



DAN2CM  
20CM CERAMIC COOKTOP  
Appliance User Manual

[danielaappliances.com.au](http://danielaappliances.com.au)



Daniela Appliances started in 1988. Formally known as Italnova, the company began operating by selling other major leading brands. Since then, Daniela Appliances has its own range, continuously evolving, striving on delivering leading-edge quality products at very competitive prices.

From an Italian heritage our brand Daniela was then established in 2005 from a father's love to a daughter and naming it after Daniela, now the new proprietor. Daniela has worked closely with her father for many years learning from his decades of industry experience. Daniela with her extensive knowledge and understanding of appliances, now continues her father's legacy with a modern flare.

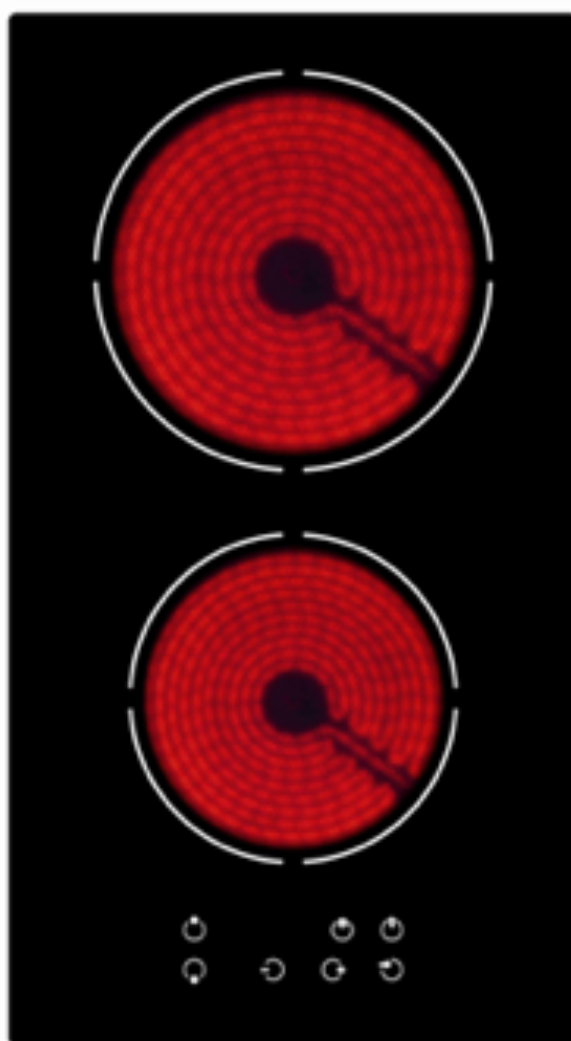
Our products are extensively tested and come with ISO certification certificates prior to importation. Daniela Appliances continuously designs and sources the best parts, to bring you an elegant feel that will last the test of time and for a third of the cost from a major brand.

Daniela Appliances is dedicated to offering our customers exceptional products with exceptional service. Our commitment is to provide our valuable customers the very best in technology with the very best in safety that combines both the values that brings us market success.



## DAN2CM 20CM CERAMIC COOKTOP

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## **SAVE THIS INSTRUCTION IN A SAFE PLACE FOR FUTURE REFERENCE**

Thank you for choosing Daniela appliances!

Please read all instructions before using this appliance. This book contains valuable information about operation, care and service. Keep it in a safe place for future reference. Should the appliance be sold or transferred to another owner, or should you move house and leave the appliance, always ensure that the book is supplied with the appliance in order that new owner can be acquainted with the functioning of the appliance and relevant warnings.

The manufacturer cannot be held responsible for any inaccuracies due to printing or transcription errors that may be found in this handbook.

*N.B.: the pictures shown in the figures in this handbook are purely indicative.*

## **INSTALLATION**

### **ELECTRICAL SHOCK HAZARD**

- Disconnect the appliance from the mains electricity supply before carrying out any work or maintenance on it.
- Connection to a good earth wiring system is essential and mandatory.
- Alterations to the domestic wiring system must only be made by a qualified electrician.
- Failure to follow this advice may result in electrical shock or death.

### **CUT HAZARD**

- Take care - panel edges are sharp.
- Failure to use caution could result in injury or cuts.

## **IMPORTANT SAFETY INSTRUCTIONS**

THESE WARNINGS ARE PROVIDED IN THE INTEREST OF SAFETY. PLEASE READ THEM CAREFULLY BEFORE INSTALLING OR USING THE APPLIANCE.

- No combustible material or products should be placed on this appliance at any time.
- Please make this information available to the person responsible for installing the appliance as it could reduce your installation costs.





- In order to avoid a hazard, this appliance must be installed according to these instructions for installation.
- This appliance is to be properly installed and earthed only by a suitably qualified person.
- This appliance should be connected to a circuit which incorporates an isolating switch providing full disconnection from the power supply.
- Failure to install the appliance correctly could invalidate any warranty or liability claims.

