

mellerware®

makes life easier

3 BAR halogen heater



Carry handle

3 Heat settings

Oscillating
function

**2YEAR
WARRANTY**
1 YEAR RETAIL+1 YEAR EXTENDED
Register Online:
www.mellerware.co.za

complies with
INTERNATIONAL
IEC60935
SAFETY SPECIFICATIONS

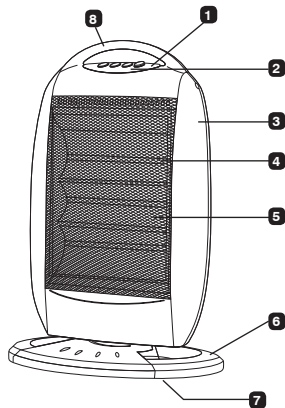
m
1200W

**2 YEAR
WARRANTY**

Model:
35400

Dear customer,

Thank you for choosing to purchase a Mellerware brand product. Thanks to its technology, design and operation and the fact that it exceeds the strictest quality standards, a fully satisfactory use and long product life can be assured.



1. Parts description

- 1 – Control Panel
- 2 – Switch Buttons
- 3 – Front Housing
- 4 – Halogen Tube Heating Element
- 5 – Reflector/Heater
- 6 – Base
- 7 – Tip Over Switch
- 8 - Handle

2. Safety advice and warnings!

Read these instructions carefully before switching on the appliance and keep them for future reference. Failure to follow and observe these instructions could lead to an accident. Clean all the parts of the product as indicated in the cleaning section, before use.

2.1. Use or working environment:

- 2.1.1. Keep the working area clean and well lit. Cluttered and dark areas invite accidents.
- 2.1.2. Use the appliance in a well ventilated area.
- 2.1.3. Do not place the appliance on hot surfaces, such as cooking plates, gas burners, ovens or similar items.
- 2.1.4. Keep children and bystanders away when using this appliance.
- 2.1.5. Place the appliance on a horizontal, flat, stable surface and away from other heat sources and contact

with water.

- 2.1.6. Keep the appliance away from flammable material such as textiles, curtains, cardboard or paper, etc.
- 2.1.7. Do not place flammable material near the appliance.
- 2.1.8. Do not use the appliance in association with a programmer, timer or other device that automatically switches it on.
- 2.1.9. Do not use the appliance if the cable or plug is damaged.
- 2.1.10. Ensure that the voltage indicated on the rating label matches the mains power supply voltage before plugging in the appliance.
- 2.2.11. Connect the appliance to the mains power supply with an earth socket withstanding a minimum of 16 amperes.
- 2.1.12. The appliance's plug must fit into the mains power supply socket properly. Do not alter the plug.
- 2.1.13. If using a multi plug check ratings carefully as the current used by several appliances could easily exceed the rating of the multi plug.
- 2.1.14. If any of the appliance casings breaks, immediately disconnect the appliance from the mains power supply to prevent the possibility of an electric shock.
- 2.1.15. Do not use the appliance if it has fallen on the floor or if there are visible signs of damage.
- 2.1.16. Do not force the power cord. Never use the power cord to lift up, carry or unplug the appliance.
- 2.1.17. Do not wrap the power cord around the appliance.
- 2.1.18. Do not clip or crease the power cord.
- 2.1.19. Do not allow the power cord to hang or to come into contact with the hot surfaces of the appliance.
- 2.1.20. Check the state of the power cord. Damaged or tangled cables increase the risk of electric shock.
- 2.1.21. The appliance is not suitable for outdoor use.
- 2.1.22. Power cord should be regularly examined for signs of damage, and if the cord is damaged, the appliance must not be used.
- 2.1.23. Do not touch the plug with wet hands.
- 2.1.24. Allow a 50cm safe area around the top and sides of the heater with a 120cm safe area in front.
- 2.1.25. Never use a heater in a room with explosive gas such as petrol or while using any kind of flammable glues, sprays or solvents.
- 2.1.26. Prevent overheating of the appliance by keeping the air inlets and outlets clean and free of anything that may cause blockage. Check all inlets and outlets from time to time for accumulated dust. DO NOT COVER.
- 2.1.27. If overheating should occur, the built-in overheating safety device will switch the appliance off.

- 2.1.28. Do not insert any foreign objects into the grill.
- 2.1.29. Keep the rear grill clear of any draped fabric or curtains.

2.2. Personal safety:

- 2.2.1. CAUTION: Do not leave the appliance unattended during use as there is a risk of an accident.
- 2.2.2. This appliance is only for domestic use, not for industrial or professional use. It is not intended to be used by guests in hospitality environments such as bed and breakfast, hotels, motels, and other types of residential environments, even in farm houses, areas of the kitchen staff in shops, offices and other work environments.
- 2.2.3. 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.
- 2.2.4. This appliance is not a toy. Children should be supervised to ensure that they do not play with the appliance.

