



YOU CAN RELY ON DEFY

DAW 319
DAW 320

Maximaid 720

1 Warnings

General Safety

- Never place your machine on a carpet covered floor. Otherwise, lack of airflow from below of your machine may cause electrical parts to overheat. This may cause problems with your washing machine.
- If the power cable or mains plug is damaged you must call Authorized Service for repair.
- Fit the drain hose into the discharge housing securely to prevent any water leakage and to allow machine to take in and discharge water as required. It is very important that the water intake and drain hoses are not folded, squeezed, or broken when the appliance is pushed into place after it is installed or cleaned.
- Your washing machine is designed to continue operating when the power restores after a power interruption. The machine will resume its program when the power restores. Press the "Start/Pause/Cancel" button for 3 seconds to cancel the program (See, Canceling a Program)
- There may be some water in your machine when you receive it. This is from the quality control process and is normal. It is not harmful to your machine.
- Some problems you may encounter may be caused by the infrastructure. Press "Start/Pause/Cancel" button for 3 seconds to cancel the program set in your machine before calling the authorized service.

First Use

- Carry out your first washing process without loading your machine and with detergent under "Cottons 90°C" program.
- Ensure that the cold and hot water connections are made correctly when installing your machine.
- If the current fuse or circuit breaker is less than 16 Amperes, please have a qualified electrician install a 16 Ampere fuse or circuit breaker.
- While using with or without a transformer, do not neglect to have the grounding installation laid by a qualified electrician. Our company shall not be liable for any damages that may arise when the machine is used on a line without grounding.
- Keep the packaging materials out of reach of children or dispose them by classifying according to waste directives.

Intended use

- This product has been designed for home use.
- The appliance may only be used for washing and rinsing of textiles that are marked accordingly.

Safety instructions

- This appliance must be connected to an earthed outlet protected by a fuse of suitable capacity.
- The supply and draining hoses must always be securely fastened and remain in an undamaged state.
- Fit the draining hose to a washbasin or bathtub securely before starting up your machine. There may be a risk of being scalded due to high washing temperatures!
- Never open the loading door or remove the filter while there is still water in the drum.
- Unplug the machine when it is not in use.
- Never wash down the appliance with a water hose! There is the risk of electric shock!
- Never touch the plug with wet hands. Do not operate the machine if the power cord or plug is damaged.
- For malfunctions that cannot be solved by information in the operating manual:
- Turn off the machine, unplug it, turn off the water tap and contact an authorized service agent. You may refer to your local agent or solid waste collection center in your municipality to learn how to dispose of your machine.

If there are children in your house...

- Keep children away from the machine when it is operating. Do not let them tamper with the machine.
- Close the loading door when you leave the area where the machine is located.

2 Installation

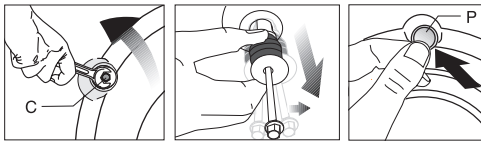
Removing packaging reinforcement

Tilt the machine to remove the packaging reinforcement. Remove the packaging reinforcement by pulling the ribbon.

Opening the transportation locks

⚠ Transportation safety bolts must be removed before operating the washing machine! Otherwise, the machine will be damaged!

1. Loosen all the bolts with a spanner until they rotate freely ("C")
2. Remove transportation safety bolts by turning them gently.
3. Fit the covers (supplied in the bag with the Operation Manual) into the holes on the rear panel. ("P")

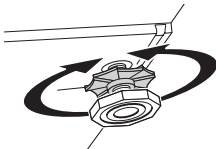


- ❗ Keep the transportation safety bolts in a safe place to reuse when the washing machine needs to be moved again in the future.
- ❗ Never move the appliance without the transportation safety bolts properly fixed in place!

Adjusting the feet

⚠ Do not use any tools to loosen the lock nuts. Otherwise, they can be damaged.

1. Manually (by hand) loosen the lock nuts on the feet.
2. Adjust them until the machine stands level and firmly.
3. Important: Tighten all lock nuts up again.