## OPERATION AND MAINTENANCE

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### ELECTRICAL SHOCK HAZARD

- Do not cook on a broken or cracked cooktop. If the cooktop surface should break or crack, switch the appliance off immediately at the mains power supply (wall switch) and contact a qualified technician.
- Switch the cooktop off at the wall before cleaning or maintenance.
- Failure to follow this advice may result in electrical shock or death.

### HEALTH HAZARD

- This appliance complies with electromagnetic safety standards.
- However, persons with cardiac pacemakers or other electrical implants (such as insulin pumps) must consult with their doctor or implant manufacturer before using this appliance to make sure that their implants will not be affected by the electromagnetic field.
- Failure to follow this advice may result in death.

### HOT SURFACE HAZARD

- During use, accessible parts of this appliance will become hot enough to cause burns.
- Do not let your body, clothing or any item other than suitable cookware be in contact the glass until the surface is cool.
- Metallic objects such as knives, forks, spoons and lids should not be placed on the hob surface since they can get hot.
- Keep children away.
- Handles of saucepans may be hot to touch. Check saucepan handles do not overhang other cooking zones that are on. Keep handles out of reach of children.
- Failure to follow this advice could result in burns and scalds.



## CUT HAZARD

- The razor-sharp blade of a cooktop scraper is exposed when the safety cover is retracted. Use with extreme care and always store safely and out of reach of children.
- Failure to use caution could result in injury or cuts.

## IMPORTANT SAFETY INSTRUCTIONS

- **Never** leave the appliance unattended when in use. Boil over causes smoking and greasy spillages that may ignite.
- **Never** use your appliance as a work or storage surface.
- **Never** leave any objects or utensils on the appliance.
- **Never** use your appliance for warming or heating the room.
- After use, **always** turn off the cooking zones and the cooktop as described in this manual (i.e. by using the knobs or touch controls).
- **Do not** allow children to play with the appliance or sit, stand, or climb on it.
- **Do not** store items of interest to children in cabinets above the appliance. Children climbing on the cooktop could be seriously injured.
- **Do not** leave children alone or unattended in the area where the appliance is in use.
- Children or persons with a disability which limits their ability to use the appliance should have a responsible and competent person to instruct them in its use. The instructor should be satisfied that they can use the appliance without danger to themselves or their surroundings.
- **Do not** repair or replace any part of the appliance unless specifically recommended in the manual. All other servicing should be done by a qualified technician.
- **Do not** use a steam cleaner to clean your cooktop.
- **Do not** place or drop heavy objects on your cooktop.
- **Do not** stand on your cooktop.
- **Do not** use pans with jagged edges or drag pans across the induction glass surface as this can scratch the glass.



- **Do not** use scourers or any other harsh abrasive cleaning agents to clean your cooktop, as these can scratch the induction glass.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- This appliance is intended to be used in household and similar applications such as: staff kitchen areas in shops, offices and other working environments; farm houses; by clients in hotels, motels and other residential type environments; bed and breakfast type environments.

**WARNING:** The appliance and its accessible parts become hot during use. Care should be taken to avoid touching heating elements. Children less than 8 years of age shall be kept away unless continuously supervised.

- Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

**WARNING:** Unattended cooking on a hob with fat or oil can be dangerous and may result in fire. NEVER try to extinguish a fire with water, but switch off the appliance and then cover flame e.g. with a lid or a fire blanket.

**WARNING:** Danger of fire: do not store items on the cooking surfaces.

**WARNING:** If the surface is cracked, switch off the appliance to avoid the possibility of electric shock, for hob surfaces of glass-ceramic or similar material which protect live parts

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

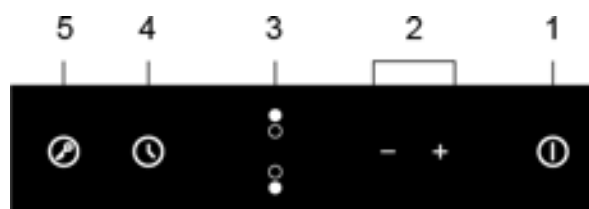


## PRODUCT OVERVIEW



### TOP VIEW

1. Max. 1800 W zone
2. Max. 1200 W zone
3. Glass plate
4. ON / OFF
5. Control panel



### CONTROL PANEL

1. ON/OFF control
2. Power or Timer regulating controls
3. Heating zone selection controls
4. Timer control
5. Key/lock control

## PRODUCT INFORMATION

The microcomputer ceramic cooker hob can meet different kinds of cuisine demands because of resistance wire heating, micro-computerized control and multi-power selection, really the optimal choice for modern families.

The ceramic cooker hob centers on customers and adopts personalized design. The hob has safe and reliable performances, making your life comfortable and enabling to fully enjoy the pleasure from life.

