

Designed to Enhance

EST. 1981

**omega**

Installation + User Manual

OIFF341

# Integrated Bottom Mount Refrigerator 341L

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# Welcome

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## Residentia Group

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## Congratulations on purchasing your new Refrigerator!

Omega appliances are proudly owned, distributed, designed and engineered in Australia by Residentia Group Pty Ltd.

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

→ [www.residentia.com.au](http://www.residentia.com.au)

Here 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 unit, and importantly, taking care of the appliance, our Support Team are here to help. You can use our online Support Centre at any time by visiting:

→ [www.support.residentia.com.au](http://www.support.residentia.com.au)

Or you can contact us by dialling: 1300 11 HELP (4357)

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

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

Kind Regards,

The Residentia Team

## Customer Care

At Residentia Group, we strongly encourage the use of authentic spare parts to guarantee the best results. When contacting our spare parts team through 1300 11 HELP, or by emailing parts@residentia.com.au, please ensure that you have the model and serial numbers on hand, which are found on your appliances' rating plate.

# Safety Information

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## 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 important 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 non-compliance with these instructions.

## Before Using Your Appliance

This manual explains the proper use of your Omega Refrigerator. Please read this manual carefully before using the product. This manual should be kept in a safe place for handy reference.

This Refrigerator is a domestic appliance which has been manufactured and tested to comply with Australian and New Zealand Standards.

This Refrigerator 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.

## Safety Instructions

- Before the installation and use of the appliance, carefully read the supplied instructions.
- The manufacturer is not responsible if an incorrect installation and use causes injuries and damages.
- Always keep the instructions with your appliance for future reference.
- If you will not use the appliance for a long time, it is advised to turn the plug off.
- You must wear gloves and eye protectors when installing the product.
- You must also take measures against high noise levels when drilling the floor or using a drill.

**WARNING:** To prevent any damages to your and others' life or property, you have to follow these safety instructions.

**WARNING:** When positioning the appliance, ensure the supply cord is not trapped or damaged.

**WARNING:** Do not locate multiple portable socket-outlets or portable power supplies at the rear of the appliance.

## Safety Information (Continued)

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### Children & Vulnerable People Safety

**WARNING:** Risk of suffocation, injury or permanent disability.

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.

- Children should be supervised to ensure that they do not play with the appliance.
- Keep all packaging away from children.

### 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.
- Remove all the packaging.

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

- Always move the appliance cautiously. Do not use the machine door or the handle to lift the appliance.

**WARNING:** Do not damage the refrigerant circuit.

**WARNING:** If you suspect refrigerant leakage, avoid touching the unit or power outlet. Ventilate the room and, if possible, turn off the unit using the circuit breaker. Contact the manufacturer immediately. Refrigerant can cause serious injury upon contact with skin or eyes; seek medical treatment promptly if exposed.

- Do not install or use a damaged appliance.
- Before installation or cleaning, disconnect the refrigerator from the power source and reset temperature controls. Reconnect and reset after completing tasks.
- Please contact 1300 11 HELP (4357) to arrange an authorised technician if you need assistance with installing the appliance.

### Electrical Connection

**CAUTION:** Risk of fire and electrical shock!

- Ensure the appliance's plug is easily accessible.
- Ensure proper grounding of the appliance before operation. The appliance must be earthed.

**WARNING:** If you are unsure about grounding instructions, consult a qualified electrician or service person. Wait at least 5 minutes before reconnecting the power cord to prevent freezer failure.

- Make sure that the electrical information on the rating plate agrees with the power supply. If not, contact an electrician.
- Always use a correctly installed shockproof socket.
- Do not use any multi-plug adapters or extension cables.

**WARNING:** Incorrect grounding may lead to breakdowns or electric shocks. Use a dedicated outlet; using multiple devices on one outlet may cause fire hazards. Avoid positioning the power plug upwards or in a squeezed space at the back of the fridge to prevent water damage or fire risk.

- Ensure the supply cord is not trapped or damaged during positioning.
- Connect the mains plug to the mains socket only at the end of the installation. Make sure that there is access to the mains plug after the installation. Do not connect the appliance plug with a power connection board.
- Do not pull the mains cable to disconnect the appliance. Always pull the mains plug.
- Do not touch the mains cable or the mains plug with wet hands.

**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.

This product operates on 220-240V/50Hz only. The allowable voltage fluctuation range is 187V ~ 242V. It cannot be used with frequencies other than 50Hz.

To ensure safety, the socket and its cable must be capable of withstanding a current of above 10A.

## Safety Information (Continued)

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### Appliance Placement

- Use this appliance in a domestic household only.
- Avoid installing it in wet or high humidity environments to prevent deterioration and electrical hazards.
- Install the appliance in a dry, well-ventilated room close to a wall outlet for easy access to power supply in case of accidents.
- Avoid exposing the unit to extreme heat or open flame, and ensure adequate airflow around the unit to prevent electric shock or injury.
- Do not cover or obstruct the exhaust area on the back of the unit to avoid electric shock or injury.

### Care & Cleaning

**CAUTION:** Risk of injury or damage to the Refrigerator.

- Before installation or cleaning, disconnect the refrigerator from the power source and reset temperature controls. Reconnect and reset after completing tasks.
- Unplug the power cord when cleaning or handling the interior lamp to prevent electric shock or injury. Use a dry, clean cloth to remove water or dust from the power plug; do not touch it with wet hands. Ensure the power cord is not bent or pressed by heavy objects to avoid damage.
- Do not use a steam cleaner on the appliance.
- Avoid spraying water inside or outside the fridge or cleaning it with benzene or thinner.
- Use caution with cleaning agents; acidic cleaners, abrasive brushes, sharp tools, or those containing benzene should not be used.
- Clean the appliance with a moist soft cloth. Only use neutral detergents. Do not use abrasive products, abrasive cleaning pads, solvents or metal objects.

**WARNING:** Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.

### Appliance Use

**WARNING:** Risk of fire, explosion, electric shock or damage to the appliance.

**WARNING:** Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.

- Do not change the specification of this appliance.
- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- Please do not close the appliance door with excessive force
- Follow instructions to prevent food contamination, including proper storage and cleaning practices.
- This appliance is designed to be used in ambient temperatures between 10 and 32°C. Use outside of this range may cause the appliance to fail.

**WARNING:** Do not use electrical appliances inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.

- Only use glassware designed for fridge/freezer use to prevent breakage and injury. Do not place ice in thin crystal cups or ceramic ware to avoid breakage and injury.
- Avoid placing heavy or dangerous objects inside the fridge, as they may cause injury, fire, or electric shock.
- Do not touch food or containers in the freezer with wet hands to prevent frostbite.
- Do not use a dryer or light a candle inside the unit, as it may cause explosion or fire.
- Avoid clinging to the door or trays, especially for children, to prevent the fridge from falling and causing serious injuries or death.



The refrigerant (R600a) is flammable.

Symbol ISO 7010 W021

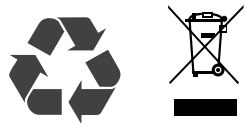
**WARNING:** Risk of fire/flammable materials!

## Safety Information (Continued)

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### Disposal of the Appliance

- Disconnect the appliance from the mains supply, cut off the mains cable and discard it.
- Remove the doors and secure shelves before discarding old refrigerators or freezers to prevent injury or children and pet entrapment.
- When discarding the unit, keep it away from extreme heat sources due to flammable refrigerant and foaming agent.
- Adhere to local laws and regulations when discarding the refrigerator.
- 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.



- Dispose of refrigerant and insulation blowing gas at authorised waste disposal centers. Avoid exposing them to extreme heat or open flames.
- The packaging is designed to protect the appliance from damage during transportation. The packaging materials are environmentally friendly and should be recycled. Recycling the packaging can reduce the use of raw materials in the manufacturing process and the amount of waste in landfill sites
- Packaging materials of the product are manufactured from recyclable materials in accordance with our National Environment Regulations. Do not dispose of the packaging materials together with the domestic or other wastes. Take them to the packaging material collection points designated by the local authorities.
- 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.

### 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.
- Remove the packaging box and take off the top foam.

**IMPORTANT:** The bottom air inlet/outlet hood will be located within the top foam.

- Remove the protective foam from the sides and inside the refrigerator.
- Lift the refrigerator with assistance to remove the foam pad underneath.
- Open the refrigerator door and take out the installation accessories and other items stored inside.
- 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.

### Declaration of Compliance

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

# Your Refrigerator

## Components, Parts and Accessories

Your Refrigerator comes with the following accessories:

A. Fridge Compartment (222L)

B. Freezer Compartment (84L)

C. Variable Temperature Zone (35L)

D. Control Panel

E. Fridge Crisper Drawers (×1)

F. Freezer Drawers (×3)

G. Fridge Glass Shelves (×3)

H. Fridge Door Trays (×4)

\* Ice Cube Tray (×1)

\* Egg Tray (×1)

\* User Manual (×1)

\* Quick Start Guide (×1)