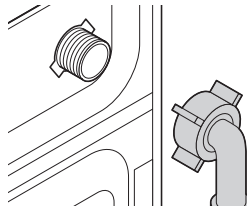


Connecting to the water supply.

Important:

- The water supply pressure required to run the machine must be 1-10 bar (0,1 – 1 MPa).
- Connect the special hoses supplied with the machine to the water intake valves on the machine.

- If you are going to use your double water-inlet machine as a single (cold) water-inlet unit, you must install the stopper*, supplied with your machine to the hot water valve.



- If you want to use both water inlets of the product, you can connect the hot water hose after removing the stopper and gasket group from the hot water valve.

* Applies for the products supplied with a blind stopper group.

- Models with a single water inlet should not be connected to the hot water tap.

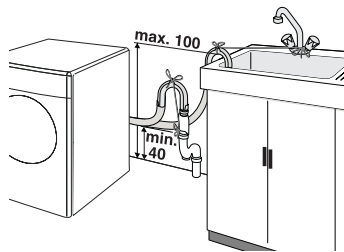
When returning the appliance to its place after maintenance or cleaning, care should be taken not to fold, squeeze or block the hoses.

Connecting to the drain

The water discharge hose can be attached to the edge of a washbasin or bathtub. The drain hose should be firmly fitted into the drain as to not get out of its housing.

Important:

- The end of the drain hose must be directly connected to the wastewater drain or to the washbasin.
- The hose should be attached to a height of at least 40 cm, and 100 cm at most.
- In case the hose is elevated after laying it on the floor level or close to the ground (less than 40 cm above the ground), water discharge becomes more difficult and the laundry may come out wet.



- The hose should be pushed into the drainage for more than 15 cm. If it is too long you may have it shortened.
- The maximum length of the combined hoses must not be longer than 3.2 m.

Electrical connection

Connect the machine to an earthed outlet protected by a fuse of suitable capacity.

Important:

- Connection should comply with national regulations.
 - The voltage and the allowed fuse protection are specified in the section "Technical Specifications".
 - The specified voltage must be equal to your mains voltage.
 - Connection via extension cords or multi-plugs should not be made.
- ⚠ A damaged power cable must be replaced by a qualified electrician.
- ⚠ The appliance must not be operated unless it is repaired! There is the risk of electric shock!

3 Initial preparations for washing

Preparing clothes for washing

Laundry items with metal attachments such as, bras, belt buckles and metal buttons will damage the machine. Remove metal attachments or place the items in a clothing bag, pillow case, or something similar.

- Sort the laundry according to type of fabric, color, and degree of soiling and permissible water temperature. Always follow the advice on the garment labels.
- Place small items like infants' socks and nylon stockings, etc. in a laundry bag, pillow case or something similar. This will also save your laundry from getting lost.
- Wash "machine washable" or "hand washable" labeled products only with an appropriate program.
- Do not wash colors and whites together. New, dark colored cottons may release a lot of dye. Wash them separately.
- Use only dyes/color changers and lime removers suitable for machine wash. Always follow the instructions on the packaging.
- Wash trousers and delicate clothes turned inside out.

Correct load capacity

- i** Please follow the information in the "Program Selection Table". Washing results will degrade when the machine is overloaded.

Loading door

The door locks during program operation and the Door Locked Symbol lights up. The door

can be opened when the symbol fades out.

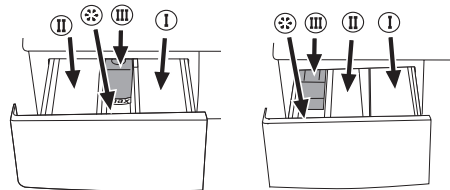
Detergents and softeners

Detergent Drawer

The detergent drawer is composed of three compartments:

The detergent dispenser may be in two different types according to the model of your machine.

- (I) for prewash
- (II) for main wash
- (III) siphon
- (❄) for softener



Detergent, softener and other cleaning agents

Add detergent and softener before starting the washing program.

Never open the detergent dispenser drawer while the washing program is running!

When using a program without pre-wash, no detergent should be put into the pre-wash compartment (Compartment no. I).

