



# APPLIANCES FOR LIVING

 **ARTUSI**  
THE ART OF LIVING

**AGH41B**  
**OPERATION MANUAL**

Congratulations, you are now the proud owner of an ARTUSI cooking appliance. Thank you for purchasing ARTUSI and welcome to the ARTUSI Family.

This instruction manual has been specially created to inform you of the full range of features your ARTUSI appliance has to offer and serves as an introduction to getting the very best out of your ARTUSI appliance.

We present detailed information on each of the features your ARTUSI appliance consists of. Once you have read this section you will be able to choose the most appropriate settings for your appliance when cooking different types of food.

We ask you to read the instructions in this booklet very carefully as this will allow you to get the best results from using your appliance. KEEP THE DOCUMENTATION OF THIS PRODUCT FOR FUTURE REFERENCE.

TO REGISTER YOUR PRODUCT WITH ARTUSI, PLEASE FILL OUT THE WARRANTY CARD AT THE END OF THIS BOOKLET AND POST IT TO: **REPLY PAID 83617**  
**LEICHHARDT NSW 2040**

Dear Artusi Customer, please read this user manual carefully before using the product and, keep it permanently at your disposal.

Note: This user manual is prepared for more than one model. Some of the features specified in this Manual may not be available on your appliance.

All our appliances are only for domestic use, not for commercial use. Products marked with (\*) are optional.

“THIS APPLIANCE SHALL BE INSTALLED IN ACCORDANCE WITH THE REGULATIONS FORCE AND ONLY USED IN A WELL VENTILATED SPACE. READ THE INSTRUCTIONS BEFORE INSTALLING OR USING THIS APPLIANCE”

“Conforms with the WEEE Regulations.”

# GENERAL NOTICE



We invite you to read this instruction booklet carefully, before installing and using the equipment. It is very important that you keep this booklet together with the equipment for any future consultation.

If this equipment should be sold or transferred to another person, make sure that the new user receives the booklet, so that they can learn how to operate the appliance and read the corresponding notice.

This is a Class 3 appliance.

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This appliance complies with the following Directives:

EEC 2016/426/UE (Gas)

EEC 2014/30/UE (Electromagnetic Compatibility)

EEC 2014/35/UE (Low Voltage)

EEC 2004/1935/CE (Contact with foods)

## WARNING

- The installation must be carried out by authorised personnel, in conformity with the regulations in force.
- **CAUTION:** The surface temperature of underbench components exceeds 95°C. To avoid a hazard, underbench access must be restricted. Refer to the installation instructions.
- 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.
- Before powering the equipment, check that it is properly adjusted for the type of gas at disposal (see the "installation" paragraph).
- If the supply cord is damaged it must be replaced by a special cord or assembly available from the manufacturer or its service agent.
- Before carrying out the maintenance or cleaning the equipment, cut off power supply and allow it cool down.
- Make sure that air circulates around the gas equipment. Insufficient ventilation produces a lack of oxygen.
- In case of an intense or prolonged use of the equipment, it may be necessary to improve aeration, for example by opening a window or increasing rangehood venting power, if it exists.
- The products of combustion must be discharged outside through a suction hood or an electric fan (see the "installation" paragraph).
- For any possible operation or modification, apply to an authorized Technical Assistance Centre and demand original spare parts.
- **NOT FOR USE IN MARINE CRAFT, CARAVANS OR MOBILE HOMES UNLESS EACH BURNER IS FITTED WITH A FLAME SAFEGUARD.**
- **DO NOT SPRAY AEROSOLS IN THE VICINITY OF THIS APPLIANCE WHILE IT IS IN OPERATION.**
- **DO NOT USE OR STORE FLAMMABLE MATERIALS IN OR NEAR THIS APPLIANCE.**
- **DO NOT PLACE ARTICLES ON OR AGAINST THIS APPLIANCE.**
- **DO NOT MODIFY THIS APPLIANCE.**
- **Not suitable for use with aftermarket lids or covers.**
- **REMOVE all transit material before installation and use.**

Servicing shall be carried out only by authorised personnel.

The product label, with the serial number, is fixed to the underside of hob.

An additional label should be adhered to adjacent cabinetry for easy access- refer installation instructions.

*The manufacturer refuses all responsibility for possible damages to things or people, resulting from incorrect installation or from an improper, incorrect or unreasonable use of this equipment.*

# GENERAL NOTICE

## CUSTOMER SERVICE

Before calling the customer service:

In case of failure of the plan we recommend:

- check the correct insertion of the plug into the wall socket;
- check that the gas supply is regular.

If you do not locate the cause of the malfunction:

- switch the appliance off and call your service.

## INSTRUCTIONS FOR THE USER



**IT IS NECESSARY THAT ALL THE OPERATIONS REGARDING THE INSTALLATION, ADJUSTMENT AND ADAPTATION TO THE TYPE OF GAS AVAILABLE ARE CARRIED OUT BY QUALIFIED PERSONNEL, IN CONFORMITY WITH THE REGULATIONS IN FORCE.  
THE SPECIFIC INSTRUCTIONS ARE DESCRIBED IN THE BOOKLET SECTION INTENDED FOR THE INSTALLER**

The symbols silk-screen printed on the side of the knob indicate the correspondence between the knob and the burner.