Model: **OIFF341**

\* Not pictured but also included



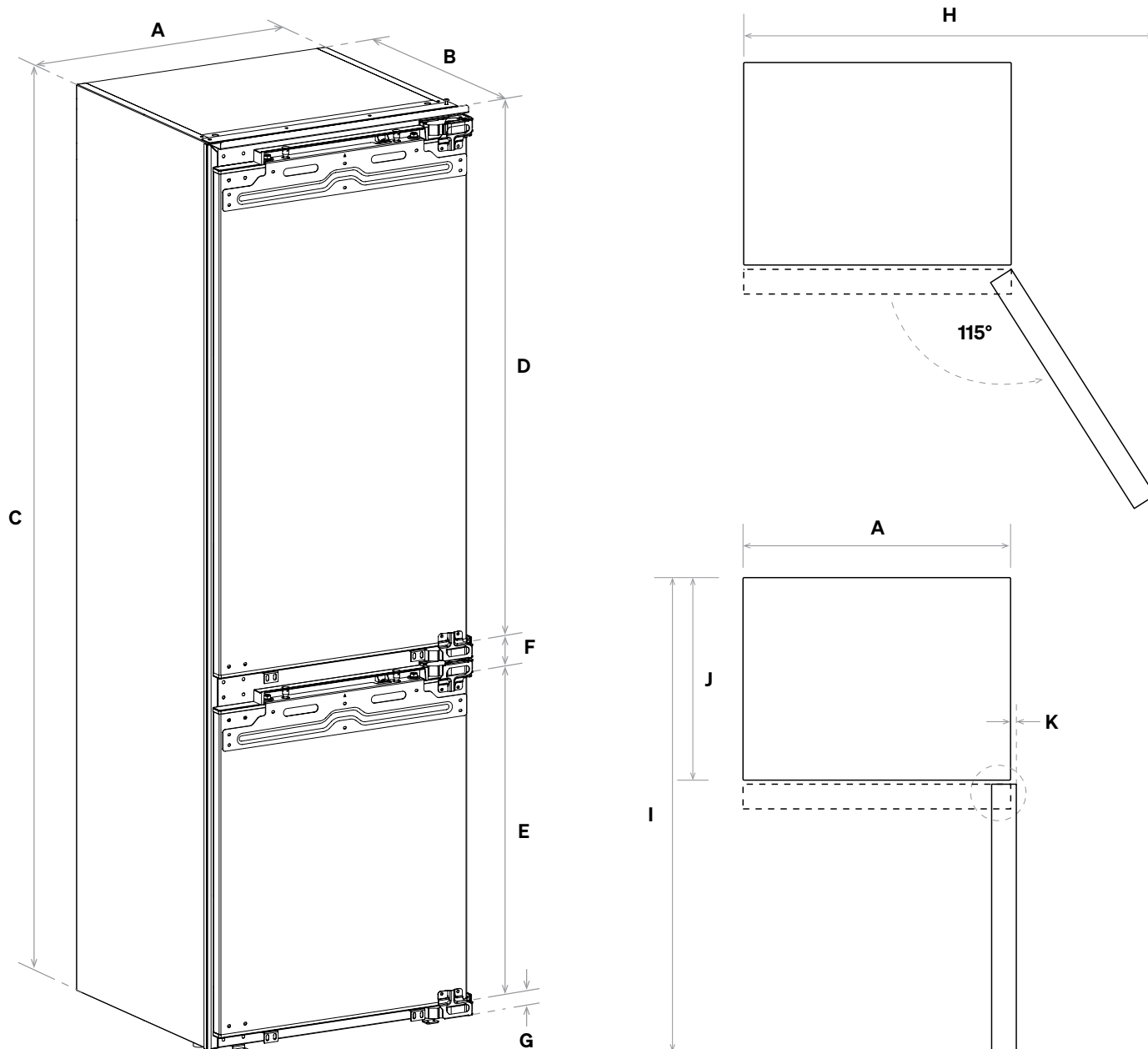
**Note:** The diagrams and images in this user manual are for explanatory purposes only. Your appliance's configuration may be different.

# Your Refrigerator (Continued)

## Product Dimensions

The dimensional diagrams for this refrigerator provide essential information about its size and layout. These diagrams detail the fridge's measurements enabling you to plan its placement effectively.

**Note:** The diagrams and images in this user manual are for explanatory purposes only. Your appliance's configuration may be different.



Dimensions (mm)

|        |          |        |       |
|--------|----------|--------|-------|
| A 690  | D 1232.5 | G 36.5 | J 515 |
| B 550  | E 661    | H 980  | K 5   |
| C 1937 | F 7      | I 1280 |       |

# Installing Your Refrigerator

## Preparing the Cabinetry

In order to ensure that the built-in appliance functions properly, the cabinet containing it must be appropriate. The diagram below gives the dimensions of the cut-out for installation and required clearances.

## Minimum Ventilation Clearances

### Air Intake:

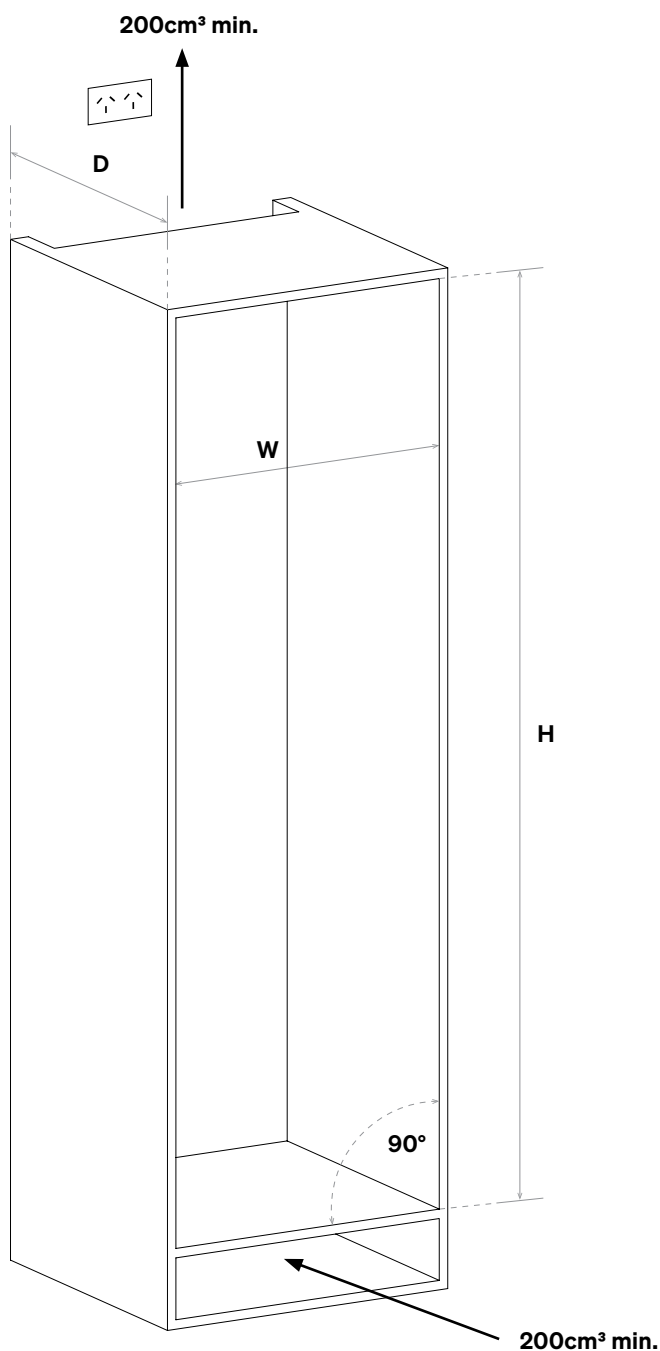
- An air intake should be provided somewhere in the cabinet run to allow free air in. In this example, a plinth vent is shown underneath the refrigerator.
- A cutout should be made in the plinth below the fridge/ freezer and this finished neatly using the air vent grille supplied.
- Alternatively, a thin section of the plinth can be removed to allow air into the unit (recommended 600mm × 10mm)

### Rear Clearance:

- **IMPORTANT:** A minimum 30mm gap must be maintained between the refrigerator and the rear wall for proper air circulation over the condenser.
- Recommended rear vent opening: 500mm × 40mm.

### Top Ventilation:

- The cabinet's top must allow airflow to vent into the room.
- Recommended minimum opening: 500mm × 40mm.
- If no free airflow is available into the room, a plinth vent or another form of ventilation must be installed.



### Cabinetry dimensions (mm)

W 712-718

D 560 min.

H 1939-1942

# Installing Your Refrigerator (Continued)

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## Transportation

- Avoid transporting the refrigerator horizontally or laying it down. Keep it upright during transportation to prevent damage.
- When moving the refrigerator, refrain from holding onto the door or handle. Always lift the refrigerator from the bottom to ensure safe handling.
- Never attempt to move the unit alone. It is essential to have at least two people to safely lift or move the refrigerator. This precaution helps prevent injury and ensures the unit remains intact during transportation.
- **CAUTION:** You must allow the fridge to settle for at least 24 hours prior to switching the power on.

## Positioning Your Refrigerator

- The refrigerator should be positioned on a solid, level surface to ensure the appliance operates efficiently and doesn't wobble.
- Keep the refrigerator away from damp areas where water is present. Promptly remove any water or dirt from the surfaces using a soft cloth to prevent rust and maintain optimal efficiency.
- Keep the fridge away from heat sources like stoves, ovens, and direct sunlight. Heat can affect the fridge's performance and energy consumption.
- Kitchen floor and the bottom of the product must be at the same level. Otherwise, problems may occur with the air ventilation of the product.
- The cooling system at the rear of the appliance must not touch the rear wall. A larger gap will improve the cooling efficiency.
- The appliance must be installed with adequate ventilation. Ensure that there is clearance above the appliance to allow air to escape and that there is space between the rear of the appliance and the wall.

## Installation of Power Supply

Please follow these guidelines for safe installation and use:

- Ensure that the power socket or fuse is easily accessible in case of emergency; it must not be positioned behind the appliance.
- Avoid contact between the plug or cable and the back surface of the appliance to prevent damage from vibrations.
- Do not plug other appliances into outlets located behind this product.
- In high-humidity areas, corrosion may develop on the appliance's outer surface. Keep the installation area dry and clean to prevent this.

**IMPORTANT:** To Prevent Electric Shock!

- Connect the plug to a grounded 3-pin socket.
- Do not remove the grounding pin from the plug.
- Avoid using adapters or extension cords.

**IMPORTANT:**

- Failure to adhere to these instructions can result in serious injury, death, fire, or electric shock. Incorrect grounding of the appliance may lead to electric shock. If there is any doubt regarding the grounding of the appliance, have it checked by a qualified electrician.
- Installation, repairs, and other servicing must only be performed by qualified individuals. Ensure that the voltage, load, and circuit current ratings listed on the appliance's data plate match your household power supply before installation.

# Installing Your Refrigerator (Continued)

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## Cabinet Inspection

- Ensure the cabinet dimensions and door panel match the specifications (refer to the dimension drawing on page 10).
- Verify the position and routing of the power cable.
- Check that the power socket has a normal power supply. The socket should be located outside the refrigerator cabinet and near the cabinet opening for easy access.
- Ensure the ground is level using a bubble level tool.
- There must be no objects preventing the installation of the product at the back and on the side walls of the product's installation place.
- Check the uprightness of the cabinetry flanges with a bubble level tool. Improper levelling may cause installation issues.

**NOTE:** Make sure all the above requirements are met before proceeding to the installation.

- Ensure that the cabinetry where the appliance will be installed is securely mounted in your kitchen. The cabinetry must be properly anchored to both the floor and the wall using appropriate connections.
- For optimal installation, the clearances between the cabinetry and the appliance should adhere to the values outlined in the installation instructions.
- The side walls must have no gaps, be completely flat, and have a minimum thickness of 16 mm. The doors attached to the appliance should also have a minimum thickness of 16 mm.

## Ventilation

Vent holes where the air enters and exits the unit must not be blocked or obstructed. In addition, you must periodically clean the dust and dirt that accumulate on these holes in time.