## WORKING PRINCIPLE

This ceramic cooker hob directly employs resistance wire heating, and adjust the output power by the power regulation with the touch controls.

## BEFORE USING YOUR NEW CERAMIC HOB

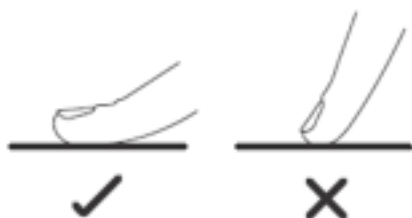
- Read this guide, taking special note of the 'Safety Warnings' section.
- Remove any protective film that may still be on your ceramic hob.





## USING THE TOUCH CONTROLS

- The controls respond to touch, so you don't need to apply any pressure.
- Use the ball of your finger, not its tip.
- You will hear a beep each time a touch is registered.
- Make sure the controls are always clean, dry, and that there is no object (e.g. a utensil or a cloth) covering them. Even a thin film of water may make the controls difficult to operate.

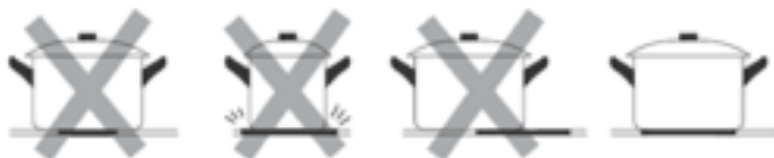


## CHOOSING THE RIGHT COOKWARE

Do not use cookware with jagged edges or a curved base.



Make sure that the base of your pan is smooth, sits flat against the glass, and is the same size as the cooking zone. Always centre your pan on the cooking zone.




Always lift pans off the ceramic hob – do not slide, or they may scratch the glass.

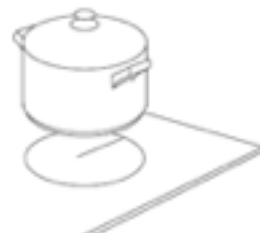




## USING YOUR CERAMIC HOB

### TO START COOKING

- After power on, the buzzer beeps once, all the indicators light up for 1 second then go out, indicating that the ceramic hob has entered the state of standby mode.
1. Touch the ON/OFF  control. all the indicators show “-“
  2. Place a suitable pan on the cooking zone that you wish to use.
    - Make sure the bottom of the pan and the surface of the cooking zone are clean and dry.
  3. Touching the heating zone selection control
  4. Select a heat setting by touching the “-“ or “+” control.
    - If you don’t choose a heat setting within 1 minute, the ceramic hob will automatically switch off. You will need to start again at step 1.
    - You can modify the heat setting at any time during cooking.
    - By holding down either of these buttons, the value will adjust up or down.
  5. Touching the heating zone selection control that you wish to switch off.





7. Turn the cooking zone off by scrolling down to “0” or touching “-” and “+” control together.



8. Turn the whole cooktop off by touching the ON/OFF control



9. **Beware of hot surfaces**

“H” will show which cooking zone is hot to touch. It will disappear when the surface has cooled down to a safe temperature. It can also be used as an energy saving function if you want to heat further pans, use the hotplate that is still hot.




## LOCKING THE CONTROLS



- You can lock the controls to prevent unintended use (for example children accidentally turning the cooking zones on).
- When the controls are locked, all the controls except the ON/OFF control are disabled.

### To lock the controls

Touch the keylock  control. The timer indicator will show “Lo”

### To unlock the controls

1. Make sure the ceramic hob is turned on.
2. Touch and hold the keylock control  for a while.
3. You can now start using your ceramic hob.

**WARNING:** When the hob is in the lock mode, all the controls are disabled except the ON/OFF , you can always turn the ceramic hob off with the ON/OFF  control in an emergency, but you shall unlock the hob first in the next operation.



## OVER-TEMPERATURE PROTECTION

A temperature sensor equipped can monitor the temperature inside the ceramic hob. When an excessive temperature is monitored, the ceramic hob will stop operation automatically.

## RESIDUAL HEAT WARNING

When the hob has been operating for some time, there will be some residual heat. The letter "H" appears to warn you to keep away from it.

## DEFAULT WORKING TIMES

Another safety feature of the hob is auto shut down. This occurs whenever you forget to switch off a cooking zone. The default shutdown times are shown in the table below:

Power level	1	2	3	4	5	6	7	8	9
Default working timer (hour)	8	8	8	4	4	4	2	2	2

## USING THE TIMER

You can use the timer in two different ways:

- You can use it as a minute minder. In this case, the timer will not turn any cooking zone off when the set time is up.
- You can set it to turn one cooking zone off or more than one after the set time is up.
- The timer maximum is 99 minutes.