### Automatic start-up with valves

Turn the corresponding knob anticlockwise up to the maximum position (large flame, fig.1) and press the knob.

Once the burner has been started up, keep the knob pressed for about 6 seconds.

### Using the burners

In order to obtain the maximum yield without waste of gas, it is important that the diameter of the pot is suitable for the burner potential (see the following table), so as to avoid that the flame goes out of the pot bottom (fig.2).

BURNERS	Power (MJ/h)		Ø of cookware
	NG	ULPG	
Double crown	28,0	25,0	28 - 30 cm

Use the maximum capacity to quickly make the liquids reach the boiling temperature, and the reduced capacity to heat food or maintain boiling. All of the operating positions must be chosen between the maximum and the minimum ones, never between the minimum position and the closing point.

The gas supply can be interrupted by turning the knob clockwise up to the closing position.

If there is no power supply, it is possible to light the burners with matches, setting the knob to the start-up point (large flame).

**It is important to use cookware with the sizes specified and ensure the cookware is always correctly centred over the burner. Using oversize cookware can potentially cause heat damage to your benchtop and/or control knobs which will not be covered under warranty.**

# INSTRUCTIONS FOR THE USER

## - Notice

- When the equipment is not working, always check that the knobs are in the closing position (see fig.1).
- If the flame should blow out accidentally, the safety valve will automatically stop the gas supply, after a few seconds. To restore operation, set the knob to the lighting point (large flame, fig.1).
- While cooking with fat or oil, pay the utmost attention as these substances can catch fire when overheated.

- Do not use sprays near the appliance in operation.
- Do not place unstable or deformed pots on the burner, so as to prevent them from overturning or overflowing.
- Make sure that pot handles are placed properly.
- When the burner is started up, check that the flame is regular and, before taking pots away, always lower the flame or put it out.



Do not place anything, e.g. flame tamer, asbestos mat, between pan and pan support as serious damage to the appliance may result.



Do not use large pots or heavy weights which can bend the pan support or deflect the flame onto the hotplate.



Do not remove the pan support and enclose the burner with a wok stand as this will concentrate and deflect the heat onto the hotplate.



Locate pan centrally over the burner so that it is stable and does not overhang the appliance.



Use only a wok support supplied or recommended by the manufacturer or the appliance.

## CLEANING

**Before any operation, disconnect the appliance from the electric grid. Don't use a steam cleaner for the cleaning the hob.**

It is advisable to clean the appliance when it is cold.

### Glass platform and enamelled parts

The glass platform and all of the enamelled parts must be washed with a sponge and soapy water or with a light detergent.

Do not use abrasive or corrosive products.

Do not leave substances, such as lemon or tomato juice, salt water, vinegar, coffee and milk on the enamelled surfaces for a long time.

### Burners and racks

These parts can be removed to make cleaning easier.

The burners must be washed with a sponge and soapy water or with a light detergent, wiped well and placed in their housing perfectly. Make sure that the flame-dividing ducts are not clogged.

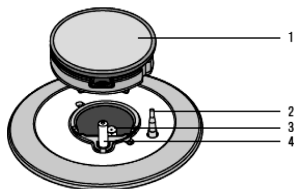
Check that the feeler of the safety valve and the start-up electrode are always perfectly cleaned, so as to ensure an optimum operation.

### Gas taps

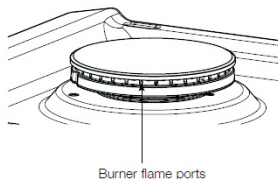
The possible lubrication of the taps must be carried out by specialized personnel, exclusively.

In case of hardening or malfunctions in the gas taps, apply to the Customer Service.

# INSTRUCTIONS FOR THE USER



- 1 Burner  
2 Flame safeguard sensor  
3 Injector  
4 Ignition spark plug



Burner flame ports

If you have a problem with the cooktop, check the table below. You may be able to solve the problem and this will save you from paying for a service call. You will have to pay for a service call even in the warranty period if the problem is one listed below

