



DHD394
600TC

Believe in better

TOUCH CONTROL
CERAN HOB
Users Manual

Record in the space below the listed information for future reference.

SERIAL NUMBER.....

DATE OF PURCHASE.....

PURCHASED FROM.....

.....



Customer Care Line
(after sales service)

086 100 3339



Believe in better

The manufacturer strives for continuous improvement. For this reason, the text and illustrations in this manual are subject to change without notice.

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Introduction

Congratulations on the purchase of this quality appliance. We trust that you will enjoy many years of trouble free use. **Please read these instructions carefully before using the appliance.** This book will provide you with information on how to operate and care for your appliance in order that you gain the maximum benefit from it.

Unpacking

- Please ensure that packaging material is disposed of in a responsible manner.
- Plastic bags should be cut up to prevent children playing with them and accidentally suffocating.
- Some models feature a protective film over stainless steel trim. This film must be carefully removed before using the hob.
- If the appliance is damaged in any way, do not use it. Report the damage to your dealer, who will take the necessary corrective action.

Cupboard design

- Cooking appliances generate considerable heat. The layout and materials of the mounting cabinet should take account of these characteristics.
- Surfaces and surrounding edges immediately adjacent to the hob should be able to withstand temperatures of up to 100°C without delaminating or discolouring.

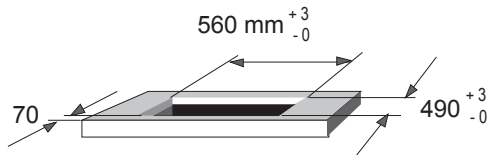
Future Transportation


- Keep the appliances original carton and transport the product in it. Follow the instructions on the carton. If you do not have the original carton, pack the appliance in bubble wrap or thick cardboard and tape it securely.
- Secure the caps and pan supports with adhesive tape.

Disposing of the old appliance

- Dispose of the old appliance in an environmentally friendly manner.
- Refer to your local dealer or solid waste collection centre in your area to learn how to dispose of your appliance. Before disposing of the appliance, cut off the power cable plug and make the door lock (if any) unusable to avoid dangerous conditions to children.

Aperture size



	<p>Check the general appearance of your appliance for any damages that might have occurred during transportation.</p>
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Important safety instructions

This section contains safety instructions that will help you avoid risk of injury and damage. All warranties will become void if you do not follow these instructions.

General safety

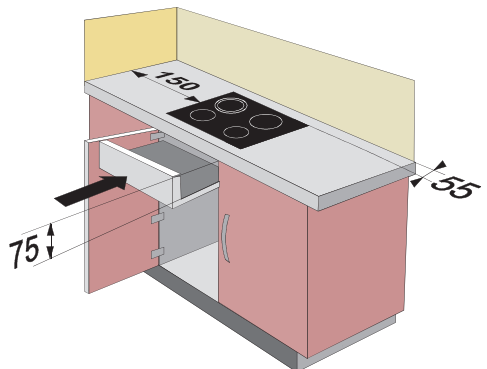
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- Always keep children and infirm persons away from the appliance when it is in use.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similar qualified persons in order to avoid a hazard.
- Do not operate the appliance if it is defective or has any visible damage.
- Do not carry out any repairs or modifications on the appliance.
- Never wash down the appliance with water! There is the risk of electric shock!
- Never use the appliance when your judgment or coordination is impaired by the use of alcohol and/or drugs.
- The appliance must be disconnected from the mains during installation, maintenance, cleaning and repair procedures.
- Be careful when using alcoholic drinks in your dishes. Alcohol evaporates at high temperatures and may cause a fire since it can ignite when it comes into contact with hot surfaces.
- Only use the appliance for preparing food.
- Do not use the appliance for heating closed tins and glass jars. The pressure that would build up in the tin/jar may cause it to burst.
- Do not place any flammable materials close to the appliance as the sides may become hot during use.
- Keep all ventilation slots clear of obstructions.