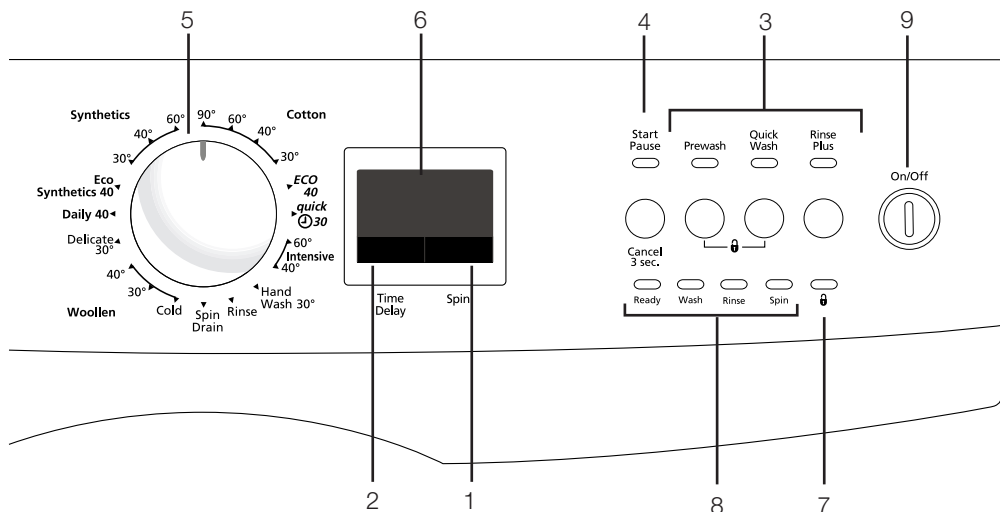
Detergent quantity

The amount of washing detergent to be used depends on the amount of laundry, the degree of soiling and water hardness.

- Do not use amounts exceeding the quantities recommended on the package to avoid problems of excessive foam, poor rinsing, financial savings and finally, environmental protection.
- Never exceed the (> max <) level marking; otherwise, the softener will be wasted without being used.
- Do not use liquid detergent if you want to wash using the time delay feature.

4 Selecting a Program and Operating Your Machine

Control panel



- 1 - Spin Speed Adjustment Button
- 2 - Time Delaying Button
- 3 - Auxiliary Function Keys
- 4 - Start/Pause/Cancel Button
- 5 - Program Selection Knob
- 6 - Display

- 7 - Child-proof Lock Indicator*
- 8 - Program Follow-up Indicators
- 9 - On/Off Button

* According to your machine's model

Turning the machine on

Plug in your machine. Turn the tap on completely. Check if the hoses are connected tightly. Place the laundry in the machine. Add detergent and softener. Press the "On/Off" button.

Program selection

Select the appropriate program from the program table and the following washing temperature table according to type, amount and degree of soiling of the laundry. Select the desired program with the program selection button.

i Programs are limited with the highest spin speed appropriate for that particular type of cloth.

Main programs

Depending on the type of textile, the following main programs are available:

•Cottons

You can wash your durable clothes with this program. Your laundry will be washed with vigorous washing movements during a longer washing cycle.

•Synthetics

You can wash your less durable clothes on this program. Lighter washing movements and shorter washing cycle is used compared to "Cottons" program. It is recommended for your synthetic clothes (such as shirts, blouses, synthetic/cotton blended garments, etc.). For curtains and lace, the "Synthetic(mix)40" program with pre-wash and anti-creasing functions selected is recommended.

•Woolens

You can wash your machine-washable woolen garments on this program. Wash by selecting the proper temperature according to the labels of your clothes. It is recommended to use appropriate detergents for woolens.

Additional programs

For special cases, there are also extra programs available:

i Additional programs may differ according to the model of your machine.

• Delicates

You can wash your delicate clothes on this program. It has more sensitive washing movements and does not make intermediate spinning compared to “Synthetic” program.

• Daily

You can use this program to wash cottons and synthetics together. There is no need to sort them.

• Eco Synthetics

This program is suitable for clothes that are normally worn for a short time such as sportswear. It is used to quickly wash a small amount of cotton/synthetic blended clothes.