## Electrical Connection

- Never use an extension cable.
- The power socket must be grounded and checked by an authorised technician.
- Ensure the electrical wiring location complies with the dimensions specified in the manual.
- Wiring location must be within the specified range.

**IMPORTANT:** Risk of Electric Shock!

- Electrical grounding is required. The appliance is equipped with a three-pin plug to protect against electric shocks.
- Do not remove the grounding terminal from the plug.
- Do not use two-pin adapters or extension cables.

**WARNING:**

- Do not connect the grounding cable to a gas pipe. If uncertain about proper grounding, consult a qualified electrician.
- Do not install a fuse on the neutral or grounding circuit.
- **WARNING:** Wait 3-6 hours before powering on the appliance to allow the refrigerant and lubricants to stabilise.

# Installing Your Refrigerator (Continued)

## Installation Accessories

The following installation accessories are supplied with your Refrigerator:

A. 12mm Screws (×32)

B. 16mm Screws (×8)

C. Decorative Strip (×1)

D. Hinge Spacer A (×2)

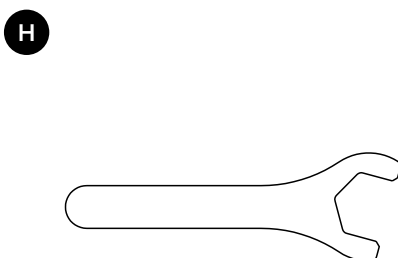
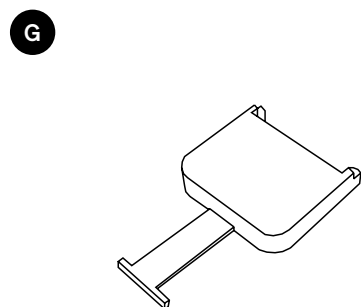
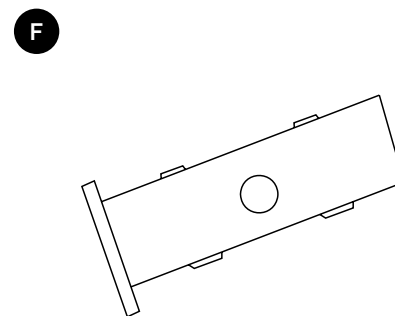
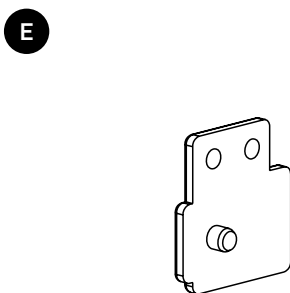
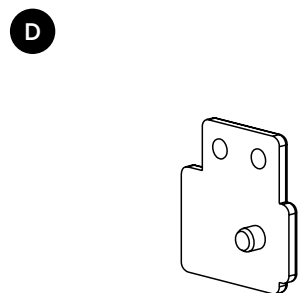
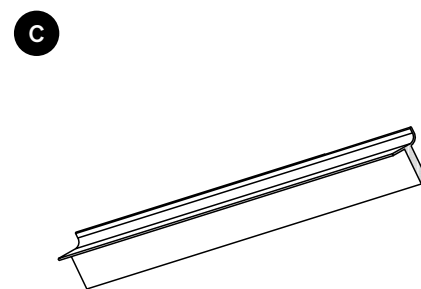
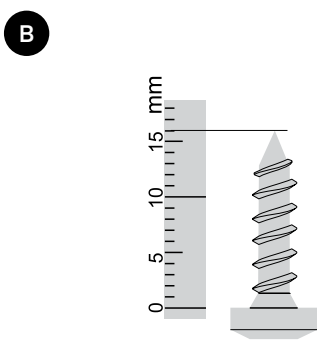
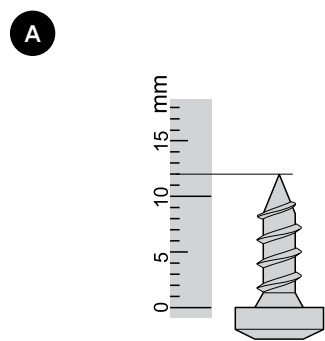
E. Hinge Spacer B (×2)

F. Hinge Cover (×4)

G. Lowering Fixing Cover (×2)

H. Spanner (×1)

I. Top Decorative Cover (×2)



# Installing Your Refrigerator (Continued)

## Tools Required

Before you begin, gather these tools:

- Screwdriver
- Socket Wrench with 8mm Bit
- Torx Bits
- Scissors
- Measuring Tape
- Cordless Drill
- String

## 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.
- At least two people are required to safely carry the refrigerator.
- Use a box cutter to carefully remove the packing tape.
- Cut along the dotted lines on the Packaging Board with a box cutter and remove the board.
- Remove the polystyrene packing material.
- **IMPORTANT:** Do not remove the tape securing the upper door until the refrigerator is placed into the cabinet to avoid the risk of tipping over.

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

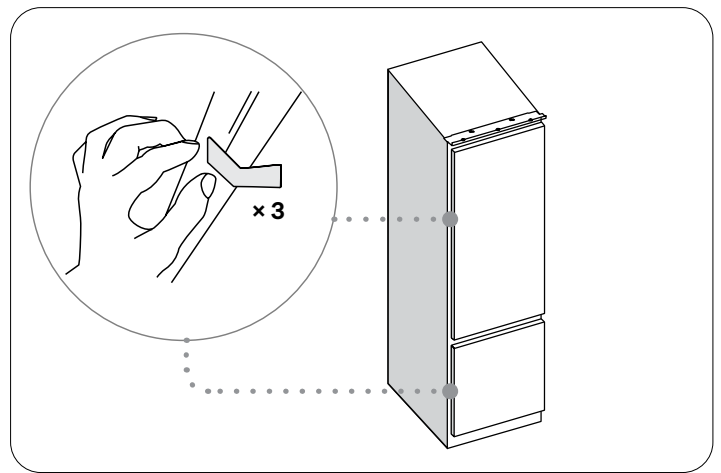
**WARNING:** The refrigerator must be installed and secured according to these instructions to prevent instability and potential hazards.

## Remove Protective Tape

Identify the three strips of protective tape securing the refrigerator door.

Carefully peel off each tape strip by hand.

Dispose of the removed tape in a waste bin.



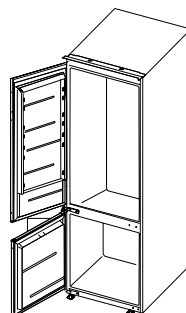
**NOTE:** The tape is used for transportation purposes and must be removed before completing the installation.

## Door Swing Considerations

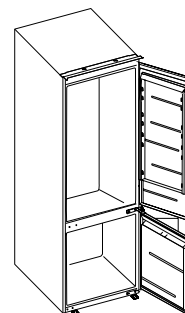
When deciding which way the fridge doors should open, it's important to consider several factors for both practicality and functionality.

- Consider the layout of your kitchen, including traffic flow and where the fridge will be placed. Ensure that the door opens in a way that doesn't block other appliances or walking paths.
- Make sure the doors open in a way that provides easy access to the fridge's contents. Consider which side will be more convenient for everyday use.
- Ensure there is enough space for the doors to fully open without hitting walls or other cabinets.

### LEFT SWING



### RIGHT SWING



# Installing Your Refrigerator (Continued)

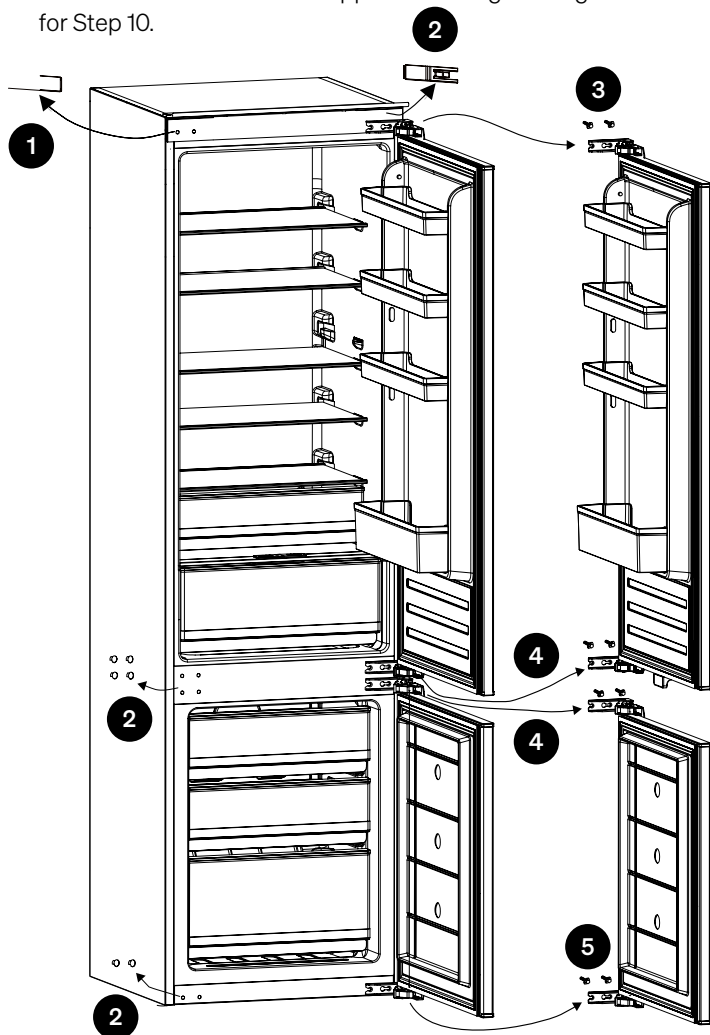
## Door Reversal Procedure

If reversing the fridge doors are not applicable for your installation, please skip these steps and go to **Positioning the Unit** on page 17.

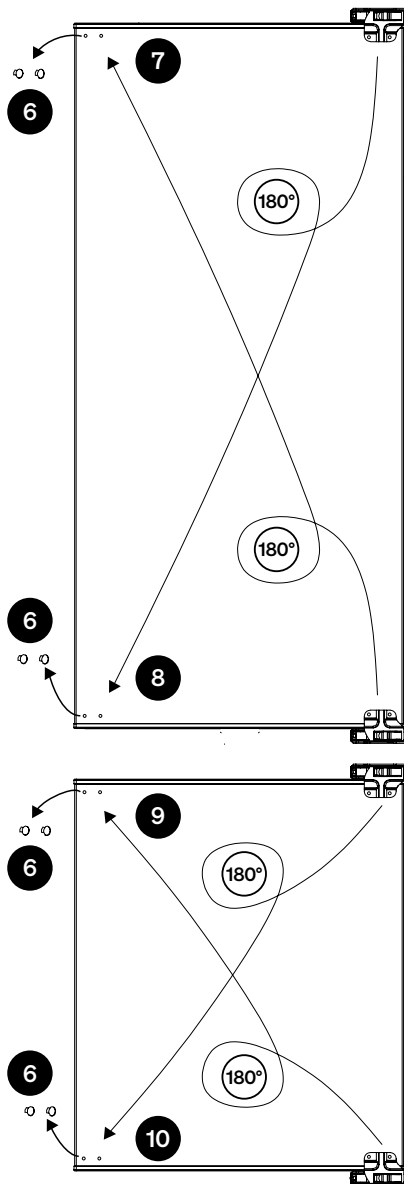
**CAUTION:** We recommend to have at least two people whilst performing this procedure.