- The appliance may be hot when it is in use. Never touch the hot cooking zones.
- Make sure that the hob controls are switched off after every use.
- Use a deep pan, large enough to cover the appropriate cooking zone.
- Always dry food thoroughly before placing it in hot oil or fat. Frozen food in particular will spit and splatter if added too quickly.
- Never fill the pan more than one third full of fat or oil.
- Never heat fat or fry with a lid on the pan.
- Do not fry too much food at once. This lowers the temperature of the oil or fat and results in fatty foods.
- Do not leave hot fat or oil unattended. If overheating occurs, these could catch fire.
- Do not use or store inflammable products (alcohol, petrol, benzene etc.) near the appliance as these pose a fire risk.
- Do not cover the hob or burners with aluminium foil.
- Switch off the power at the mains in the event of a fault or when cleaning the appliance.

VERY IMPORTANT SAFETY INSTRUCTION

Safety installation for hob with control panel

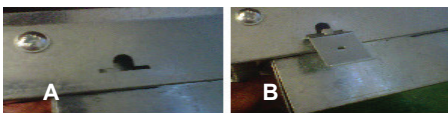
- A removable horizontal board must be fitted below the hob and 75mm away from the worktop bottom face.
- Space between this board and the hob must be empty and no objects may be stored or kept there.
- This board will effectively shield the user from the base of the hob which gets hot during use. The board needs to be removable for service purposes as the hob, once installed, can only be loosened from below.
- If the hob is installed with a side adjacent to a vertical kitchen cabinet, the distance between the edge of the hob and that of the cabinet side must be at least 150mm. The distance between the back wall and the rear edge of the hob must be at least 55mm.



Installation

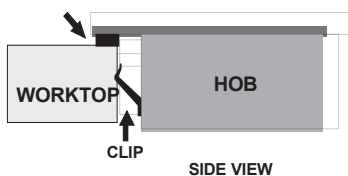
Installation is the buyer's responsibility. The manufacturer accepts no liability for this service. Any action that the manufacturer has to take as a result of an erroneous installation will not be covered by the warranty.

- The hob is supplied with securing clips.
- These fit into dedicated slots around the hob base. (see picture A).
- Insert the clips. (as shown in picture B).
- Lift the clips up until they click into place. (as shown in picture C).



- To avoid liquid spills penetrating between the hob and the worktop, apply the supplied self- adhesive seal to the perimeter of the aperture. Do not use a silicone sealer.
- Invert the hob on the worktop adjacent to the aperture before making the electrical connection. This will ensure sufficient cable length for subsequent servicing.
- Position the hob into the aperture so that the securing clips are compressed between the hob base and the worktop. (see Sketch below).

SELF ADHESIVE SEAL



Important notice

- Hobs with control panels require additional installation instructions. See page 4.
- The Manufacturer strives for continuous improvements. For this reason, the text and illustrations in this book are subject to change without notice.

Electrical installation

This appliance must be earthed and the manufacturer and the seller do not accept responsibility for any damage due to incorrect installation or electrical connection.

Earth leakage

This hob should not be connected through an earth leakage system. Refer to S.A.N.S. 10142

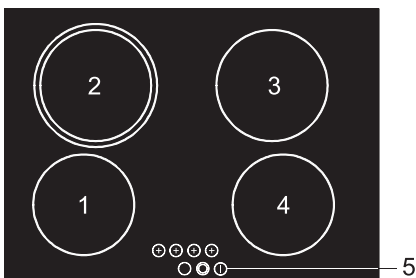
Connection to the power supply must be carried out by a licensed electrician, who will ensure that the hob is correctly connected and safely earthed. The rated current is printed on the serial number label attached to the base cover. The hob must be connected to the mains through a double pole isolating switch which has a minimum clearance between the contacts of 3 mm. in both poles. A means for disconnection must be provided in the fixed wiring.

Note:

The appliance is not intended to be operated by means of an external timer or separate remote-control system.