• Eco

This program washes for a longer period at 40°C and gives the same result as the “Cottons 60°C” program, thus it saves energy. It is suitable for clothes for which you cannot use the “Cottons 60°C” program.

• Quick

This program is used to quickly wash (30 minutes) a small amount of lightly soiled cotton garments.

• Intensive

Increased hygiene is provided by a longer heating period and an additional rinse cycle. It is recommended for baby clothes and clothes worn by allergic people.

• Hand Wash

You can wash your woolen/delicate clothes that bear “not machine- washable” labels for which hand wash is recommended on this program. It washes the laundry with very tender washing movements without damaging your clothes.

i Sort the laundry according to type of fabric, color, degree of soiling and permissible water temperature when choosing a program.

Special programs

For specific applications, you can select any of the following programs:

• Rinse

This program is used when you want to rinse or starch separately.

• Spin & Drain

This program is used to apply an additional spin cycle for the laundry or to drain the water in the machine.

Before starting this program, select the

desired spin speed and press “Start/Pause/Cancel” button. Your machine drains the water after spinning at the set spin speed.

If you only want to drain the water without spinning your laundry, select “Spin and Pump” program, and then select no spin function with spin speed selection button. Press “Start/Pause/Cancel” button.

⚠ You should use a lower spin speed for delicate laundries.

Spin Speed selection

Whenever a new program is selected, the maximum spin speed of the selected program is displayed on the spin speed indicator.

To decrease the spin speed, press the “Spin” button. Spin speed decreases gradually. Then, rinse hold and no spin options are shown respectively.

Rinse hold is shown with “” and no spin is shown with “” symbols.

If you do not want to unload your clothes immediately after the program, you may use rinse hold function in order to prevent your clothes become wrinkled in anhydrous conditions. With this function, your laundry is kept in the final rinsing water. If you want to spin your laundry that you left in water:

- Adjust the spin speed.

- Press “Start/Pause/Cancel” button.

Program resumes. Your machine drains the water and spins your laundry.

You can use no spin function in order to drain the water without spinning at the end of the program.

Program and consumption table

Programme		Max. Load (kg)	Programme Duration (~min)	Water Consumption (l)	Energy Consumption (kWh)	Prewash	Quick Wash	Rinse Plus	Anti-Creasing	Rinse Hold	No Heat
Cottons	90	7	138	52	2.72	●	●	●	●	●	●
Cottons	60**	7	135	52	1.33	●	●	●	●	●	●
Cottons	40	7	129	52	0.78	●	●	●	●	●	●
Eco	40	7	167	52	0.84					●	
Intensive	60	7	180	73	1.40			*	●	●	●
Eco Synthetics	40	3.5	75	44	0.40	●	●	●	●	●	●
Synthetics	60	3	103	52	0.88	●	●	●	●	●	●
Synthetics	40	3	96	52	0.66	●	●	●	●	●	●
Daily	40	3.5	91	47	0.38	●	●	●	●		●
Delicate	30	2	65	47	0.23			●	●	●	●
Woollens	40	1.5	60	47	0.19			●		●	●
Hand wash	30	1	39	35	0.18						●
Quick	30	2.5	30	36	0.17						●

● : Selectable

* : Automatically selected, not cancellable.

** : Energy Label programme (EN 60456)

Water and power consumption and programme duration may differ from the table shown, subject to changes in water pressure, water hardness and temperature, ambient temperature, type and amount of laundry, selection of auxiliary functions, and fluctuations in the supply voltage.

“Eco 40” programme may be selected instead of “Cotton 60*” programme during winter in areas where the input water temperature is low and/or in areas with low supply voltage.

i The auxiliary functions in the table may differ according to the model of your machine.

Auxiliary functions

Auxiliary Function Selection Buttons

Select the required auxiliary functions before starting the program.

i Some combinations cannot be selected together. (Ex.: Pre-wash and Quick Wash. Warning signal on the selected auxiliary function will light up.

Auxiliary function selection

If an auxiliary function that should not be selected together with a previously selected function is chosen, the first selected function will be cancelled and the last auxiliary function selection will remain active.