### Remove the Hinge Covers.

1. Remove the Hinge Covers.
2. Carefully prise off the Cover Caps.
3. Support the doors at the bottom and remove the Top Upper Door Hinge saving the screws for Step 10.
4. Remove the Bottom Upper Door Hinge and the Top Lower Door Hinge saving the screws for Step 10.
5. Remove the Bottom Lower Upper Door Hinge saving the screws for Step 10.



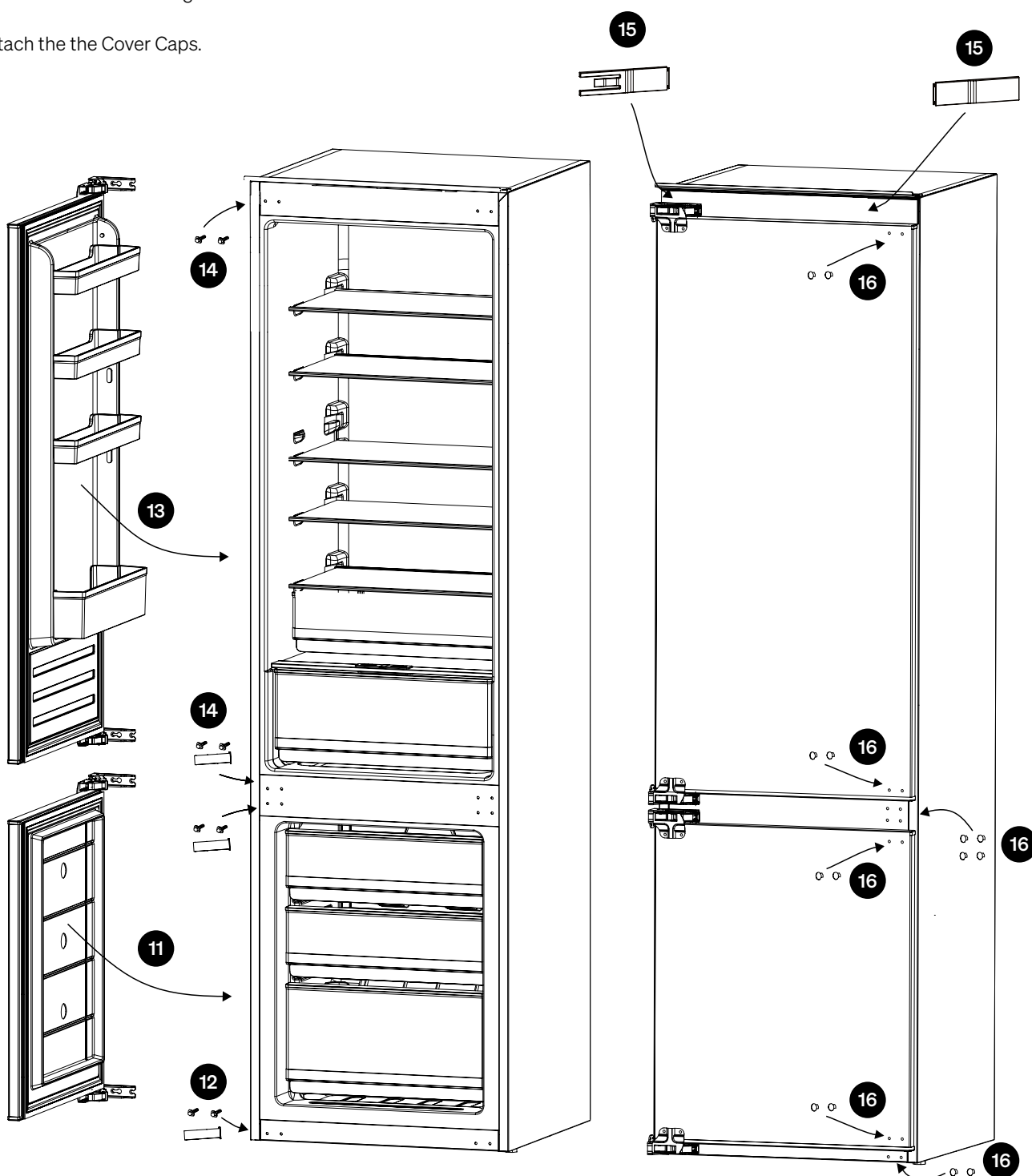
6. Remove the Cover Caps.
7. Detach and remove the Bottom Upper Door Hinge, flip it and then reinstall it on the opposite side at the top.
8. Detach and remove the Top Upper Door Hinge, flip it and then reinstall it on the opposite side at the bottom.
9. Detach and remove the Bottom Lower Door Hinge, flip it and then reinstall it on the opposite side at the top.
10. Detach and remove the Top Lower Door Hinge, flip it and then reinstall it on the opposite side at the bottom.



**Note:** The diagrams and images in this user manual are for explanatory purposes only. Your appliance's configuration may be different.

## Installing Your Refrigerator (Continued)

11. Move the Lower Door towards the refrigerator body.
12. Attach the Lower Door top and bottom hinges using the screws from steps 3–5.
13. Move the Upper Door towards the refrigerator body.
14. Attach the Upper Door top and bottom hinges using the screws from steps 3–5.
15. Attach the Reversed Hinge Covers.
16. Attach the the Cover Caps.

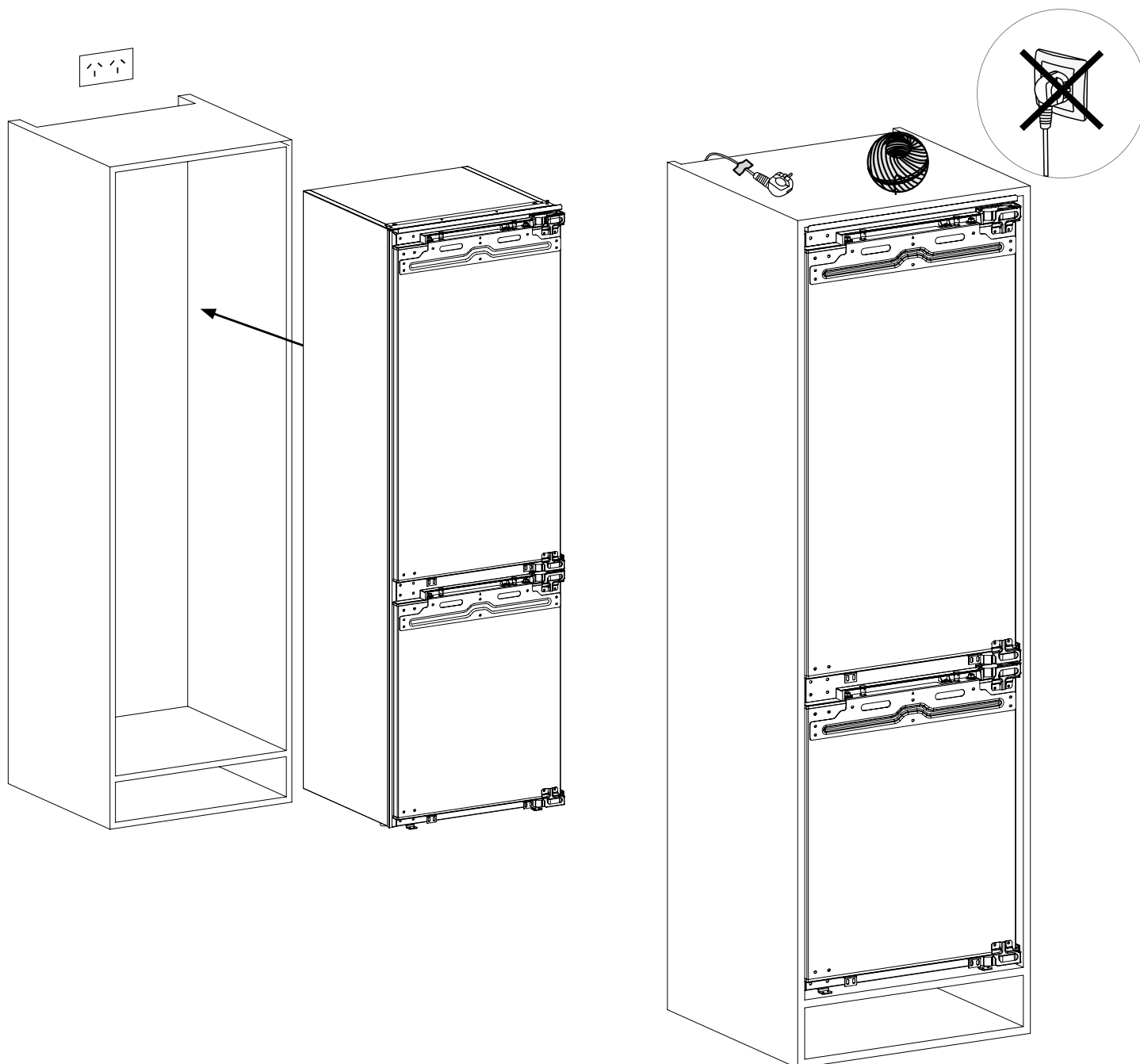


## Installing Your Refrigerator (Continued)

### Positioning the Unit

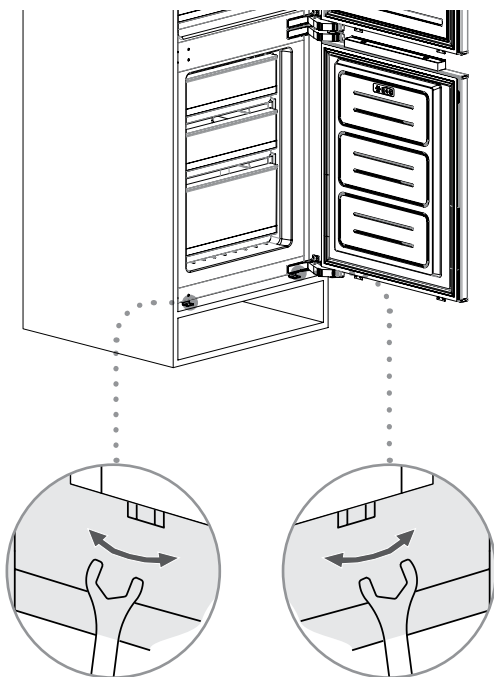
1. Carefully push the refrigerator into the cabinetry.  
Ensure the appliance is in the central position of the cavity. The ventilation system at the bottom of the appliance must not be blocked.
2. Feed the power cord through the top ventilation gap and use tape it to temporary keep it at the top of the cabinetry.