### Using the Timer as a Minute Minder

#### If you are not selecting any cooking zone

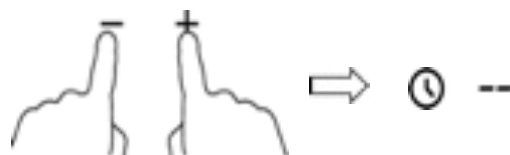
- Make sure the cooktop is turned on.  
Note: you can use the minute minder even if you're not selecting any cooking zone.
- Touch the timer control, the timer indicator will flash ; Adjust the timer setting by touch the "-" or "+" controls. The minute minder indicator will start flashing and will show in the timer display.



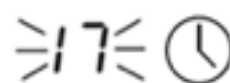




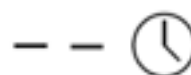
- Touching the “-” and “+” together, the timer is cancelled, and the “--” will show in the minute display.



- When the time is set, it will begin to count down immediately. The display will show the remaining time and the timer indicator will flash for 5 seconds.



- Buzzer will beep for 30 seconds and the timer indicator shows “- -” when the set time finished.



**Hint:**

- Touch the “-“ or “+” control of the timer once will decrease or increase by 1 minute.
- Touch and hold the “-“ or “+” control of the timer will decrease or increase by 10 minutes.
- If the setting time exceeds 99 minutes, the timer will automatically return to 0 minute.

## Setting the timer to turn one cooking zone off

- Touch the zone you want to set.



- Touch the timer control, the timer indicator show “10”.

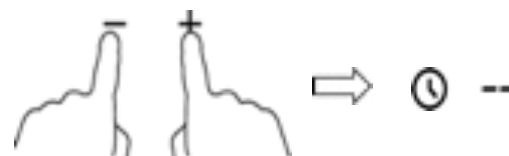


- Set the time by touching the “-“ or “+” control of the timer.

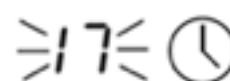




- Touching the “-” and “+” together, the timer is cancelled, and the display will show “--” in the minute display.



- When the time is set, it will begin to count down immediately. The display will show the remaining time and the timer indicator flash for 5 seconds.

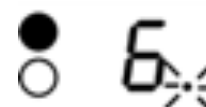


- When cooking timer expires, the corresponding cooking zone will be switched off automatically. The display will show “H” which means hot;



**Note:**

- The red dot next to power level indicator will illuminate indicating that zone is selected.
- If you want to change the time after the timer is set, you have to start from step 1.
- The method for setting two zones is the same as mentioned above.



## Setting the timer to turn more than one cooking zone off

1. If more than one heating zone use this function, the timer indicator will show the lowest time. (e.g. zone 1# setting time of 5 minutes, zone 2# setting time of 15 minutes, the timer indicator shows “5”.)

NOTE: The red dot next to power level indicator will flash.



2. Once the countdown timer expires, the corresponding zone will switch off. Then it will show the new min. timer and the dot of corresponding zone will flash.



3. When cooking timer expires, the corresponding cooking zone will be switch off automatically.





## COOKING GUIDELINES

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### COOKING TIPS

- When food comes to the boil, reduce the temperature setting.
- Using a lid will reduce cooking times and save energy by retaining the heat.
- Minimise the amount of liquid or fat to reduce cooking times.
- Start cooking on a high setting and reduce the setting when the food has heated through.

### Simmering, cooking rice

- Simmering occurs below boiling point, at around 85°C, when bubbles are just rising occasionally to the surface of the cooking liquid. It is the key to delicious soups and tender stews because the flavours develop without overcooking the food. You should also cook egg-based and flour thickened sauces below boiling point.
- Some tasks, including cooking rice by the absorption method, may require a setting higher than the lowest setting to ensure the food is cooked properly in the time recommended.

### Searing steak

To cook juicy flavoursome steaks:

1. Stand the meat at room temperature for about 20 minutes before cooking.
2. Heat up a heavy-based frying pan.
3. Brush both sides of the steak with oil. Drizzle a small amount of oil into the hot pan and then lower the meat onto the hot pan.
4. Turn the steak only once during cooking. The exact cooking time will depend on the thickness of the steak and how cooked you want it. Times may vary from about 2 – 8 minutes per side. Press the steak to gauge how cooked it is – the firmer it feels the more 'well done' it will be.
5. Leave the steak to rest on a warm plate for a few minutes to allow it to relax and become tender before serving.

### For stir-frying

1. Choose an ceramic compatible flat-based wok or a large frying pan.
2. Have all the ingredients and equipment ready. Stir-frying should be quick. If cooking large quantities, cook the food in several smaller batches.
3. Preheat the pan briefly and add two tablespoons of oil.
4. Cook any meat first, put it aside and keep warm.
5. Stir-fry the vegetables. When they are hot but still crisp, turn the cooking zone to a lower setting, return the meat to the pan and add your sauce.
6. Stir the ingredients gently to make sure they are heated through.
7. Serve immediately.