FAULT	POSSIBLE CAUSES	REMEDY
Burner will not light even though the sparker is working.	Knob not held down long enough in 'High' position for flame safeguard to engage	Repeat lighting procedure and hold knob down for 6 seconds in 'High' position (refer page 3)
	Gas supply valve turned off	Turn on gas supply to appliance
	Wrong knob turned	Ensure the knob you are turning corresponds to the burner you want to light
	Port blockage in ignition area	Ensure that ports in ignition area are clean and dry
	Ignition spark plugs wet or dirty	Dry or clean ignition spark plugs
No spark is obtained when control knob is activated	Injector blocked	Ensure the injector remains free of any foreign material. If necessary, use a thin piece of wire to clear the orifice.
	Electricity supply is disconnected or switched off	Switch on electricity or check fuses
Flames uneven or tending to lift	Ignition spark plugs wet or dirty	Dry or clean ignition spark plugs
	Flame ports blocked or wet	Clean or dry flame ports
Flames not staying on when knob released	Burner incorrectly fitted	Ensure this component is fitted correctly
	Knob not held down long enough in 'High' position for flame safeguard (where fitted) to engage	Repeat lighting procedure and hold knob down for 6 seconds in 'High' position (refer page 3)
	Knob not set between 'High' and 'Low'	Knob MUST be set between these positions
Low heat, slow cooking	Dirt or spillage on flame safeguard sensor (where fitted)	Clean flame safe guard sensor tip
	Incorrect cooking pot or pan being used	Refer to table page 3
Benchtop or knobs overheating	Incorrect cooking pot or pan used	Check table on page 3 for correct pot or pan to be used
	Pot or pan not located on burner properly	Ensure pot or pan is centrally located on burner
Cooktop stainless steel discoloured	Pot or pan being is too large	Ensure pot sizes used are as per user manual requirements. Clean with STEEL POWER (available through spare parts).
Outer ring of wok burner goes out when set to low	Pot or pan being is too large	Ensure pot sizes used are as per user manual requirements. Clean with STEEL POWER (available through spare parts).
Outer ring of wok burner goes out when set to low	This is not a failure. This is a function of the dual wok burner to give a very low power flame option	No remedy - burner is functioning as intended

If the above points have been checked and there is still a problem with the cooktop, please call the Service Centre.

# INSTRUCTIONS FOR THE INSTALLER



## Important notice:

The operations indicated below must be followed by authorised personnel exclusively, in conformity with the regulations in force.

The manufacturing firm refuses all responsibility for damages to people, animals or things, resulting from the failure to comply with such provisions.

This appliance shall be installed only by authorised persons and in accordance with the manufacturer's installation instructions, local gas fitting regulations, municipal building codes, electrical wiring regulations, and any other statutory regulations. For Australia and New Zealand this appliance must be installed by an authorised person in compliance with AS/NZS 5601.1 Gas installations part 1: general installations, and AS/NZS 5601.2 Gas installations part 2: LP GAS installations in caravans and boats for nonpropulsive purposes. For outside of Australia/New Zealand refer to the relevant installation code for gas appliances in your country.

## INSTALLATION

The installation kit contains the following:

- 1 natural gas regulator
- 1 elbow
- 1 manifold
- 1 fibre sealing washers
- 4 brackets for assembly
- 4 bracket screws
- 1 pack of cooktop to benchtop seals
- 1 duplicate rating label

### For conversion to ULPG

- 1 Universal LPG sticker
- 1 injectors

Additional accessory for cooking with vessels diameter 120mm or below

- 1 mini trivet
- 1 wok trivet

### Installing the top

The appliance is designed to be embedded into heat-resistant benchtop capable of withstanding 95°C.

### Adjacent walls, cupboards and protection for combustible materials.

Ensure that the appliance is installed in accordance with clauses 6.2.5 and 6.10.1.1 of AS/NZS5601.1, or clauses 6.9.1 and 6.9.5 of AS/NZS5601.2 with regard to clearances to combustible surfaces and materials, and clearances to rangehoods and exhaust fans.

Clearance of 200mm from the periphery of burners to vertical combustible surfaces is required. Clearances to combustible surfaces may be reduced only if combustible surfaces are protected in accordance with clause 6.10.1.2 of AS/NZS5601.1, or clause 6.9.2 of AS/NZS5601.2.

The equipment must not be installed near inflammable materials, such as curtains, cloths, etc. Make a cut out in the benchtop, with the dimensions indicated in fig.3, respecting a

minimum distance of at least 50 mm from the back edge of the installed device and 100 mm of the adjacent side walls.

Rangehoods and exhaust fans\* shall be installed in accordance with the manufacturer's relevant instructions. However, in no case shall the clearance between the highest part of the hob of the gas cooking appliance and a range hood be less than 600mm or, for an overhead exhaust fan, 750mm. (\*An exhaust fan is defined as a mechanical device other than a rangehood for moving air from one interior space to another, or to outside of the space) Refer (fig. 4).

# INSTRUCTIONS FOR THE INSTALLER

## IMPORTANT:

A separation panel at least 10mm from the bottom of the cooktop must be included during installation to prevent access to the underside of the appliance. This panel can be made of any non-combustible rigid material.

If the hob is going to be installed on the top of an oven, precautions must be taken to guarantee an installation in accordance with current accident prevention standards. Pay particular attention to the position of the electric cable and gas pipe: they must not touch any hot parts of the oven.

Moreover, if the hob is going to be installed on the top of a built in oven without forced cooling ventilation, proper air vents must be installed to guarantee an adequate ventilation, with the lower air entering with a cross section of at least 200cm<sup>2</sup>, and the higher air exiting with a cross section of at least 60 cm<sup>2</sup>.