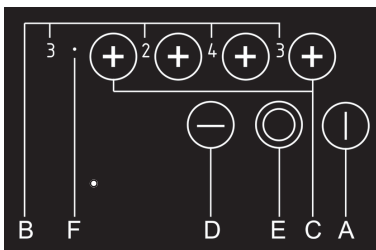
Please see the section pertaining to electrical connection as described in the hob manual.

Controls



Ceramic glass cooktop

1. Cooking zone Hi Light front left
2. Cooking zone Hi Light rear left
3. Cooking zone Hi Light rear right
4. Cooking zone Hi Light front right
5. Hob controls



Hob control elements

- A. On/Off sensor
- B. Cooking zone power indicators (Hot surface indicators)
- C. Cooking zone selection and (+) Sensor
- D. (-) Sensor
- E. Extension zone On/Off sensor
- F. Extension zone indicator light

Hob control

- The hob is fitted with electronic sensors which are activated when the relevant circular touch pad is pressed for at least one second.
- Each sensor activation is followed by an audible tone.
- To avoid false touch pad activations do not place any objects on the touch pad area.
- Always keep the touch pad surface area clean.

Switching a cooking zone on

- Press the **on/off sensor (A)** for at least one second to switch the hob on, all **hotplate power indicators (B)** indicate '0'. The next setting must be selected within 20 seconds to prevent the hob from switching off.
- Activate the required cooking zone by pressing the relevant **(+) sensor (C)**
- Set the desired cooking power from 1- 9, using the **(+) or (-) sensors (C and D)**
- Continuous pressing of **+** **(C)** or **- (D)** increases or reduces the power level.
- Alternatively, power levels may be sequentially adjusted by pressing **(C or D)** for at least 1 second.
- Note that settings are only possible for one hotplate at a time.

Switching a cooking zone off

- Press the **(-) sensor (D)** and set the power level to '0', the hotplate will switch off after 10 seconds. Shortly thereafter the **hot surface indicator light** on the hob will switch on, display **(H)** and remain on for 20 to 30 minutes after the plate is switched off. This is a reminder that the hob surface is still too hot to touch.
- **Fast deactivation.** Press both **+** and **- (C and D)** touchpad sensors simultaneously to switch the hotplate off immediately.

Switching the hob off

- Switch the hob off by pressing the **On / Off sensor (A)**.

Remaining heat indicator

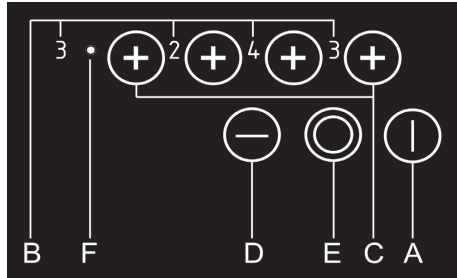
The remaining heat may be used for warming food as long as the symbol 'H' remains on after the cooking zone has been switched off.

Caution!

Even when the symbol 'H' disappears the cooking zone may still be hot. **Do not touch the cooking zones.**

Extended cooking zone

- Both cooking zones switch on when switching the top left cooking zone on.
- Pressing extension zone sensor **(E)** switches the outer circuit of the cooking zone off.
- Pressing the extension zone sensor **(E)** again will reactivate the outer circuit.
- An indicator light **(F)** shows when the outer zone is active.



For improved safety your hob is fitted with a temperature limiter preventing the zone from overheating should a pot boil dry etc.

Ceran® smooth top

WARNING In the unlikely event of the Ceran sustaining accidental damage or cracks, switch off the appliance at the mains to avoid electric shock and have the panel replaced before further use.