## HEAT SETTINGS

HEAT SETTING	SUITABILITY
1 - 2	<ul style="list-style-type: none"> <li>delicate warming for small amounts of food • gentle simmering</li> <li>melting chocolate, butter, and foods that burn quickly • slow warming</li> </ul>
3 - 4	<ul style="list-style-type: none"> <li>reheating • rapid simmering • cooking rice</li> </ul>
5 - 6	<ul style="list-style-type: none"> <li>pancakes</li> </ul>
7 - 8	<ul style="list-style-type: none"> <li>sauteeing • cooking pasta</li> </ul>
9	<ul style="list-style-type: none"> <li>stir-frying • searing • bringing soup to the boil • boiling water</li> </ul>

## CARE AND CLEANING

WHAT?	HOW?	IMPORTANT!
Everyday soiling on glass (fingerprints, marks, stains left by food or non-sugary spillovers on the glass)	<ol style="list-style-type: none"> <li>Switch the power to the cooktop off.</li> <li>Apply a cooktop cleaner while the glass is still warm (but not hot!)</li> <li>Rinse and wipe dry with a clean cloth or paper towel.</li> <li>Switch the power to the cooktop back on.</li> </ol>	<ul style="list-style-type: none"> <li>When the power to the cooktop is switched off, there will be no 'hot surface' indication but the cooking zone may still be hot! Take extreme care.</li> <li>Heavy-duty scourers, some nylon scourers and harsh/abrasive cleaning agents may scratch the glass. Always read the label to check if your cleaner or scourer is suitable.</li> <li>Never leave cleaning residue on the cooktop: the glass may become stained.</li> </ul>
Boilovers, melts, and hot sugary spills on the glass	<p>Remove these immediately with a fish slice, palette knife or razor blade scraper suitable for ceramic glass cooktops, but beware of hot cooking zone surfaces:</p> <ol style="list-style-type: none"> <li>Switch the power to the cooktop off at the wall.</li> <li>Hold the blade or utensil at a 30° angle and scrape the soiling or spill to a cool area of the cooktop.</li> <li>Clean the soiling or spill up with a dish cloth or paper towel.</li> <li>Follow steps 2 to 4 for 'Everyday soiling on glass' above.</li> </ol>	<ul style="list-style-type: none"> <li>Remove stains left by melts and sugary food or spillovers as soon as possible. If left to cool on the glass, they may be difficult to remove or even permanently damage the glass surface.</li> <li>Cut hazard: when the safety cover is retracted, the blade in a scraper is razor-sharp. Use with extreme care and always store safely and out of reach of children.</li> </ul>
Spillovers on the touch controls	<ol style="list-style-type: none"> <li>Switch the power to the cooktop off.</li> <li>Soak up the spill.</li> <li>Wipe the touch control area with a clean damp sponge or cloth.</li> <li>Wipe the area completely dry with a paper towel.</li> <li>Switch the power to the cooktop back on.</li> </ol>	<ul style="list-style-type: none"> <li>The cooktop may beep and turn itself off, and the touch controls may not function while there is liquid on them. Make sure you wipe the touch control area dry before turning the cooktop back on.</li> </ul>





## HINTS AND TIPS

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
The cooktop cannot be turned on.	No power.	Make sure the cooktop is connected to the power supply and that it is switched on. Check whether there is a power outage in your home or area. If you've checked everything and the problem persists, call a qualified technician.
The touch controls are unresponsive.	The controls are locked.	Unlock the controls. See section 'Using your ceramic cooktop' for instructions.
The touch controls are difficult to operate.	There may be a slight film of water over the controls or you may be using the tip of your finger when touching the controls.	Make sure the touch control area is dry and use the ball of your finger when touching the controls.
The glass is being scratched.	Rough-edged cookware. Unsuitable, abrasive scourer or cleaning products being used.	Use cookware with flat and smooth bases. See 'Choosing the right cookware'. See 'Care and Cleaning'.
Some pans make crackling or clicking noises.	This may be caused by the construction of your cookware (layers of different metals vibrating differently).	This is normal for cookware and does not indicate a fault.

## TECHNICAL SPECIFICATION

COOKING HOB	DAN2CM
Cooking Zones	2 zones
Supply Voltage	220-240V~ 50Hz or 60Hz
Installed Electric Power	2700W-3300W
Product Size L x W x H (mm)	288 x 520 x 52
Building-in Dimensions A x B (mm)	268 x 500

**NOTE:** Weight and Dimensions are approximate. Because we continually strive to improve our products we may change specifications and designs without prior notice.