## Fastening the top

Every cook-top is equipped with a special washer. A set of hooks is also supplied for mounting the cook-top.

Depending on the type of mounting surface, the suitable type of mounting hook is supplied (hook A or hook B).

For the installation proceed as follows:

- Remove all loose components from the top.
- Turn the appliance upside down lay it's edges on foam packaging blocks to prevent damage to the ignition spark plugs and lay the seal S along the external border (fig. 5).
- Introduce and place the cook-top in the hole made in the piece of furniture, then fasten it with the screws and fastening brackets supplied (fig.6).

**WARNING:** Failure to fix the cooktop to the bench could result in loosening of the gas connection through movement of the cooktop and a gas leak may result.

A duplicate rating label is included with these instructions. Ensure this is attached to a readily accessible surface, so that the cooktop can be easily identified in the case of a service call.

## INSTALLATION ROOM

This appliance is not provided with a device for exhausting the products of combustion.

Therefore, it is necessary to discharge these outside.

The room where this appliance is installed

must have a natural air inflow, so as to ensure a regular gas combustion and room ventilation: the necessary air volume must not be lower than 20m<sup>3</sup>.

Air must come from permanent openings made on the room walls that communicate with the outside.

The section of these openings shall correspond to at least 200 cm<sup>2</sup>.

## OPERATION ON N.G / S.N.G.

### Regulator

An appliance regulator is provided. The regulator must be positioned so that the pressure test nipple is accessible when the appliance is installed. Connect the gas supply to the 1/2" B.S.P. internal thread inlet of the regulator. Refer to page 9 for connection point position.

Regulators are supplied pre-adjusted and configured by the component maker for use with Natural Gas. The appliance installer is not required to make an adjustment to obtain the correct outlet pressure setting.

An arrow on the base of the regulator indicates the direction of gas flow when the inlet and outlet of the regulator is orientated correctly. When the regulator has been fitted check for leaks from the connections with soapy water.

### Gas Connection

**This appliance is supplied for use with Natural Gas. However, it can be converted for use with LPG. Refer to LP conversion chapter.**

### Supply pipe sizing

The total hourly gas consumption for the appliance is shown on the data label. The required supply pressure (i.e. at inlet to appliance regulator) for each gas type is shown on the data label, and given in page "TECHNICAL CHARACTERISTIC TABLES". Use this information in conjunction with the length of run, number of elbows, tees and bends, the available service pressure and the supply requirements of other installed appliances to determine a suitable pipe size. For assistance in this matter refer to the appropriate section of the Installation Code AS/NZS5601.

# INSTRUCTIONS FOR THE INSTALLER

Only install with a hose assembly that complies with AS/ANZ 1869 (AGA Approved), 10mm ID, class B or D, no more than 1.2m long and in accordance with AS/NZS 5601. and in particular section 4.8. Where a hose assembly is used and the cooktop is in the installed position, the hose assembly shall be suitable for connection to a fixed consumer piping outlet located at a point 800 - 850mm above the floor and in the region outside the width of the appliance to a distance of 250mm. The point of connection to consumer piping must be accessible with appliance installed.

## Elbow positioning

It is possible to reposition the elbow if required by loosening the locking nut and elbow by using two spanners. Re-tighten the entire assembly after the elbow has been repositioned. When fitting elbow to appliance, ensure that the sealing washer is fitted.

## Regulator

An appliance regulator is provided. The regulator must be positioned so that the pressure test nipple is accessible when the appliance is installed. Connect the gas supply to the ½" B.S.P. internal thread inlet of the regulator. Refer page 10 for connection point position.

## Assembly of Regulator

The assembly of the regulator to the cooktop manifold is achieved via the elbow union and sealing washers supplied.

The ½" parallel thread connects to the manifold, and the sealing washer is placed between the manifold end and the flat face on the elbow.

The ½" tapered thread connects to the outlet of the regulator, and is sealed on the thread using approved thread sealing tape or approved thread sealing compound.

The inlet of the regulator is a ½" parallel thread and is connected to consumer piping or hose assembly. Regulators are supplied pre-adjusted and configured by the component maker for use with Natural Gas.

The appliance installer is not required to make an adjustment to obtain the correct outlet pressure setting.

An arrow on the base of the regulator indicates the direction of gas flow when the inlet and outlet of the regulator is orientated correctly. When the regulator has been fitted check for leaks from the connections with soapy water.

## Checking the gas supply

1. Check the manometer zero point is correct.
2. Connect the manometer to the cooktop

pressure point. This is located on the regulator.

3. Turn on the gas supply and electricity and try to ignite the gas. NOTE! It will take additional time to light the gas for the first time as air needs to be purged from the pipes.
4. With the appliance operating check the outlet pressure
5. when all burners of the appliance are operating at maximum,
6. when the smallest burner of the appliance is operating at minimum.