(Ex.: If you want to select pre-wash first and then quick wash, pre-wash will be cancelled and quick wash will remain active.

Auxiliary function that is not compatible with the program cannot be selected. (see, "Program Selection Table")

i Auxiliary function buttons may differ according to the model of your machine.

Pre-wash

A pre-wash is only worthwhile for heavily soiled laundry. Without pre-wash you save energy, water, detergent and time.

i Pre-wash without detergent is recommended for lace and curtains.

Quick wash

This function can be used for "Cottons" and "Synthetics" programs. It decreases the washing times for lightly soiled laundries and also the number of rinsing steps.

Rinse Plus

With this function, you can increase the number of current rinsing steps. Thus, sensitive skins' risk of being affected by the remainder detergent on the clothes will be decreased.

Anti-creasing

With this function, drum movement will be lessened to prevent creasing and spinning speed is limited. In addition, washing is carried out at a higher water level.

i Whenever you select this auxiliary function, load your machine with half of the maximum laundry specified in the program table.

No Heat

If you wish to wash your clothes in cold water, you can use this program.

Time display

The display shows the time remaining for the program to complete while a program is running. Program duration may differ

from the values in the consumption table subject to the changes in the water pressure, water hardness and temperature, ambient temperature, type and amount of laundry, auxiliary functions selected, and changes in the supply voltage.

Time delay

With the "Time delay" function you can delay the program start up to 24 hours. Time delay can be set with steps of one hour for the first three hours and with steps of three hours for the remainder (1, 2, 3, 6, 9, ...24).

1. Press "Time Delay" button to adjust the desired time.
2. Press "Start/Pause/Cancel" button. The time delay will start to count down.

i More laundry may be loaded during the time delay period.

Changing the delay time

If you want to change the time during the countdown:

1. Press "Start/Pause/Cancel" button.
2. Press "Time Delay" button to adjust the desired time delay.
3. Press "Start/Pause/Cancel" button.

Canceling the time delay

If you want to cancel the time delay countdown and start the program:

1. Press "Start/Pause/Cancel" button.
2. Press "Time Delay" button to decrease the time delay.
3. Press "Start/Pause/Cancel" button to start the program.

Starting the Program

1. Press "Start/Pause/Cancel" button to start the program.
2. Program follow-up lamp showing the startup of the program will light up.

Progress of program

Progress of a running program is shown through the program follow-up indicator. At the beginning of every program step, the relevant indicator lamp will light up and light of the completed step will turn off. The symbol that is lit up at the far right of the series of symbols indicates the step that is being carried out.

i If the machine is not spinning, the program may be in rinse hold mode or the automatic spin correction system has been

activated due to an excessive unbalanced distribution of laundry in the machine.

Changing the selections after the program has started

Turning the program knob while the program is in a normal flow will not change the program.

Switching the machine to standby mode

Press "Start/Pause/Cancel" button momentarily to switch your machine to the standby mode. Auxiliary functions can be cancelled or selected in accordance with the step the program is at. The door can be opened if the water level is suitable. Laundry may be added / taken out by opening the door.

Door lock

The loading door can not be opened yet due to safety reasons while the "Ready" lamp is flashing. The loading door can be opened once the "Ready" lamp starts lighting up continuously.

Child-proof lock

You can protect the appliance from being tampered by children by means of the child-proof lock. In this case, no change can be made in the running program.

I Your machine can be turned on and off with On/Off button while the child-proof lock is activated. In this case, your machine will resume its program with child-proof lock activated.

The machine is switched to child-lock by pressing the 1st and 2nd auxiliary functions for 3 sec. "C on" (Child lock is activated) label appears on the screen. The same symbol will also be displayed whenever any button is pressed while the machine is child-locked. Child-proof lock lamp on the program follow-up indicator will light up when the child-proof lock is activated.

To deactivate the child-proof lock, press the 1st and 2nd auxiliary function buttons for 3 sec. "C OFF" (Child-proof lock is deactivated) symbol appears on the screen. Child-proof lock lamp on the program follow-up indicator will go off when the child-proof lock is deactivated.