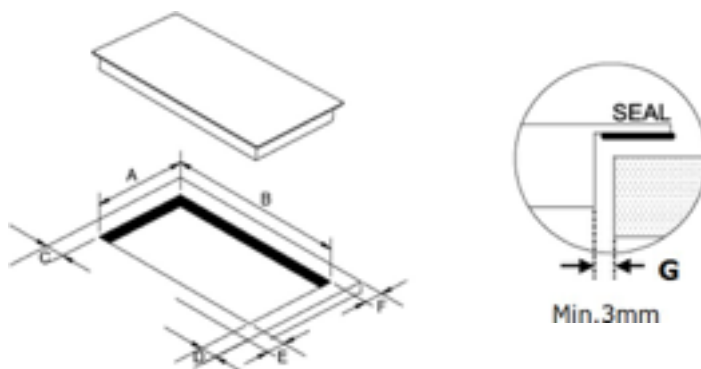
## INSTALLATION

### Selection of installation equipment

1. Cut out the work surface according to the sizes shown in the drawing. For the purpose of installation and use, a minimum of 50mm space shall be preserved around the hole.

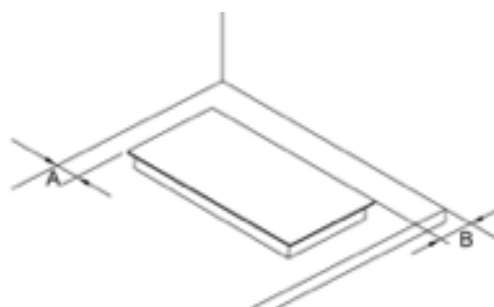
Be sure the thickness of the work surface is at least 30mm. Please select heat-resistant and insulated work surface material (Wood and similar fibrous or hygroscopic material shall not be used as work surface material unless impregnated) to avoid the electrical shock and larger deformation caused by the heat radiation from the hotplate. As shown below:

A(mm)	268
B(mm)	500
C(mm)	50mm mini
D(mm)	50mm mini
E(mm)	50mm mini
F(mm)	50mm mini
G(mm)	3mm mini



2. The ceramic cooker hob can be used on the table top of cabinet. The ceramic hob should be placed horizontally. As shown at right:

A(mm)	50mm mini
B(mm)	50mm mini

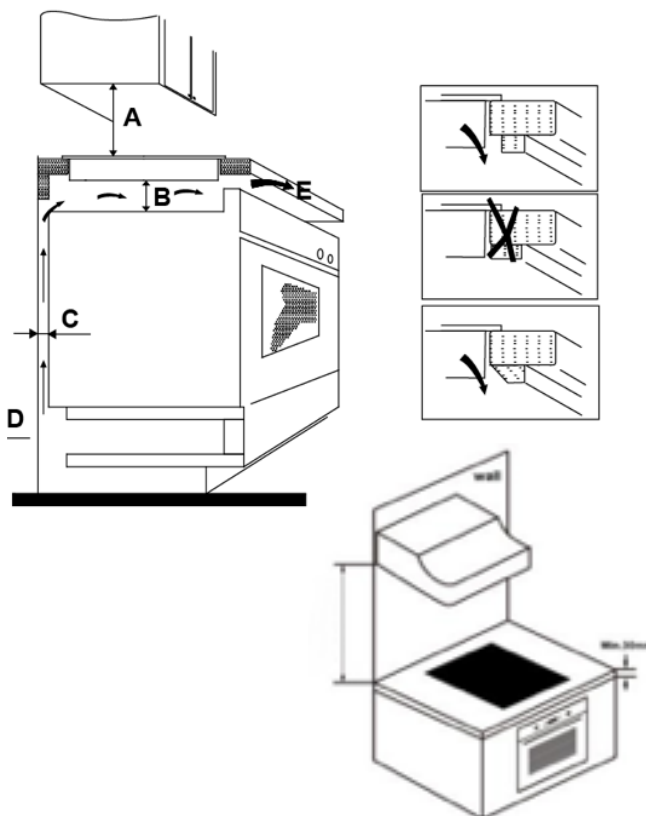




Under any circumstances, make sure the ceramic cooker hob is well ventilated and the air inlet and outlet are not blocked. Ensure the ceramic cooker hob is in good work state. As shown below.

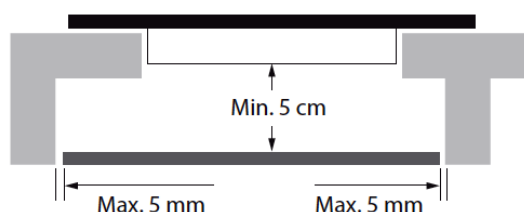
**Note:** The safety distance between the hotplate and the cupboard above the hotplate should be at least 760mm.

A(mm)	760
B(mm)	50mm mini
C(mm)	20mm mini
D(mm)	Air intake
E(mm)	Air exit 5mm



## WARNING: Ensuring Adequate Ventilation

Make sure the ceramic hob is well ventilated and that air inlet and outlet are not blocked. In order to avoid accidental touch with the overheating bottom of the hob, or getting unexpected electric shock during working, it is necessary to put a wooden insert, fixed by screws, at a minimum distance of 50mm from the bottom of the hob. Follow the requirements below.