Under these conditions the outlet pressure should not vary from the nominal outlet pressure of 1.00kPa by more than  $\pm 0.20$ kPa

If the regulator appears to not perform satisfactorily, then check the following points:

1. If the outlet pressure is consistently too low then the inlet pressure may be too low and adjustment of an upstream regulator may be needed, or an upstream regulator or valve with insufficient flow capacity may be present in the gas supply line. If this is suspected then it may be necessary to repeat the checks whilst measuring both the inlet and outlet pressure to determine if the inlet pressure is in the range 1.13 - 5kPa.
2. Check that the regulator has been fitted to the gas supply line in the correct orientation, the arrow on the base of the body indicates the direction of gas flow.

Once these checks have been completed, if the regulator still fails to perform in a satisfactory manner it should be replaced.

## Electrical connection

The appliance is supplied with a standard 10 Amp service cord terminated by a 3-pin plug for connection to a standard household socket. The electrical supply is required to power the electronic ignition system.

**NOTE:** It will be necessary for servicing purposes to disconnect the electrical power supply. The power point should therefore be accessible after the appliance is installed, as specified in the local wiring regulations.

## TESTING APPLIANCE OPERATION

After installation the installer must fully test the appliance and ensure it operates correctly before handing it over to the customer.

# GAS TRANSFORMATIONS AND ADJUSTMENTS

## GAS CONVERSIONS AND ADJUSTMENTS

### Data Label

A duplicate Data Label is supplied to adhere in an accessible area next to the appliance.

This appliance is suitable for Natural Gas and Universal LPG; ensure that the available gas supply matches the Data Label.

When converting from Natural Gas to Universal LPG ensure that the NG regulator is removed and replaced with the Test Point Assembly. An AGA Approved gas regulator suitable for a supply pressure of 2.75kPa should be part of the gas tank supply and the test point pressure should be adjusted to 2.75kPa.

### Replacing double crown burner nozzle

If the equipment is adjusted for a type of gas that is different from the one available, it is necessary to replace the burner injectors.

The choice of the injectors to replace must be made according to the table of the "technical characteristics" as enclosed.

To replace the nozzle is necessary to remove the glass or open the panel under the hob (fig.7):

- Remove the nozzle "U" (see picture below) and insert the new nozzle with the diameter specified in the "TECHNICAL CHARACTERISTIC TABLES".
- Adjust the air by loosening the screw on the door venturi tube (fig.8). Once loosened the screw you can proceed to the venturi air adjustment as explained in the table (dimension "A").

After changing the injector, it is necessary to eliminate residual natural gas in the system.

To do this you have to turn to the maximum position then press the knob of each burner and wait few seconds.

### Adjusting the burners

The lowest flame point must always be properly adjusted and the flame must remain on even if there is an abrupt shift from the maximum to the minimum position.

If this is not so, it is necessary to adjust the lowest flame point as follows:

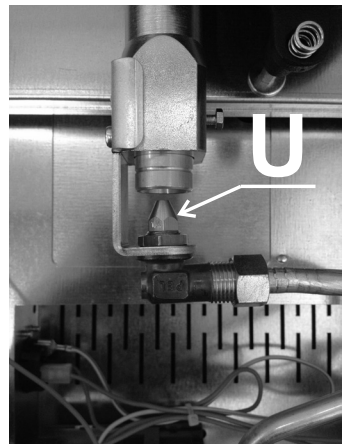
- start the burner up
- turn the tap up to the minimum position (small flame)
- remove the knob from the tap rod
- introduce a flat-tip screwdriver in the hole F of the tap (fig.8) and turn the by-pass screw up to a proper adjustment of the lowest flame point.

**As regards U-LPG gas burners, the by-pass screw must be tightened completely.**

## WARNING !!

**ALL GAS TRANSFORMATIONS MUST BE CARRIED OUT ONLY BY AUTHORISED PERSONNEL**

ADJUSTMENT AIR	GAS	SETTING mm (A)
DOUBLE RING	Natural Gas	8
	ULPG	13



# MAINTENANCE

## Maintenance Schedule

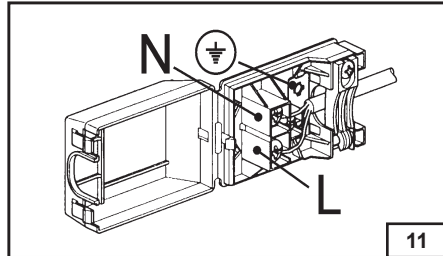
No regular maintenance is required for the hotplates except cleaning.

## Replacing the power supply cable

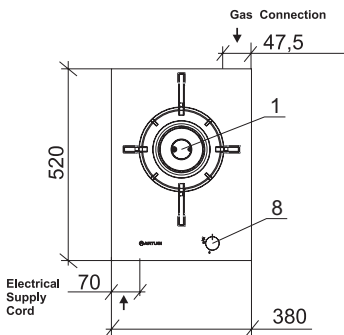
If the power supply cable should be replaced, it is necessary to use a cable with a section of 3x0.75mm<sup>2</sup>, type H05VV-F or H05RR-F, complying with the regulations in force.

The connection to the terminal board must be effected as shown in fig.11.