Ending the program through canceling

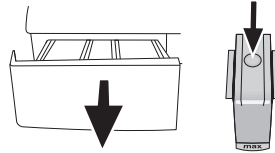
"Start/Pause/Cancel" button is pressed for 3 seconds to cancel the program. "Ready" warning lamp flashes during canceling and "End" will appear on the display.

5 Maintenance and cleaning

Detergent Drawer

Remove any powder residue buildup in the drawer. To do this;

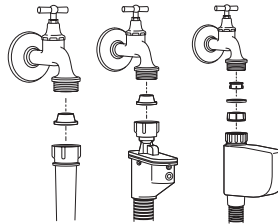
1. Press the dotted point on the siphon in the softener compartment and pull towards you until the compartment is removed from the machine.



- I** If more than a normal amount of water and softener mixture starts to gather in the softener compartment, the siphon must be cleaned.
2. Wash the dispenser drawer and the siphon with plenty of lukewarm water in a washbasin.
3. Replace the drawer into its housing after cleaning. Check if the siphon is in its original location.

Inlet water filters

There is a filter at the end of each water intake valve at the back side of the machine and also at the end of each water intake hose where they are connected to the tap. These filters prevent the foreign substances and dirt in the water to enter into the machine. Filters should be cleaned as they get dirty.



- Close the taps.
- Remove the nuts of the water intake hoses to clean the surfaces of the filters on the water intake valves with an appropriate brush.
- If the filters are very dirty, you can pull them out by means of pliers and clean them.
- Take out the filters on the flat ends of the water intake hoses together with the gaskets and clean thoroughly under streaming water.
- Replace the gaskets and filters carefully to their places and tighten the hose nuts by hand.

Draining any remaining water and cleaning the pump filter

Your product is equipped with a filter system which ensures a cleaner water discharge that extends pump life by preventing solid items such as buttons, coins and fabric fibers from clogging the pump propeller during discharge of the washing water.

- If your machine fails to drain the water, the pump filter may be clogged. You may have to clean it every 2 years or whenever it is plugged. Water must be drained off to clean the pump filter.

In addition, water may have to be drained off completely in the following cases:

- before transporting the machine (e.g. when moving house)
- when there is the danger of frost

In order to clean the dirty filter and discharge the water;

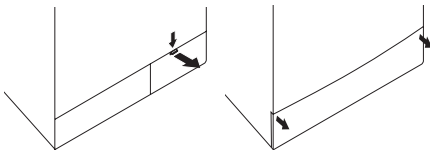
1- Unplug the machine to cut off the supply power.

⚠ There may be water at 90°C in the machine. Therefore, the filter must be cleaned only after the inside water is cooled down to avoid hazard of scalding.

2- Open the filter cap. The filter cap may be composed of one or two pieces according to the model of your machine.

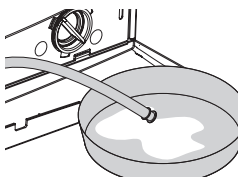
If it is composed of two pieces, press the tab on the filter cap downwards and pull the piece out towards yourself.

If it is composed of one piece, hold it from both sides and open it by pulling out.



3- An emergency drain hose is supplied with some of our models. Others are not supplied with this item.

If your product is supplied with an emergency drain hose, do the following as shown in the figure below:

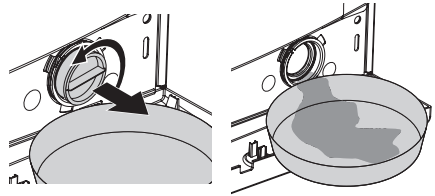


- Pull out the pump outlet hose from its housing.
- Place a large container at the end of the

hose. Drain the water off into the container by pulling out the plug at the end of the hose. If the amount of water to be drained off is greater than the volume of the container, replace the plug, pour the water out, then resume the draining process.

- After draining process is completed, replace the plug into the end of the hose and fit the hose back into its place.