**CAUTION:** Do not plug in and power on the unit yet.

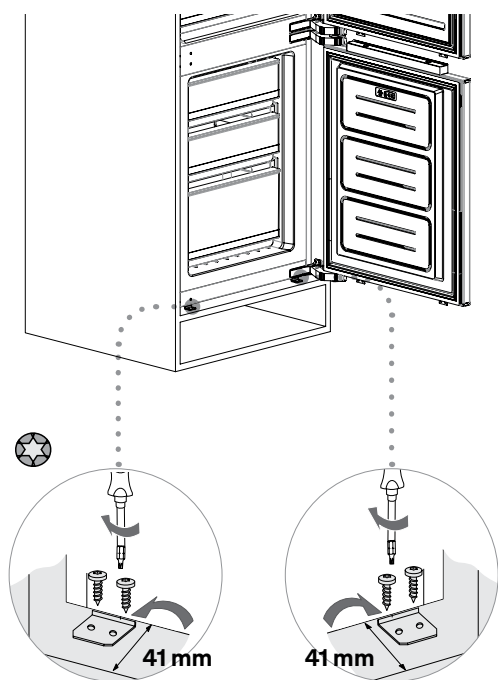


## Installing Your Refrigerator (Continued)

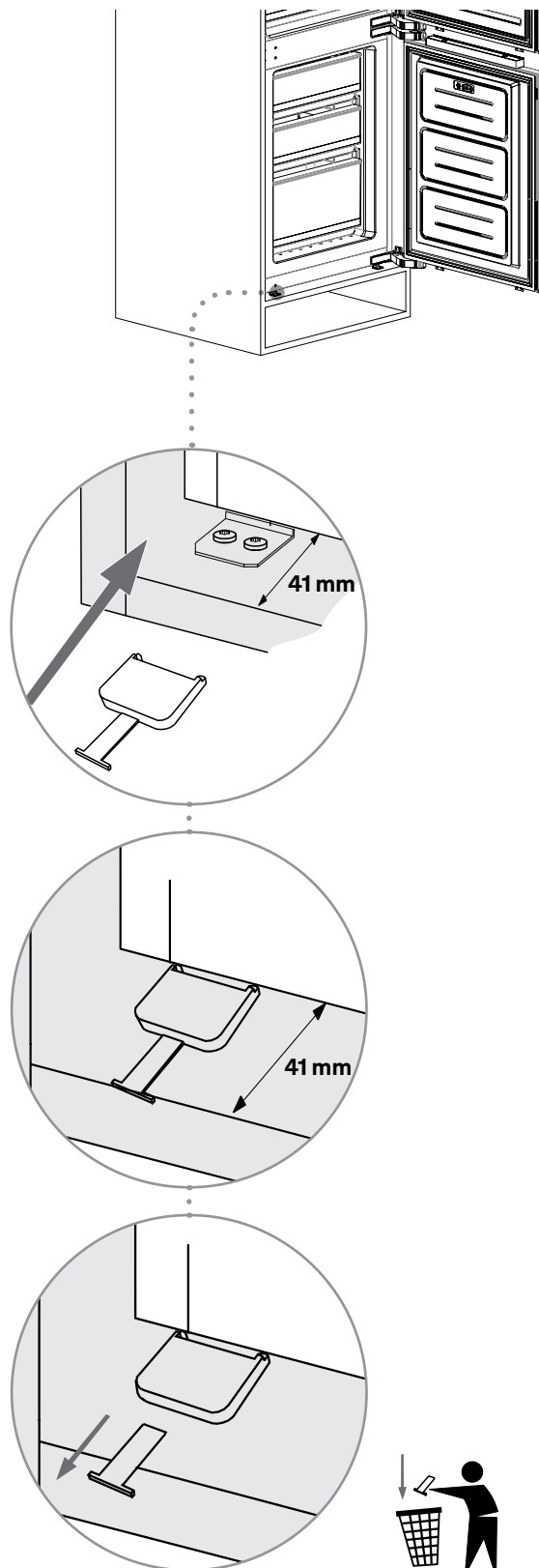
3. To ensure the appliance is level, use the wrench to adjust the height adjustable feet at the front of the appliance.



4. Attach the Hinge Spacers ensuring the unit is 41 mm away from the front edge of the cabinetry.

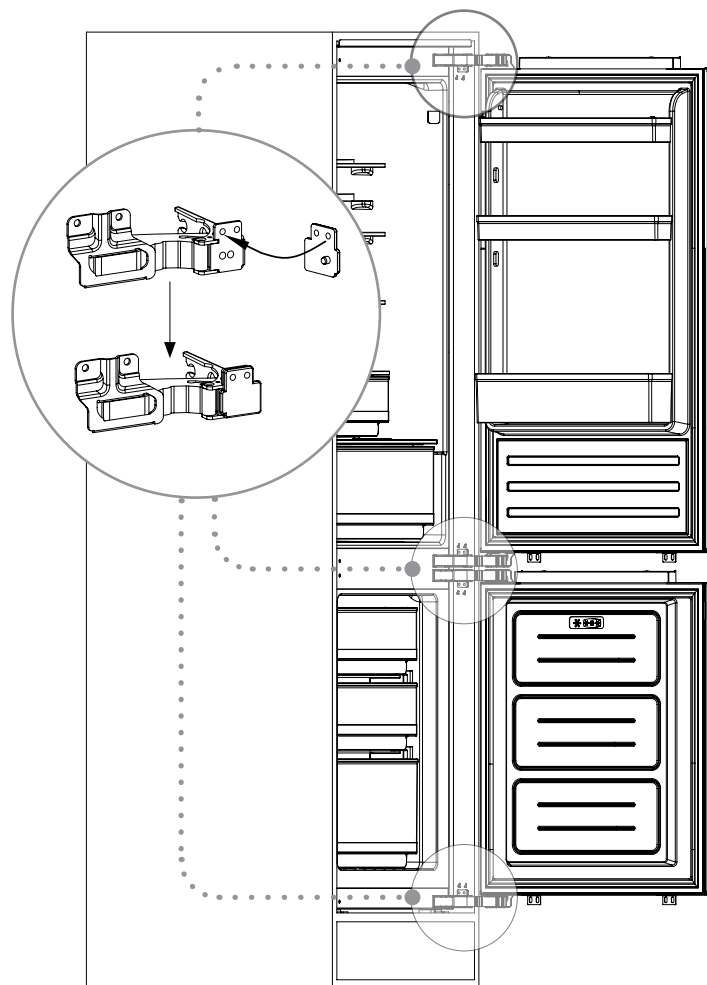
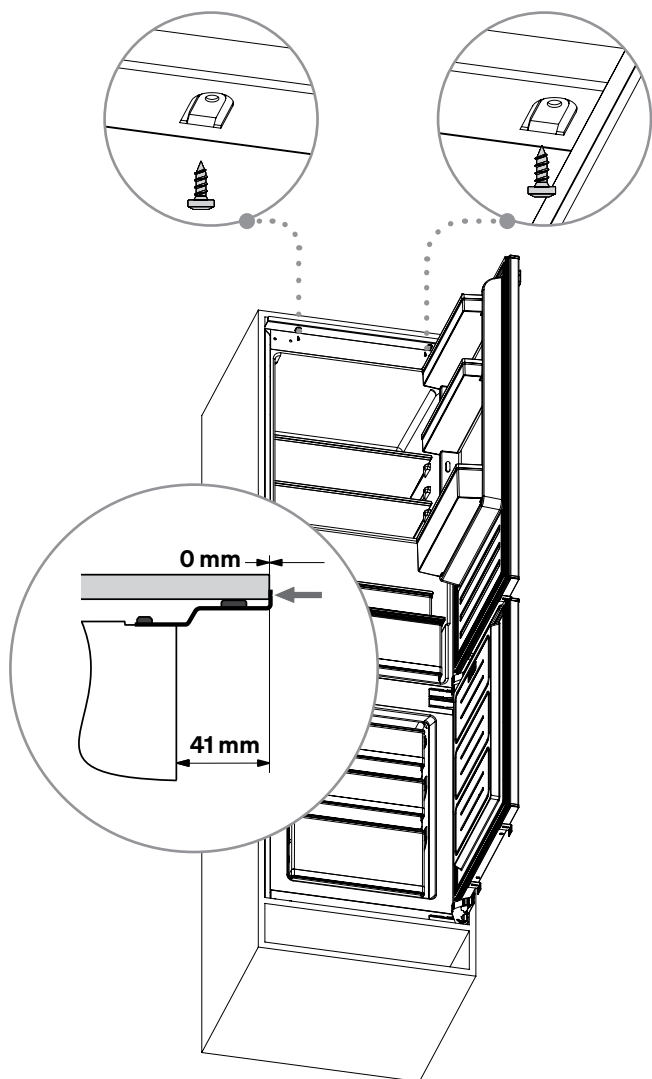


5. Attach the Lowering Fixing Covers over the Hinge Spacers and dispose of the Gap Spacer after confirming the unit is 41 mm away from the front edge of the cabinetry.