- brown cable L* (phase)
- blue cable N* (neutral)
- green-yellow cable* ⊕ (ground)



# TECHNICAL CHARACTERISTIC - TABLES



## MODEL: AGH41B

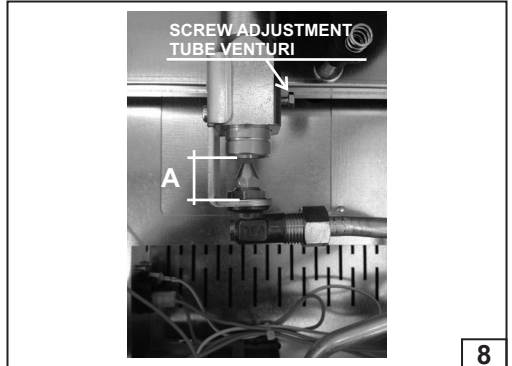
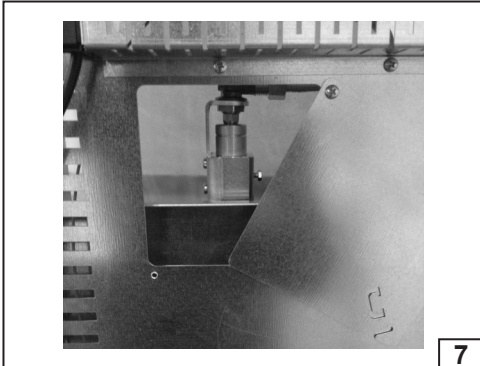
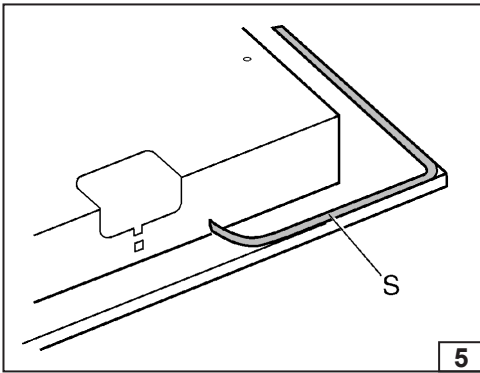
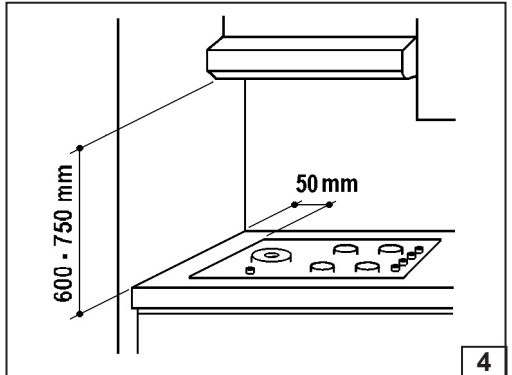
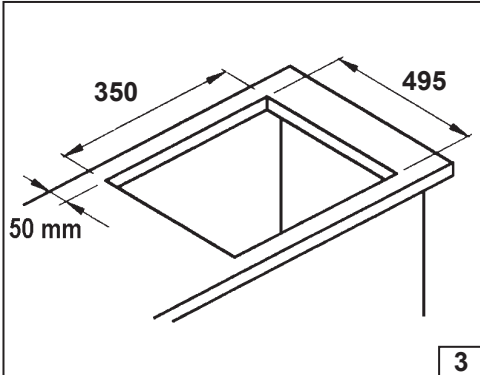
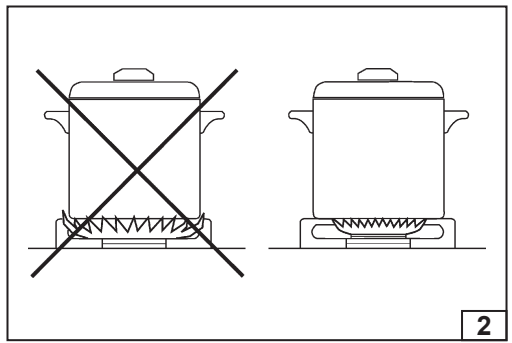
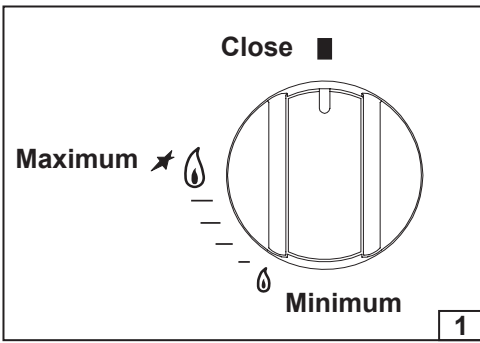
Depth of cooktop casing  
from benchtop surface : 130 mm