Caring for the Ceran hob

- Ceran is a tough, durable material, which provides a beautiful, functional and long lasting cooking surface. To keep it looking good, it needs to be treated with care and cleaned regularly.
- Wipe spillage off as soon as possible with a damp cloth, preferably while the hob is still warm.
- Clean the hob with a nylon pad and a suitable smooth top cleaning solution, which is available from all Defy Service Centres. Remove calcium stains (yellow stains) by applying a small amount of lime remover such as vinegar or lemon juice. Other suitable commercially available products can also be used.
- If necessary stubborn spills may be removed using a blade scraper.
- Do not use metal scourers or coarse abrasive powders as these could scratch the Ceran.
- Regular cleaning after use will prevent dirt build up and ensure that the hob remains bright and attractive.
- Wipe the hob surround with a damp hot soapy cloth and dry.
- **DO NOT USE A STEAM CLEANER.**

Recommendations (see also the enclosed 'CERAN' leaflet)

- Use only pots with a solid level base. An uneven base will prolong cooking time and waste energy.
- Use pots with a base diameter slightly larger than that of the thermal area. This will ensure even heat distribution and prevent spillage from dripping onto and staining the hot zone.
- Always cover the pot with a lid. This will conserve energy and minimize spillage.
- Save energy by switching the plate off 5 to 10 minutes before the end of a lengthy cooking period. The Ceran hob will retain sufficient residual heat to complete the cooking process.

- A pot with rough edges could scratch the Ceran if it were dragged across the surface of the hob.
- Any spillage of sugar solution such as jam, must be removed immediately. If allowed to cool on the Ceran it could pit and damage the surface.
- Do not cover the Ceran with aluminium foil and do not use poor quality aluminium pots. These will leave unsightly deposits which in time, could adhere to the Ceran.

Problem check

Before calling a service technician to assist with a problem.

PROBLEM

The plates do not work

SOLUTION

Check there is power to the wall switch.

Remember that you may be charged for a service call even during the warranty period if the fault is due to or caused by the above.

Owner's responsibility

Since the following are not factory faults, they are the owner's responsibility.

- Damage to exterior finish.
- Breakage of glass and other components.
- Damage through improper use or installation of the appliance.
- Damage caused by moving the appliance.

Did you remember to fill in the purchase details below?

Technical Specifications

Model	DHD 394
Volts	220V ~240V 50Hz~
Amperes	28
Plate power rating (W)	
Front cooking zone left	140, 1200
Front cooking zone right	140, 1200
Rear cooking zone right	180, 1800
Rear cooking zone left	210/120, 2200/750
Total power (W)	6400
Type of switch	Electronic sensors
Width	580 mm
Depth	510 mm

Error codes

ERROR CODE	ERROR DESCRIPTION	WHAT TO DO
ER03 & permanent tone	Continuous holding down of sensors. Control unit cuts off after 10 seconds. Water or a cooking utensils may be positioned over the control unit causing interference.	CONTACT YOUR DEFY SERVICE CENTRE AND SPECIFY THE ERROR CODE
ER21	Overheating: The control unit switches off in order to avoid damage to the unit	CONTACT YOUR DEFY SERVICE CENTRE AND SPECIFY THE ERROR CODE
U400	Secondary voltage of the power unit is too high. Control unit switches off after one second and permanent tone is emitted.	1 CONTACT YOUR DEFY SERVICE CENTRE AND SPECIFY THE ERROR CODE 2 CONTACT AN ELECTRICIAN TO CHECK THE MAINS POWER SUPPLY
ER22	Touch pad evaluation is defective. Control unit switches off after 3.5—7 seconds. Short circuit or there is a problem with the sensor evaluation range	CONTACT YOUR DEFY SERVICE CENTRE AND SPECIFY THE ERROR CODE
ER36	NTC value is not within its specification. (Value < 200mV or > 4.9V; Control unit cuts off. Short circuit or cut off at NTC	CONTACT YOUR DEFY SERVICE CENTRE AND SPECIFY THE ERROR CODE
ER20	Flash failure. Micro controller faulty	CONTACT YOUR DEFY SERVICE CENTRE AND SPECIFY THE ERROR CODE
ER40	Secondary operational voltage is too low. (1.8V <U Power fail< 2.9V) Primary PTC too hot	CONTACT YOUR DEFY SERVICE CENTRE AND SPECIFY THE ERROR CODE