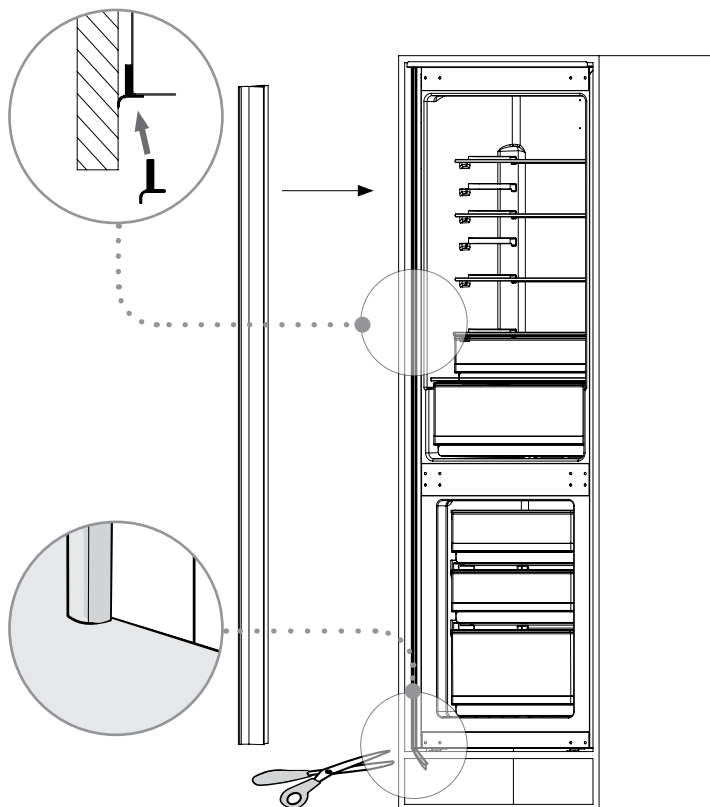
## Installing Your Refrigerator (Continued)

6. Check that the top of the unit is also 41 mm away from the front edge of the cabinetry. Secure the refrigerator to the cabinetry by using the supplied 12mm Screws.
7. Attach the Upper and Lower Hinge Plates A or B to the Upper and Lower Door Hinges (depending on the door swing direction) and attach them view the 16mm Screws.



## Installing Your Refrigerator (Continued)

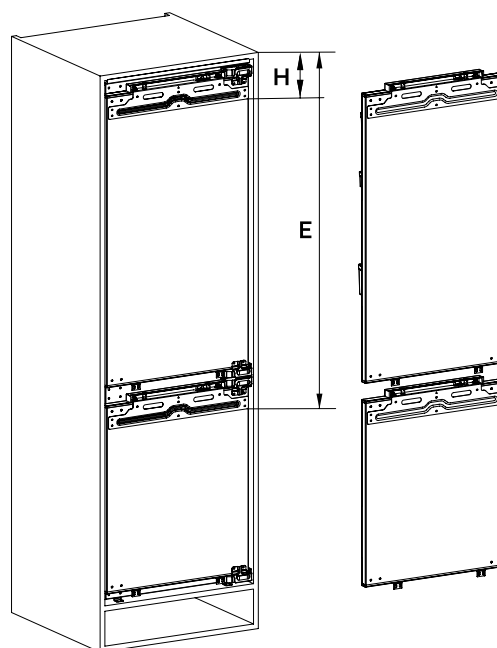
8. Attached the Decorative Strip using the tool provided and trim away any excess strip that is overhanging from the unit.



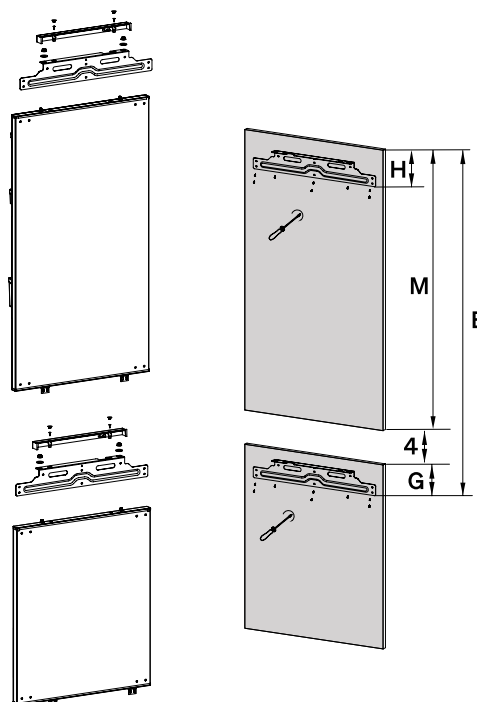
### Attaching the Door Panel

Check that the doors can be opened and closed properly before tightening the screws on the top, hinge side and the bottom in the following steps.

1. Measure the distance of **H** and **E** based on the position of the Door Brackets to the height of the cabinetry doors.

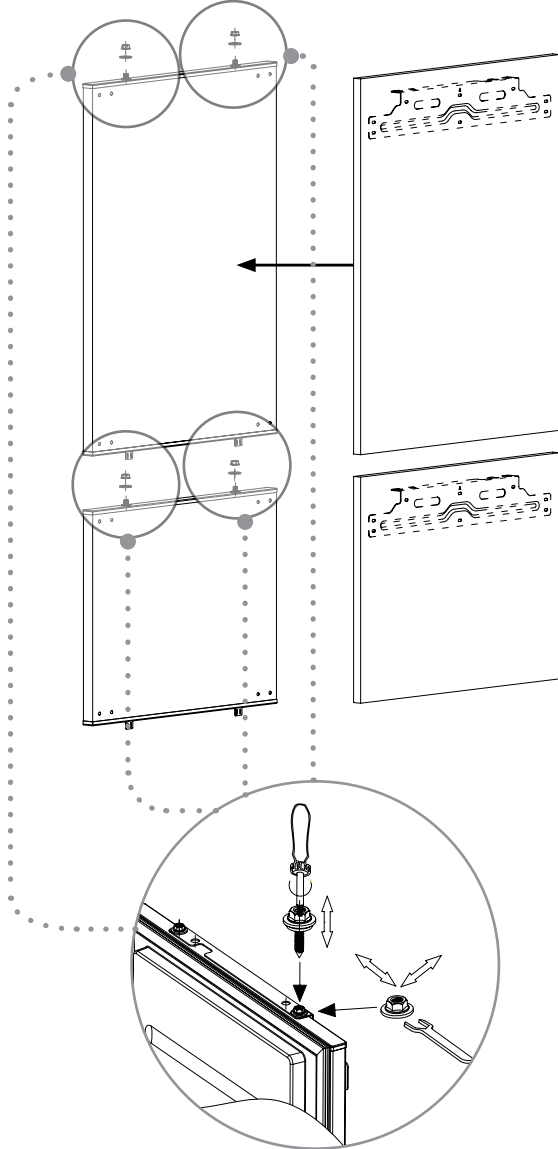


2. Remove the Door Brackets from the unit and apply them to the cabinetry doors by fixing it with the screws provided.



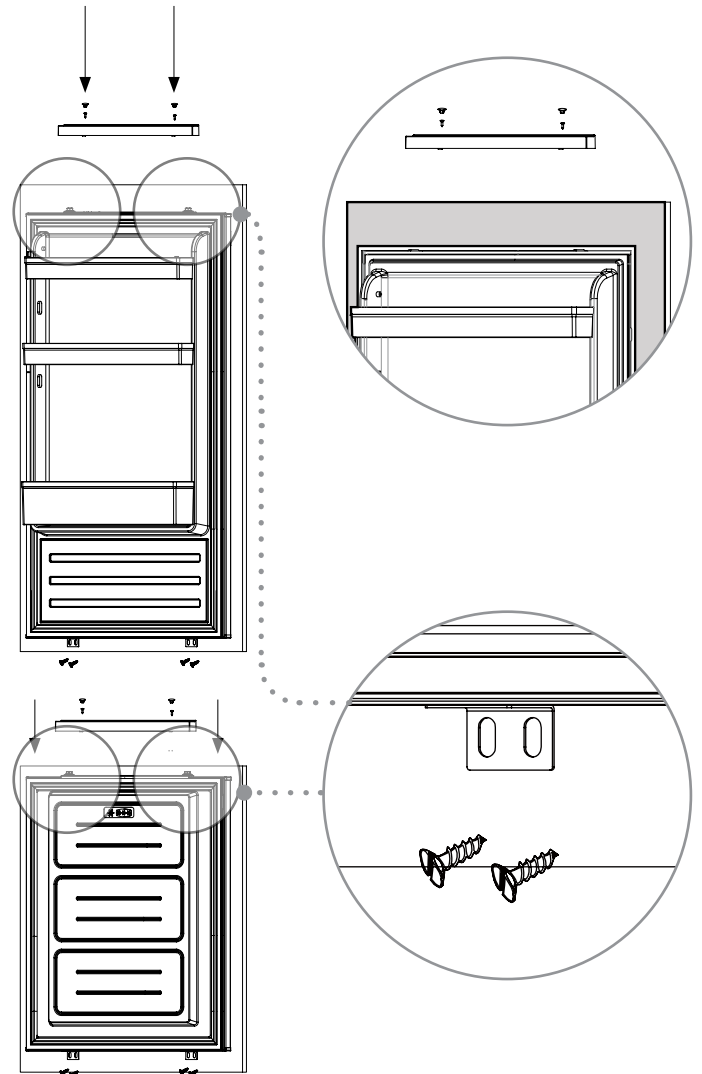
## Installing Your Refrigerator (Continued)

3. Fix the cabinetry doors to the fridge and freezer doors using the Washer and Adjustment Bolts.

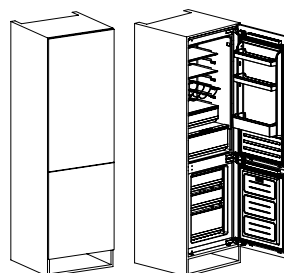


4. Close the doors and check the alignment and make any necessary adjustments using a screwdriver and a spanner to move the cabinetry doors up and down, left and right.

5. With the fridge door open, apply the Top Decorative Cover over the Door Bracket. Then use the screws to fix the fixing brackets to the base of the door to the cabinetry. Perform the same steps for the freezer door.



