the disposal of electrical consumer goods and dispose of it appropriately for recycling and recovery of the refrigerant. Contact your local authorities for advice on recycling facilities in your area.

Attach your receipt
to this page



Purchase Details

For future reference, please record the following information in the form below. The product details can be found on the rating plate (usually located at the back of your appliance), and purchase details which can be found on your sales invoice.

STORE DETAILS

STORE NAME | _____

ADDRESS | _____

TELEPHONE | _____ PURCHASE DATE | _____

PRODUCT DETAILS

MODEL NO. | _____

SERIAL NO.* | _____

Warranty Information

WARRANTY TERMS & CONDITIONS MICROWAVES

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 12 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 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.

Telephone contacts

- ▶ Service: Please call 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.

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Warranty Information (Continued)

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.inalto.co.nz/register

WARRANTY:

These products are covered by a warranty for a period of 12 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 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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www.applico.co.nz
July 2019

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.

THIS WARRANTY IS VALID IN NEW ZEALAND ONLY.

DESIGNED IN MELBOURNE

INALTO

FOR ALL AUSTRALIAN HOMES

WWW.INALTO.HOUSE



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