Defy Service Centres

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

South African Service Agents:

BLOEMFONTEIN

160 Long Street, Hilton, Bloemfontein 9301
Tel: 051 400 3900

Bloemfontein.Service@defy.co.za

CAPE TOWN

5A Marconi Rd. Montague Gardens, 7441
Tel: 021 526 3000

CapeTown.Service@defy.co.za

DURBAN

135 Teakwood Road, Jacobs, Durban, 4052

Tel: 086 100 3339

Durban.Service@defy.co.za

EAST LONDON

Robbie de Lange Road, Wilsonia, East London, 5201

Tel: 086 100 3339

EastLondon.Service@defy.co.za

JOHANNESBURG

Cnr. Mimetes & Kruger Sts. Denver ext.12 Johannesburg, 2094

Tel: 011 621 0200 or 011 621 0300

Gauteng.Service@defy.co.za

POLOKWANE

87 Nelson Mandela Drive, Superbia 0699

Tel: 0152 92 1166 / 7 / 8 / 9

Polokwane.Service@defy.co.za

PORT ELIZABETH

112 Patterson Road, North End, Port Elizabeth 6001

Tel: 041 401 6400

PortElizabeth.Service@defy.co.za

PRETORIA

Block A1 Old Mutual Industrial Park,

Cnr. D.F.Malan Drive & Moot Str. Hermanstad, 0082

Tel: 012 377 8300

Pretoria.Service@defy.co.za

Sub-Saharan Africa Service Agents:

ZAMBIA: SOUTHGATE INVESTMENTS LTD

Plot 1606, Sheki Sheki Road . P.O. Box 33681

Lusaka, 10101, Zambia

Tel: +260 0211 242332/3

Fax: +260 0211 242933

sgiservicecentre@microlink.zm

NAMIBIA: ATLANTIC DISTRIBUTORS (PTY) LTD

10 Tienie Louw Street, Northern Industrial Area

P.O. Box 21158, Windhoek, Namibia

Tel: (061) 216162

Fax: (061) 216134

atlantic@mweb.com.na

ZIMBABWE: TRADECOMAFRICA

Trade Com Africa, 183 Loreley Crescent, Msasa, Harare,

Zimbabwe

Tel: +263 4 486165/6

Cell: +263 772 469010

Cell: +263 772 469011

BOTSWANA: RAY MORGAN AGENCIES

RMA Service Centre, Plot 48, East Gate

Gaborone International Commerce Park, Kgale View, Gaborone,

Botswana

Tel: +267 390 3996 / 390 3912

Fax: +267 318 7376

Cell: +267 7134 6539

service@rma.co.bw; raja@rma.co.bw

SWAZILAND: LYNDS DISTRIBUTORS

P.O Box 716, Mbabane, Swaziland, H100

Tel: (00268) 2515 4310/8

Fax: (00268) 2518 4318

MOZAMBIQUE: COOL WORLD. LDA

Rua da Resistencia No. 97B R/C

Cell: +258 84 44 61 234

coolworldlda@hotmail.com

Nosso Show Room, Av: da Industrias, Parcela No.735 * 735A

Machava, Maputo

Warranty

This certificate is issued by DEFY APPLIANCES (PTY) LIMITED manufacturers of Defy and Ocean products, hereinafter the Company, to the original purchaser only, of the appliance described on the certificate and shall constitute the only warranty given in respect of this appliance. The Company warrants to the original purchaser that for a period of TWO YEARS from date of purchase the appliance is free from defect under normal domestic use, both in workmanship and material, subject to the following conditions.

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

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

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

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

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

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

6. For warranties in the Republic of South Africa and Sub-Saharan Africa, please contact your nearest Defy office. Please refer to the respective South African service agents and Sub-Saharan Africa service agents above.

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

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

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