## WARNING:

- There are ventilation holes around outside of the hob. YOU MUST ensure these holes are not blocked by the worktop when you put the hob into position.
- Be aware that the glue that join the plastic or wooden material to the furniture, has to resist to temperature not below 150 °C, to avoid the unstuck of the paneling.
- The rear wall, adjacent and surrounding surfaces must therefore be able to withstand an temperature of 90°.

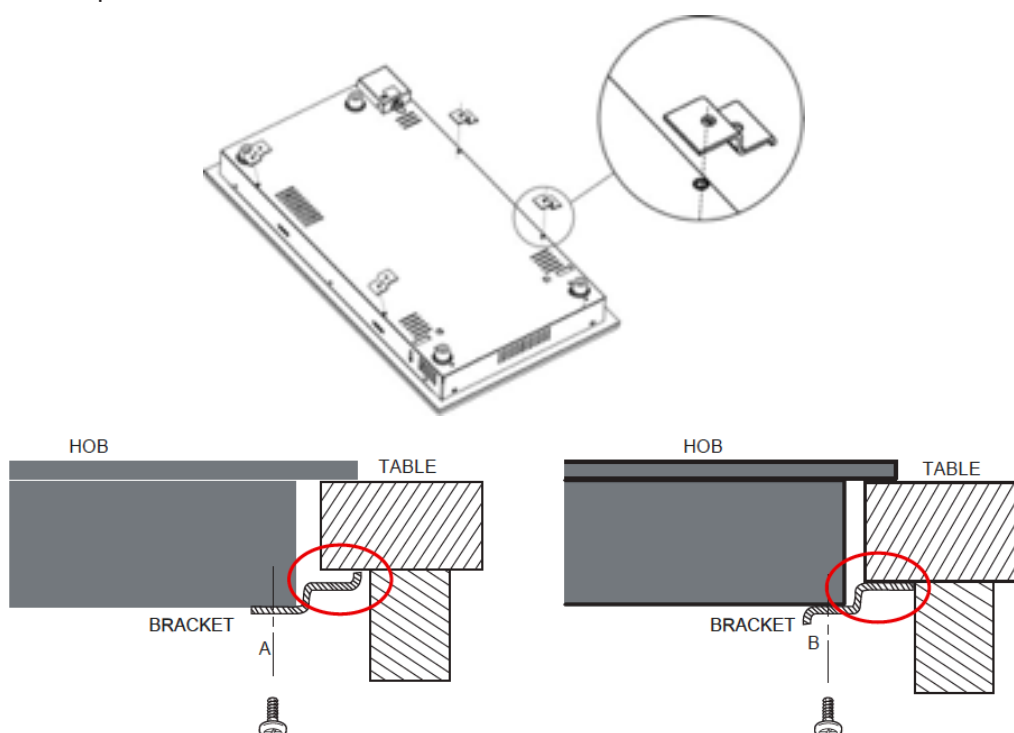


## Before locating the fixing brackets

The unit should be placed on a stable, smooth surface (use the packaging).

Do not apply force onto the controls protruding from the hob.

Adjust the bracket position to suit for different work surface's thickness.



## Cautions

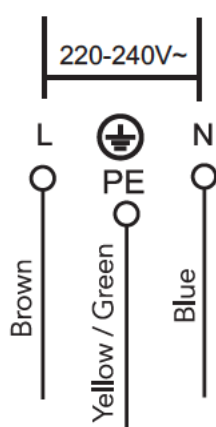
1. The ceramic cooker hob must be installed by qualified personnel or technicians. We have professionals at your service. Please never conduct the operation by yourself.
2. The ceramic cooker hob shall not be mounted to cooling equipment, dishwashers and rotary dryers.
3. The ceramic cooker hob shall be installed such that better heat radiation can be ensured to enhance its reliability.
4. The wall and induced heating zone above the work surface shall withstand heat.
5. To avoid any damage, the sandwich layer and adhesive must be resistant to heat.
6. A steam cleaner is not to be used.
7. This ceramic can be connected only to a supply with system impedance no more than 0.427 ohm. In case necessary, please consult your supply authority for system impedance information.





## Connecting the hob to the mains power supply

The power supply should be connected in compliance with the relevant standard, or a single-pole circuit breaker. The method of connection is shown below.



1. If the cable is damaged or needs replacing, this should be done by an after-sales technician using the proper tools, so as to avoid any accidents.
2. If the appliance is being connected directly to the mains supply, an omnipolar circuit breaker must be installed with a minimum gap of 3mm between the contacts.
3. The installer must ensure that the correct electrical connection has been made and that it complies with safety regulations.
4. The cable must not be bent or compressed.
5. The cable must be checked regularly and only replaced by a properly qualified person.