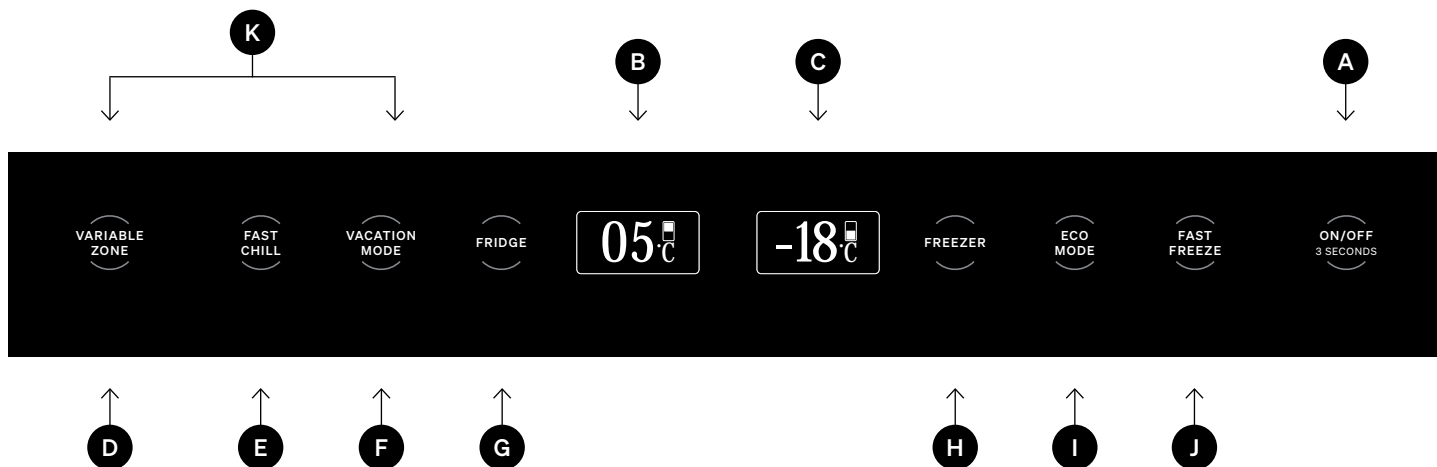
6. After installation, check all alignments to see if any needs adjusting and dispose of any unused components. Check that the whole door assemblies operates smoothly and that the door seal of the refrigerator and freezer is still creating a seal.



### IMPORTANT:

After completing the installation, check that the appliance is secured within the unit and that the door(s) close and open properly. If there is no resistance from the door seals when opening the doors, then it is probable that the appliance and/or decor doors are not fitted properly.

# Operating Instructions



## Control Panel

A. On/Off Power Button

B. Refrigerator Temperature Display

C. Freezer Temperature Display

D. Variable Zone Adjustment Button

E. Fast Chill Button

F. Vacation Mode Button

G. Fridge Compartment Adjustment Button

H. Freezer Compartment Adjustment Button

I. ECO Mode Button

J. Fast Freeze Button

K. Forced Defrost Mode Combination

## Before First Use

- Ensure that the refrigerator is correctly installed following the Installing Your Refrigerator section.
- Remove all packaging, including foam backing and tape securing shelves and door trays.
- Before use, clean the unit with a warm, soapy cloth, and dry thoroughly.
- **CAUTION:** You must allow the fridge to settle for at least 24 hours prior to switching the power on.
- The fridge may have an odour to it at first use. This will dissipate as the appliance cools.
- **IMPORTANT:** If you switch the appliance off, you should allow five minutes before switching it on again to prevent unnecessary damage to the compressor.

## Starting Your Refrigerator

Turn the appliance on by pressing and holding the **On/Off Power Button (A)** for 3 seconds. The display will light up, indicating the fridge is now on.

To turn off your refrigerator, press and hold the On/Off Power Button for 3 seconds. The display will turn off, indicating the fridge is now off.

## Fridge & Freezer Temperature Display

This display shows the current temperature of your **Refrigerator Temperature Display** on the left (B) and your **Freezer Temperature Display** on the right (C).

# Operating Instructions (Continued)

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## Fridge Compartment Settings

The default temperature of the fridge is set to 5°C.

To adjust the temperature in your refrigerator, press the **Fridge Compartment Adjustment Button (G)** once to activate the adjustment mode. Then, continue to press the button to cycle through the available temperature settings to cycle through the available temperatures ranging from 2°C to 8°C.

## Variable Zone Temperature Settings

The default temperature of the variable zone is set to 0°C.

To adjust the temperature, press the **Variable Zone Adjustment Button (D)** to cycle through the available set temperatures ranging from -3°C to 3°C.

## Freezer Compartment Settings

The default temperature of the freezer is set to -18°C.

To adjust the temperature, press the **Freezer Compartment Adjustment Button (H)** to cycle through the available temperatures ranging from -15°C to -25°C.

**WARNING:** Avoid placing fresh foods directly on frozen foods.

## Fast Chill

To activate Fast Chill mode, press the **Fast Chill Button (E)**. In this mode, the Refrigerator's temperature is set at 2°C. The mode automatically deactivates and revert to the previous setting after running for 2.5 hours. While active, the button will be illuminated.

**NOTE:** You can also manually turn Fast Chill off by adjusting the temperature settings.

## Fast Freeze

To activate Fast Freeze mode, press the **Fast Freeze Button (J)**. In this mode, the Freezer's temperature is set at -25°C. The mode automatically deactivates and revert to the previous setting after running for 6 hours. While active, the button will be illuminated.

**NOTE:** You can also manually turn Fast Freeze off by adjusting the temperature settings.

## Vacation Mode

Pressing the **Vacation Mode Button (F)** will activate Vacation Mode. The refrigerator operates at 17°C, the Variable Zone at 3°C, while the freezer runs at -18°C to save energy while you're away. This mode helps reduce power consumption without compromising the freezer's performance, ensuring your appliance remains efficient during extended periods of non-use.

## ECO Mode

ECO mode automatically maintains the refrigerator at 5°C, the Variable Zone at 3°C, and the freezer at -18°C for energy savings. This function does not deactivate automatically; select a different mode to turn it off.

**NOTE:** By setting slightly higher temperatures, ECO Mode helps conserve energy while keeping your food fresh.

## Automatic Defrost

### Defrosting the Freezer

Your freezer has a no-frost system designed to prevent ice from building up, so you shouldn't need to defrost it regularly.

However, if you ever need to defrost the freezer for cleaning or service, you can use the **Forced Defrost Mode (K)**. To activate this, touch and hold the **Variable Zone Adjustment Button (D)** and **Vacation Mode Button (F)** for about 3 seconds.

The **Variable Zone Adjustment Button (D)** will flash to confirm that the defrost is active. The system will automatically turn off once the freezer reaches a temperature between 10°C and 12°C.

**NOTE:** If you're consistently seeing a heavy buildup of ice or pools of water in the freezer, it's likely the door isn't sealing properly. This could be caused by a faulty door seal or a misaligned or heavy decorative door. For more help, refer to the troubleshooting section on ice buildup.

### Defrosting the Refrigerator

The refrigerator is self-defrosting. Any water from the defrost cycle will drain through a channel at the back of the fridge. This water is then collected in an evaporating tray at the rear of the appliance and is dissipated naturally.

## Operating Instructions (Continued)

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### Open Door Alarm

Should any door remain open for longer than 1 minute, the alarm will alert users to close it promptly by sounding three consecutive alarms.

If the door remains open, three alarm sounds will happen every 30 seconds. Once the doors are closed, the alarm will stop.

### Climate Classes

The information about the climate range of the appliance is provided on the rating plate. It indicates at which ambient temperature (that is room temperature in which the appliance is working) is optimal for the operation of the appliance.

- **Extended temperature (SN):**

This refrigerating appliance is intended to be used at ambient temperatures ranging from 10°C to 32°C.

- **Temperate (N):**

This refrigerating appliance is intended to be used at ambient temperatures ranging from 16°C to 32°C.

- **Subtropical (ST):**

This refrigerating appliance is intended to be used at ambient temperatures ranging from 16°C to 38°C.

- **Tropical (T):**

This refrigerating appliance is intended to be used at ambient temperatures ranging from 16°C to 43°C.

### Recommended Operating Temperatures

#### Recommended Normal Setting

- Freezer: -18°C (0°F)
- Fridge: 4°C (39°F)

#### Recommended For Ambient Temperatures Above 30°C (86°F)

- Freezer: -20°C (-4°F)
- Fridge: 3°C (37°F)

#### Fast Freezing

- Recommended -18°C (0°F) or colder
- Fast Freeze Mode: -25°C (-12°F)
- **NOTE:** Use when you need to freeze food quickly. The fridge returns to its previous setting after the process.

#### Fast Chilling

- Fridge: Recommended 4°C (39°F)
- Fast Chill Mode: 2°C (35°F)
- **NOTE:** Activate 2.5 hours before adding a large amount of food to cool quickly.

## Food Storage Advice

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**CAUTION:** Avoid direct contact between food, especially oily items, and the refrigerator liner. Promptly clean any oil or oily food stains to prevent prolonged contact, which can lead to liner corrosion and cracking.

The Freezer Compartment is ideal for storing pre-frozen food, making ice cream, and producing ice cubes. The Fridge Compartment is suitable for freezing fresh food.

If the refrigerator is left empty for extended periods, switch it off, defrost, clean, dry, and leave the door open to prevent mould growth.

Please consider the actual product situation for best practices.

### Refrigerator Storage Cautions

- When storing frozen foods, place them inside the Freezer Compartment in stead of the door tray to prevent frost cracking. Avoid placing bottled or canned foods in the Freezer to prevent damage.
- Before refrigerating hot foods, allow them to cool to room temperature to reduce power consumption.
- Avoid leaving the refrigerator door open for long periods, as this can raise the temperature inside.
- Regularly clean surfaces that come into contact with food and accessible drainage systems.
- Store raw meat and fish in appropriate containers to prevent contact or dripping onto other food.
- Mark the freezing date on packaging bags according to different food storage times to prevent exceeding the limit.
- Divide foods into appropriate portions and package them separately to freeze thoroughly without sticking together.
- Use odourless, airtight, watertight, and pollution-free packaging materials to prevent food contamination.
- Avoid overloading the Freezer with fresh foods, ideally not exceeding the refrigerator's freezing capacity.
- Do not refreeze melted foods unless they are prepared into dishes to avoid quality deterioration.
- Avoid placing glass bottles or containers in the Freezer or near the air outlet of the refrigerator duct to prevent explosions.
- Ensure that foods do not block the air outlet to maintain proper air circulation and prevent abnormal operation.
- The glass shelves and drawers can be removed to store food if needed.
- Do not allow food to touch any surface inside the appliance directly. It has to be wrapped separately in aluminium foil or in cling film or in airtight containers.
- **Dairy foods and eggs:** Most pre-packed dairy foods have a recommended use by date, best before date or best by date stamped on them. Store them in the Fridge Compartment and use within the recommended time.
- **Butter:** Store in a sealed container to prevent absorption of strong odours.
- **Eggs:** Store in the Fridge Compartment.
- **Red Meat:** Place on a plate and loosely cover with waxed paper, plastic wrap, or foil. Store cooked and raw meat separately to prevent cross-contamination.
- **Poultry:** Rinse whole birds inside and out with cold water, then dry and place on a plate. Cover loosely with plastic wrap or foil. Store poultry pieces similarly. Do not stuff poultry until just before cooking.
- **Fish and Seafood:** Use on the day of purchase if possible. Store on a plate covered with plastic wrap, waxed paper, or foil. Rinse whole fish in cold water, pat dry, and store in a sealed plastic bag. Keep shellfish chilled and use within 1–2 days.
- **Precooked Foods and Leftovers:** Store in covered containers for 1–2 days. Reheat leftovers only once until steaming hot.
- **Vegetable Container:** Ideal for storing fresh fruits and vegetables. Avoid storing certain fruits at temperatures below 6°C for extended periods to prevent undesirable changes such as softening of the flesh, browning and/or accelerated decaying.
- Do not refrigerator avocados, bananas, and mangoes until they are ripe.