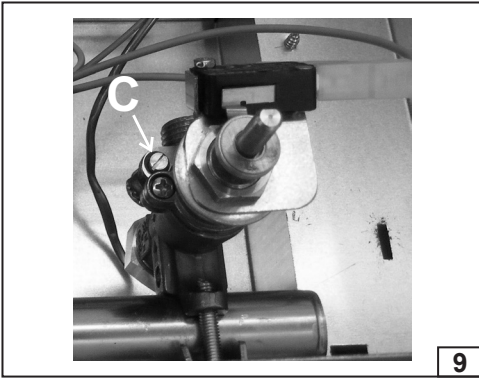
- 1 Double ring burner
- 8 Control knob for burner

**NG**  
28.0 MJ/h

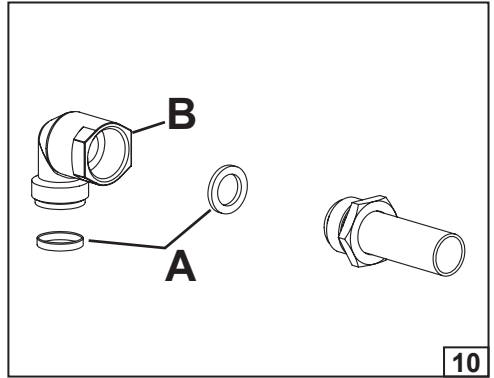
**Universal LPG**  
25.0 MJ/h

BURNERS		GAS	NORMAL PRESSURE	INJECTOR DIAMETER	TAPE BY PASS DIAMETER	NOMINAL HEAT INPUT (MJ/h)
N°	DESCRIPTION		KPa	1/100 mm	1/100 mm	
1	DOUBLE CROWN	Universal LPG	2.75	1,40	60	25,0
		Natural	1.00	2,50	Adjust.	28,0



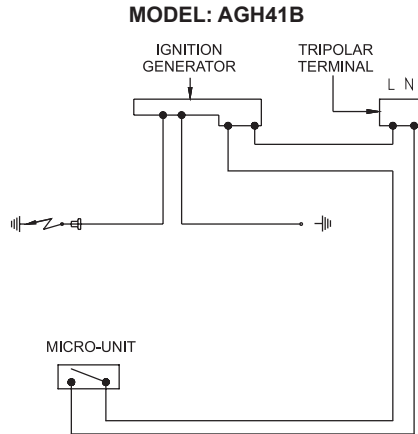


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# WIRING DIAGRAM



*The manufacturing firm refuses all responsibility for any possible imprecision in this booklet, due to misprints or clerical errors. It reserves the right to make all the changes that it will consider necessary in its own products, without affecting the essential characteristics of functionality and safety.*



**FOR SPARE PARTS OR TO FIND THE ADDRESS OF  
YOUR NEAREST STATE SPARE PARTS CENTRE IN AUSTRALIA**

**Distributes by Eurolinx Pty Ltd**

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A.B.N. 45868077422

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Post:  
Locked Bag 3000, Annandale, N.S.W 2038  
P: 1300 694 583

## WARRANTY REGISTRATION

Your ongoing satisfaction with your artusi product is important to us. We ask that you complete the enclosed Warranty Registration Card and return it to us so that we have a record of the artusi product purchased by you.

## PRIVACY

Worldwide Appliances respects your privacy and is committed to handling your personal information in accordance with the National Privacy Principles and the Privacy Act 1988 (Cth). A copy of the Worldwide Appliances Privacy Policy is available at [www.artusi.com.au](http://www.artusi.com.au). Worldwide Appliances will not disclose any personal information set out in the Warranty Registration Card ("Personal Information") without your consent unless required by:

1. law;
2. any Worldwide Appliances related company;
3. any service provider which provide services to artusi or assist artusi in providing services (including repair and warranty services) to customers. Our purpose in collecting the Personal Information is to keep a record of the artusi product purchased by you, in order to provide a better warranty service to you in the unlikely event that there is a problem with your artusi product. Worldwide Appliances may contact you at any one or more of the address, email address or telephone numbers set out in the Warranty Registration Card. Please contact artusi on 1300 694 583 should you not wish to be contacted by Worldwide Appliances.

## WARRANTY

### 1. Warranty

Worldwide Appliances warrants that each artusi product will remain, for a period of either 12 months or 24 months of warranty. All Warranties are valid from the original date of purchase, And warranty claims must be accompanied by the proof of purchase.

24 months warranty products:

All Built-in Appliances – Limited to Ovens, Gas, Induction and Electric Cooktops, and All Rangehoods

Freestanding Cookers - Gas and Electric Models (900mm Width)

Dishwashers - Freestanding, Fully Integrated, Semi Integrated and built-in

12 months warranty products:

Freestanding Cookers - Gas and Electric Models in 50cm, 54cm and 60cm Widths

Portable Appliances\* – Benchtop Models and Portable Gas Models

### 2. What is not Covered by the Warranty.

The Warranty does not apply if an artusi product is defective by a factor other than a defect arising in the manufacture of the artusi product, including but not limited to:

- (a) damage through misuse (including failure to maintain, service or use with proper care), neglect, accident or ordinary wear and tear (including deterioration of parts and accessories and glass breakage);
- (b) use for purpose for which the artusi product was not sold or designed;
- (c) use or installation which is not in accordance with any specified instructions for use or installation;
- (d) use or operation after a defect has occurred or been discovered;
- (e) damage through freight, transportation or handling in transit (other than when Worldwide Appliances is responsible);
- (f) damage through exposure to chemicals, dusts, residues, excessive voltage, heat, atmospheric conditions or other forces or environmental factors outside the control of Worldwide Appliances;
- (g) repair, modification or tampering by the purchaser or any person other than Worldwide Appliances, an employee of Worldwide Appliances or an authorised artusi service contractor\*;
- (h) use of parts, components or accessories which have not been supplied or specifically approved by artusi.
- (i) damage to surface coatings caused by cleaning or maintenance using products not recommended in the artusi product handbook provided to the purchaser upon purchase of the artusi product;
- (j) damage to the base of an electric oven due to items having been placed on the base of the oven cavity or covering the base, such as aluminium foil (this impedes the transfer of heat from the element to the oven cavity and can result in irreparable damage); or
- (k) damages, dents or other cosmetic imperfections not affecting the performance of the artusi in respect of an artusi product purchased as a "factory second" or from display

The Warranty does not extend to light globes used in artusi products.

### 3. Domestic Use

Each artusi product is made for domestic use. This Warranty may not extend to artusi products used for commercial purposes.

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#### 4. Time for Claim under the Warranty

You must make any claim under this Warranty within twenty eight (28) days after the occurrence of an event which gives rise to a claim pursuant to the Warranty, by booking a service call on the telephone number below.

#### 5. Proof of Purchase

Customers must retain proof of purchase in order to be eligible to make a warranty claim in respect of an artusi product.

#### 6. Claiming under the Warranty

Customers will bear the cost of claiming under this Warranty unless Worldwide Appliances determines the expenses are reasonable, in which case the customer must claim those expenses by providing written evidence of each expense to Worldwide Appliances at the address on the Warranty Registration Card.

#### 7. Statutory Rights

(a) These terms and conditions do not affect your statutory rights.

(b) The limitations on the Warranty set out in this document do not exclude or limit the application of the consumer guarantees set out in the Act or any other equivalent or corresponding legislation in the relevant jurisdiction where to do so would:

(i) contravene the law of the relevant jurisdiction; or

(ii) cause any part of the Warranty to be void.

(c) Worldwide Appliances excludes indirect or consequential loss of any kind (including, without limitation, loss of use of the artusi product) and (other than expressly provided for in these terms and conditions) subject to all terms, conditions and warranties implied by custom, the general law, the Act or other statute.

(d) The liability of Worldwide Appliances to you

for a breach of any express or non-excludable implied term, condition or warranty is limited at the option of Worldwide Appliances to:

(i) replacing or repairing the defective part of the artusi product;

(ii) paying the cost of replacing or repairing the defective part of the artusi product;

(iii) replacing the artusi product; or

(iv) paying the cost of replacing the artusi product.

(e) 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.

#### 8. Defects

Any part of an artusi product deemed to be defective and replaced by Worldwide Appliances is the property of Worldwide Appliances. Worldwide Appliances reserves the right to inspect and test artusi products in order to determine the extent of any defect and the validity of a claim under the Warranty.

\*To locate your closest artusi authorised service agent please contact us on 1300 652 100 or visit [www.artusi.com.au](http://www.artusi.com.au)

ALL SERVICE CALLS MUST BE BOOKED THROUGH AN AUTHORISED DEALER OR WARRANTY DEPARTMENT ON 1300 652 100 OR [stokesaps.com.au/artusi-service](http://stokesaps.com.au/artusi-service)

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Warranty Card tear off

WARRANTY REGISTRATION CARD  
01052013

Please complete and send to ARTUSI at: REPLY PAID 83617  
LEICHHARDT NSW 2040

Last Name:		First Name:	
Address:			
State:	Postcode:	Email:	
Home Phone:		Mobile:	
Purchase Date:    /    /		(Please attach proof of purchase to validate warranty)	

MODEL NUMBER	SERIAL NUMBER <small>(if you cannot locate the serial number please call ARTUSI on 1300 694 583)</small>
1	
2	
3	
4	

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#### DISCLAIMER

Worldwide Appliances PTY LTD, trading as ARTUSI, is continually seeking ways to improve the design specifications, aesthetics and production techniques of its products. As a result alterations to our products and designs take place continually. Whilst every effort is made to produce information and literature that is up to date, this brochure should not be regarded as an infallible guide to the current specifications, nor does it constitute an offer for the sale of any particular product. Product dimensions indicated in our literature is indicative only. Actual product only should be used to define dimension cutouts. Distributors, and retailers are not agents of ARTUSI and are not authorised to bind ARTUSI by any express or implied undertaking or representation.

ARTUSI OFFICES ARE OPEN DAILY FROM 9AM-5PM AND SATURDAYS 10AM-4PM

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CAMBERWELL  
F 03 9809 2155

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1/42 CAVENDISH ROAD  
COORPAROO  
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