**DISPOSAL:**  
Do not dispose  
this product as  
unsorted municipal  
waste. Collection  
of such waste  
separately for  
special treatment  
is necessary.

This appliance is labeled in compliance with European directive 2002/96/EC for Waste Electrical and Electronic Equipment (WEEE). By ensuring that this appliance is disposed of correctly, you will help prevent any possible damage to the environment and to human health, which might otherwise be caused if it were disposed of in the wrong way.

The symbol on the product indicates that it may not be treated as normal household waste. It should be taken to a collection point for the recycling of electrical and electronic goods.

This appliance requires specialist waste disposal. For further information regarding the treatment, recover and recycling of this product please contact your local council, your household waste disposal service, or the shop where you purchased it.

For more detailed information about treatment, recovery and recycling of this product, please contact your local city office, your household waste disposal service or the shop where you purchased the product.



NOTE: Model number and details are to be recorded below for future reference.  
Please have the following information ready before calling our customer care team.

## FURTHER INFORMATION

It is a warranty requirement that proof of purchase must be provided when booking a service call.  
Please be advised that without this proof of purchase, your warranty may not be honoured.

All warranty will be voided, if not installed by a licensed technician or tradesman.

Please record their details below for future reference:

TECHNICAN / TRADESMAN WHO INSTALLED: .....

.....

LICENSE NUMBER: .....

DATE OF INSTALLATION:.....

INSTALLATION RECEIPT NUMBER:.....

If you require more information, service, warranty or spare parts enquiries  
please contact customer care.

DANIELA APPLIANCES PTY LTD  
(02) 9604 1226 (9am – 5pm EST, Monday – Friday)



## TERMS AND CONDITIONS

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### TERMS OF WARRANTY

Daniela appliances warrants to the original purchaser of appliance providing the product is installed specifically for their intended use, under proper care, domestic/residential use and maintenance of the products supplied by Daniela appliances, will be free from defects in workmanship and materials subject to the terms and conditions to follow.

Daniela Appliances warranty only applies to the original owner and is not transferable. Our warranty covers rectification free of charge for any faults arising from defective materials or components and faulty workmanship. The product will be repaired or replaced at the discretion of Daniela Appliances.

*NOTE: All costs of installation, stone benchtop replacement, cabinetry replacement or repair, sink/tapware removal, un-installation, cartage, freight, travelling expenses and insurance are to be paid by the customer.*

### RETURN POLICY

Kindly inspect your goods at time of delivery.

If you notice any damage to your goods please notify our delivery team at the time of delivery. Recommend you thoroughly inspect your goods at this time. If you notice any damage to your goods please call within 24 hours of receiving delivery, please notify Daniela Appliances Pty Ltd immediately. Evidence of damage will be required.

If for any reason you need to return an item please call Daniela Appliances Pty Ltd on (02) 9604-1226, within 48 hours of receiving the goods or appliances.

If your goods remain boxed and in an unopened condition, they may be returned within 30 days of the invoice date for a full refund. A collection fee of \$50 will be charged should you require Daniela Appliances Pty Ltd to collect the stock.

If your goods have been unboxed but otherwise are in as new condition (Have not been used or connected) a 20% restocking fee (20% of the purchase price) will apply.

Daniela Appliances Pty Ltd DOES NOT DEAL WITH FACTORY SECONDS, DAMAGES OR OPENED GOODS, and charges restocking fees to cover the return costs. A collection fee of \$50 or the delivery charge if greater than the \$50 will apply.

Please note that if you request connection of your appliance, Daniela Appliances Pty Ltd will unbox the product at the time of delivery. We recommend you inspect your goods thoroughly at time of delivery, as to avoid extra charges.

Return of goods are to be covered by the customer, or alternatively can be returned in person to Daniela Appliances Pty Ltd, at no extra charge. Please note that a collection fee of \$50 or greater will be charged should you wish Daniela Appliances Pty Ltd, to collect the stock on your behalf.

You as a customer have a duty of care for the product whilst in your possession. If products are damaged by you, and subsequently returned, a charge will be made to repair the product to its original condition. Please be aware that where repair is economically viable, no refund will be given.

All refunds will be issued when goods arrive back to Daniela Appliances warehouse and have been inspected by a staff member of our team. Refunds will be made by the same method used for purchase. We are unable to accept returns of any goods that you have attempted to install or have used.

If there are any further queries, please don't hesitate to contact Daniela Appliances Pty Ltd on (02) 9604 1226.

**THANK YOU.**



**Daniela**  
Appliances

P | 02 9604 1226   E | [sales@danielaappliances.com.au](mailto:sales@danielaappliances.com.au)   A | 6/9 Hume Road, Smithfield NSW 2164

[danielaappliances.com.au](http://danielaappliances.com.au)