## Food Storage Advice (Continued)

### Fridge Storage Recommendations

- **Temperature Settings:**

Setting the temperature too high or too low can shorten the shelf life of your food, resulting in increased food waste.

- **Optimal Fridge Temperature:**

It is recommended to set the fridge temperature to +5°C and arrange food in a way that ensures optimal use of the cooling conditions inside, providing the best environment for food preservation.

| Food Type   | Fridge Location  |
|---|--|
| Butter & Cheese   | Upper Door Tray  |
| Jams, Jars, Small Bottles, Tubes & Eggs   | Middle Door Trays  |
| Drink Cartons & Bottles   | Lower Door Shelves                                       |
| Fruit, Vegetables, Salad, Meat, Sausages, Cheese, Dairy Products, Canned Food and Cans, Drinks, Bottles and Tubes | Shelves and Crisper Drawer<br>Lowest Shelf Above Crisper |
| Food Type   | Freezer Location   |
| Small Frozen Food   | Door Tray  |
| Packaged Frozen Foods   | Freezer Drawer   |
| Fish, Meat and Ice Cream  | Lower Area or Freezer Drawer                             |

Note: The above is a recommended guide.

### Freezer Storage

- The freezer compartment serves multiple purposes such as storing deep-frozen food, making ice cubes and freezing food.
- Store at -18°C or colder. Avoid opening the freezer compartment door unnecessarily.

**NOTE:** Ensure that the freezer compartment door is closed properly to maintain proper freezing conditions.

### Purchasing Frozen Food

- Packaging must not be damaged.
- Use by the recommended use by date, best before date or best by date.
- If possible, transport deep-frozen food in an insulated bag and place quickly in the Freezer Compartment.

### Freezing Fresh Food

- The maximum amount of fresh food that can be frozen within a 24 hour period is 3.8kg for this model
- When freezing food, it's important to use fresh and undamaged items. For optimal nutritional value, flavour, and colour retention, vegetables should be blanched before freezing, except for eggplants, capsicums, zucchinis, and asparagus.
- Suitable foods for freezing include cakes, pastries, fish, seafood, meat, game, poultry, vegetables, fruit, herbs, shell-less eggs, dairy products like cheese and butter, ready meals, and leftovers such as soups, stews, cooked meat and fish, potato dishes, soufflés, and desserts.
- However, foods such as lettuce, radishes, eggs in shells, grapes, whole apples, pears, and peaches, hard-boiled eggs, yoghurt, soured milk, sour cream, and mayonnaise are not suitable for freezing.

### Frozen Storage Recommendations

These times vary depending on the type of food.

The food that you freeze can be preserved from 1 to 12 months (minimum at -18°C).

| Food Type                   | Storage Time |
|-----------------------------|--------------|
| Bacon, Casseroles and Milk  | 1 Month      |
| Bread and Ice Cream         | 2 Months     |
| Sausages and Pies           |              |
| Prepared Shellfish          |              |
| Oily fish                   | 3 Months     |
| Non-oily Fish and Shellfish |              |
| Pizza, Scones and Muffins   |              |
| Ham, Cakes and Biscuits     | 4 Months     |
| Beef and Lamb chops         |              |
| Poultry Pieces              |              |
| Butter                      | 6 Months     |
| Eggs (Whole and Yolks)      |              |
| Blanched Vegetables         |              |
| Raw Minced Meat or Pork     |              |
| Fruit (Dry Or In Syrup),    | 12 Months    |
| Egg Whites                  |              |
| Raw Beef or Raw Lamb        |              |
| Whole Chicken               |              |

Note: The above is a recommended guide.

# Cleaning & Maintenance

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## Defrosting

**Automatic Defrosting:** With a built-in program, the unit controls the frequency and duration of freezer defrosting, eliminating the need to manually defrost the freezer.

However, if you ever need to defrost the freezer for cleaning or service, you can use **Forced Defrost Mode**. Refer to Defrosting the Freezer on page 23.

## Prior to Cleaning Your Refrigerator

- Before cleaning, always power off the unit, then turn off the power switch and disconnect the power plug.
- Ensure no water enters the switch, control panel, door lamp, or top control box during cleaning.

## LED Light Replacement

Only a professional should replace the LED light source in this product.

## Cleaning

Precautions for internal and external cleaning of the refrigerator:

- Use a mild cleaner to remove dirt from the exterior of the refrigerator, then wipe with a clean, soft cloth, and allow the refrigerator to dry naturally.
- When cleaning the door sealing strip, use clean water, wipe with a dry cloth, and allow it to dry naturally. For the refrigerator body (excluding the door sealing strip), use a wet soft cloth with warm water or neutral cleaner for wiping.
- Do not directly flush the refrigerator with water as it may affect electrical insulation properties.
- Avoid using metal wipers, wire brushes, coarse abrasive cleaners, strong alkaline detergents, or flammable or toxic cleaning fluids to clean the refrigerator.
- After cleaning, connect the power plug of refrigerator and power on the refrigerator.

## On Vacation

Before leaving for vacation, it's recommended to keep the refrigerator running continuously and leave foods that can be stored for a short time. If you decide to stop the refrigerator, remove all foods, disconnect the power, clean the inside of the refrigerator thoroughly, and leave the door open to prevent abnormal odours.

Refer to Vacation Mode on page 23.

## Power failure

Short-term power failures usually do not significantly affect the refrigerator's temperature. However, during prolonged power outages, reduce the frequency of opening the refrigerator and avoid placing fresh foods inside to prevent a rapid increase in temperature. If you anticipate a power failure, you can activate the Ultra Freeze or Fast Freeze function in advance to maintain the refrigerator's temperature at the lowest setting.

## Shutdown

Generally, it's not advisable to shut down the refrigerator or turn off the power switch as it may affect the refrigerator's lifespan.

## Energy Saving Tips

- Make sure to keep the refrigerator away from heat source and direct sunlight.
- Before storing hot foods, cool them to room temperature and then put into refrigerator.
- Close the door timely, reduce the opening frequency, and shorten the opening time.
- When defrosting frozen foods, you can put them into the refrigerating chamber, which will assist in refrigeration of the refrigerating chamber.
- Make sure that the temperature sensor is not covered or blocked by foods, and keep proper distance with foods.

# Troubleshooting

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## Long Chilling Time

In high ambient temperatures, the appliance may take longer to begin chilling.

## Dew Drops

When external air flows into the cool inner surface of the fridge, dew drops can form. During humid or rainy weather, dew drops can also form on the outer side of the fridge. This is a natural phenomenon. Wipe the water drops with a dry cloth.

## Noise

Initially, the fridge may operate at a higher speed to cool quickly, resulting in louder sounds. Once the internal temperature reaches a certain level, the noise will decrease. Various sounds, such as those from the compressor starting or ending its operation, parts expanding or contracting, or control devices operating, are normal.

## Compressor Heat

During operation, the compressor may become hot. Avoid touching the compressor, as it can cause serious injury. The outer temperature of the compressor can reach up to 80°C, so caution is advised.

## Long Running Time

In high ambient temperatures or when the fridge is filled with a large amount of fresh food, it may take longer to cool down until the appliance reaches the set temperature.

## For Serious Faults

Some minor faults can be fixed by referring to the table above, however if an emergency or serious fault occurs, immediately set all controls to their off positions and disconnect the power from the source.

If a serious fault occurs, DO NOT attempt to repair the Refrigerator yourself, instead wait for a service agent to do so.

For assistance or to organise an authorised service agent contact our After Sales Support by calling 1300 11 4357, or by emailing [support@residentiagroup.com.au](mailto:support@residentiagroup.com.au).

Please note that if a service agent is asked to attend whilst the product is under warranty and finds that the problem is not the result of an appliance fault, then you may be liable for the cost of the call out charge.

The appliance must be accessible for the service agent to perform any necessary repair. If your appliance is installed in such a way that a service agent is concerned that damage will be caused to the appliance or your kitchen, then they will not complete a repair.

Please refer to the Warranty Information to learn more.

## Troubleshooting (Continued)

### For Minor Faults

| <b>Problem</b>                  | <b>Possible Cause</b>  | <b>Solution</b>  |
|---------------------------------|--|--|
| No display on the display panel | The mains plug of the appliance is not in the socket properly.   | Check whether the power is on.   |
| Alarm sound                     | Door is slightly open or not close more than 1 minute.   | Close the door completely.   |
| The compressor does not work    | <ul style="list-style-type: none"> <li>• It is under defrosting mode</li> <li>• Power is not connected well.</li> </ul>  | <ul style="list-style-type: none"> <li>• It is normal for defrosting;</li> <li>• Check whether the power is connected well</li> </ul>  |
| Compressor runs too long        | <ul style="list-style-type: none"> <li>• The fridge has recently been disconnected for a period of time.</li> <li>• Put too much fresh or hot food.</li> <li>• Doors are opened too frequently or too long.</li> </ul> | <ul style="list-style-type: none"> <li>• It takes some hours for the fridge to cool down completely</li> <li>• Hot food will cause the fridge to run longer until the desired temperature is reached</li> <li>• Warm air entering the fridge cause it to run longer. Open the door less often</li> </ul> |
| Vibrating noise                 | <ul style="list-style-type: none"> <li>• Floor is uneven or weak</li> <li>• Items placed on the top of the fridge are vibrating</li> <li>• Fridge is touching wall or cabinets</li> </ul>                              | <ul style="list-style-type: none"> <li>• Be sure floor is level and solid and can adequately support fridge</li> <li>• Remove items</li> <li>• Move fridge so that does not touch the wall or cabinets</li> </ul>  |

## Purchase Details

Attach your receipt to this page

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For future reference, please record the following information which can be found on the rating plate and the date of purchase which can be found on your sales invoice.

### Store Details

Store Name

---

Address

---

Telephone

| Purchase Date

---

### Product Details

Model No.

---

Serial No.

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## Warranty Information

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### WARRANTY TERMS AND CONDITIONS REFRIGERATORS

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 70 600 546 656 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 36 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, seals, filters or similar perishable parts.
4. Parts and Appliances not supplied by Residentia Group are not covered by this warranty.

## Warranty Information

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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, in order 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:** 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.

EST. 1981

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**omega**