If your product is not supplied with an emergency drain hose, do the following as shown in the figure below:



- Place a large container in front of the filter to receive water flowing from the filter.
- Loosen pump filter (anticlockwise) until water starts to flow out of it. Direct the flowing water into the container you have placed in front of the filter. You can use a piece of cloth to absorb any spilled water.
- When there is no water left, turn the pump filter until it is completely loose and remove it.
- Clean any residues inside the filter as well as fibers, if any, around the propeller region.
- If your product has a water jet feature, be sure to fit the filter into its housing in the pump. Never force the filter while replacing it into its housing. Fit the filter fully into its housing; otherwise, water may leak from the filter cap.

4- Close the filter cap.

Close the two-piece filter cap of your product by pushing the tab on it.

Close the one-piece filter cap of your product by fitting the tabs on the bottom into their positions and pushing the upper part of it.

6 Solution suggestions for problems

Problem	Cause	Explanation / Suggestion
Program cannot be started or selected.	Machine may have switched to self protection mode due to an infrastructure problem (such as line voltage, water pressure, etc.).	Reset your machine by pressing "Start/Pause/Cancel" button for 3 seconds. (see, Canceling a Program)
There is water coming from the bottom of the machine.	There might be problems with hoses or the pump filter.	Be sure the seals of the water inlet hoses are securely fitted. Tightly attach the drain hose to the tap. Make sure that the pump filter is completely closed.
Machine stopped shortly after the program started.	Machine can stop temporarily due to low voltage.	It will resume operating when the voltage is back to the normal level.
It continuously spins. Remaining time does not count down.	There may be an imbalance of laundry in the machine.	The automatic spin correction system might have been activated due to the unbalanced distribution of the laundry in the drum. The laundry in the drum may be clustered (bundled laundry in a bag). Laundry should be rearranged and re-spun. No spinning is performed when the laundry is not evenly distributed in the drum to prevent any damage to the machine and to its environment.
It continuously washes. Remaining time does not count down.	In the case of a paused countdown while taking in water: Timer will not countdown until the machine is filled with the correct amount of water.	The machine will wait until there is a sufficient amount of water to avoid poor washing results due to lack of water. Then the timer will start to count down.
	In the case of a paused countdown at the heating step: Time will not count down until the selected temperature for the program is reached	
	In the case of a paused countdown at the spinning step: There may be an imbalance of laundry in the machine.	The automatic spin correction system might have been activated due to the unbalanced distribution of the laundry in the drum. The laundry in the drum may be clustered (bundled laundry in a bag). Laundry should be rearranged and re-spun. No spinning is performed when the laundry is not evenly distributed in the drum to prevent any damage to the machine and to its environment.

7 Specifications

Models	DAW 319	DAW 320
Maximum dry laundry capacity (kg)	7	7
Height (cm)	84	84
Width (cm)	60	60
Depth (cm)	54	54
Net Weight (kg)	72	72
Electricity (V/Hz.)	230 V / 50Hz	230 V / 50Hz
Total Current (A)	10	10
Total Power (W)	2200	2200
Spinning cycle (rpm max.)	1200	1200

Specifications of this appliance may change without notice to improve the quality of the product. Figures in this manual are schematic and may not match your product exactly.

Values stated on the machine labels or in the documentation accompanying it are obtained in laboratory in accordance with the relevant standards. Depending on operational and environmental conditions of the appliance, values may vary.



This appliance’s packaging material is recyclable. Help recycle it and protect the environment by dropping it off in the municipal receptacles provided for this purpose. Your appliance also contains a great amount of recyclable material. It is marked with this label to indicate the used appliances that should not be mixed with other waste. This way, the appliance recycling organised by your manufacturer will be done under the best possible conditions, in compliance with European Directive 2002/96/EC on Waste Electrical and Electronic Equipment. Contact your town hall or your retailer for the used appliance collection points closest to your home. We thank you doing your part to protect the environment.

Service Centres

If you have followed the instructions and still have a problem, contact the nearest Defy Service Centre. They will be able to advise you on any aspect of the product or send a qualified technician to repair it.

BLOEMFONTEIN 160 Long Street, Hilton,
Bloemfontein 9301.
Tel. 051 400 3900
Bloemfontein.Service@defy.co.za

CAPE TOWN 5A Marconi Rd.
Montague Gardens, 7441.
Tel. 021 526 3000
CapeTown.Service@defy.co.za

DURBAN 35 Intersite Avenue,
Umgeni Business Park, Durban 4051.
Tel. 031 268 3300
Durban.Service@defy.co.za

EAST LONDON 16 Bowls Rd. Arcadia,
East London 5201.
Tel. 043 743 7100
EastLondon.Service@defy.co.za

JOHANNESBURG Cnr. Mimetes & Kruger Sts. Denver ext.12
Commercial Head Office, Johannesburg. 2094.
Administration, Distribution, National Groups, Tel. 011 621 0200 or 011 621 0300
Tel. Sales, Contracts and Credit. Gauteng.Service@defy.co.za

POLOKWANE 87 Nelson Mandela Drive.
Superbia 0699.
Tel. 0152 92 1166 / 7 / 8 / 9.
Polokwane.Service@defy.co.za

PORT ELIZABETH 112 Patterson Road,
North End, Port Elizabeth 6001.
Tel. 041 401 6400
PortElizabeth.Service@defy.co.za

PRETORIA. Block A1 Old Mutual Industrial Park.
Cnr. D.F.Malan Drive & Moot Str.
Hermanstad. 0082.
Tel. 012 377 0061
Pretoria.Service@defy.co.za

**OTHER AREAS ARE SERVICED BY OVER 200 AUTHORISED SERVICE AGENTS.
PLEASE CONSULT THE NEAREST REGIONAL DEFY SERVICE CENTRE FOR DETAILS.**

Warranty.

This certificate is issued by DEFY APPLIANCES (PTY) LIMITED, manufacturers and distributors of Defy, Ocean and Franke products, hereinafter the Company, to the original purchaser only, of the appliance described on the certificate and shall constitute the only warranty given in respect of this appliance.

The Company warrants to the original purchaser that for a period of TWO YEARS from date of purchase the appliance is free from defect under normal domestic use, both in workmanship and material, subject to the following conditions.

1. Repair or replacement of any part of this appliance, found by the Company to be defective, shall be at the election of the Company. The Company reserves the right to effect such service through any of its Service Divisions or Authorised Service Dealers. The cost of such service shall be borne by the Company in full, provided that the appliance is located no further than 50 km from a Company Service Centre or an Authorised Service Dealer. Where the appliance is located beyond the 50 km radius, the purchaser shall be liable for the standard travelling charges, as determined by the Company.

CARRY IN SERVICE Microwave ovens, Compact cookers and small appliances are repaired in our service centres and are not collected from the customers home. Faulty units should be delivered to the purchasing dealer or to the nearest Company Service Centre for warranty repairs.

2. Rusted or corroded plates, vitreous enamelware, fuses and lamps are specifically excluded from these warranties. It is an express condition of these warranties that the purchaser takes due care and attention in the use and maintenance of the appliance. Abuse, misuse in conflict with operating instructions, connection to incorrect voltages and subjection to commercial use shall release the Company from its obligations.

3. This warranty shall become void and cease to operate if the appliance is dismantled by, or any repairs to the appliance are effected by any persons not duly authorised by the Company, or if substitute parts not approved by the Company are used in the appliance, or if the serial number of the appliance is removed.

4. The Company shall not be responsible for damages resulting from fire, flood, civil disturbances or any Act of God. The Company shall not, in terms of these warranties be responsible nor held liable for any consequential loss or damage of any kind caused by or due to the failure or malfunction of the appliance.

5. The Company shall not be responsible for transportation or other costs other than those incurred within the provisions of Point 1 of this Certificate.

6. These warranties shall not apply to the appliance if it is purchased or used beyond the borders of the Republic of South Africa, Namibia, Botswana, Swaziland and Lesotho.

7. Where service is requested under warranty and no fault or defect can be found by the Company, all costs incurred will be for the purchaser's account.

8. This Certificate as well as your invoice will serve as proof of purchase. For the purpose of warranty, it will be essential to produce this Certificate and invoice. Failure to do so, will render the purchaser liable for service costs.

KEEP THIS CERTIFICATE AND SALES INVOICE AS PROOF OF PURCHASE FOR WARRANTY PURPOSES.