2.3. Use and care:

- 2.3.1. Fully unroll the appliance's power cable before each use.
- 2.3.2. Do not use the appliance if the parts or accessories are not properly fitted.
- 2.3.3. Do not turn the appliance over while it is in use or connected to the mains power supply.
- 2.3.4. Unplug the appliance from the mains power supply when not in use and before undertaking any cleaning task.
- 2.3.5. This appliance should be stored out of reach of children.
- 2.3.6. Do not store the appliance if it is still hot.
- 2.3.7. Never leave the appliance unattended when in use and keep out of the reach of children.
- 2.3.8. If for some reason, the appliance were to catch fire, disconnect the appliance from the mains power supply and **DO NOT USE WATER TO PUT THE FIRE OUT.**

2.4. Service:

- 2.4.1. Make sure that the appliance is serviced only by suitably qualified technician, and that only original spare parts or accessories are used to replace existing parts/accessories.

- 2.4.2. If the power cord is damaged, the manufacturer or its service agent or a similarly qualified person must replace it in order to avoid a hazard.
- 2.4.3. Any misuse or failure to follow the instructions for use renders the warranty and the manufacturer's liability null and void.

3. Instructions for use

3.1. Before use:

- 3.1.1. Remove the appliance's protective film (if applicable).
- 3.1.2. Before using the product for the first time, clean in the manner described in the cleaning section.

3.2. Assembly:

Assemble the body frame and the base plate together, following these steps:

- 1. Remove the butterfly nuts from the lower part of the body frame.
- 2. Insert the power cord through the slot in the middle part of the base and then assemble the body frame to the base plate.
- 3. Secure the body frame to the base plate by means of the two butterfly nuts as removed in Point 1. Insert the power cord through the slots and then push the cord into the cord clamps.

3.3. Use and care:

- 3.3.1. Turn the appliance on/off by pressing the orange "POWER" button.
- 3.3.2. Select the desired heating setting by pressing the appropriate buttons.
- 3.3.3. Press the "TURN" button to make the heater oscillate.
- 3.3.4. Press the button again to switch off the oscillating function.

3.4. Safety features:

This appliance is provided with two safety devices: The first device disconnects the appliance when the heater is tilted or when it is tipped over. This is done by means of a switch in the lower part of the heater. The second safety device disconnects the appliance by means of a thermo fuse to avoid overheating.

4. Cleaning

- 4.1. Disconnect the appliance from the mains power

supply and allow it to cool completely before undertaking any cleaning task.

4.2. Clean the outer parts of the appliance with a damp cloth with a few drops of washing-up liquid and then dry. CAUTION! Do not immerse electrical parts of the appliance in any liquid.

4.3. Do not use solvents, or products with an acid or base pH such as bleach, or abrasive products, for cleaning the appliance.

4.4. Never submerge the appliance in water or any other liquid or place it under running water.

5. Anomalies and repair

5.1. Take the appliance to an authorised support centre if product is damaged or other problems arise.

5.2. If the connection to the mains has been damaged, it must be replaced and you should proceed as you would in the case of damage.



Thank you for purchasing a Mellerware product. Mellerware guarantees that your product has been thoroughly inspected and tested before being dispatched and is free from mechanical and electrical defects and complies with the applicable safety standards. With every Mellerware product purchased you get a 2 year warranty as detailed in the terms and conditions below.

First Year – 1 Year Retail Warranty:

Should defects due to faulty parts or workmanship develop, under normal use, within 12 months from the original purchase date, please return the product to the store from where it was purchased for repair free of charge. However, for the customer's convenience we will replace products where the purchase price is equal to or less than R750 incl. VAT

Second Year – 1 Year Extended Warranty

Mellerware takes pride in their product quality and therefore offer an extended 12 month warranty over and above the 1 Year Retail Warranty. Should defects due to faulty material or workmanship develop, under normal domestic use, after the 12 month period and within 24 months from the original date of purchase, please return the product postage pre-paid to Mellerware for repair. Mellerware will repair the product free of charge and return it to you directly. Mellerware will replace a product with a similar product in the same or better condition, if the repair cannot be conducted for whatever reason.

NB: The 1 Year Extended Warranty is only valid for customers who have registered their warranty online at www.mellerware.co.za within the first year after making their purchase. See overleaf for details and instructions.

Before returning your product, check the following:

- Your household mains supply socket is in good condition, working and switched on.
- The mains supply circuit is not overloaded (White trip switch on your DB board is off).
- You have read the trouble shooting guide in your Instructions for Use.
- All accessories and parts are present.

The following conditions apply:

1. Please ensure you retain your receipt as this must be presented when making a claim under the terms of the guarantee. It is impossible to determine the guarantee period without proof of purchase, so please keep this in a safe place. (NB. Your guarantee can be scanned onto the Mellerware web site for safe storage – see reverse side for details.)
2. If a refund or exchange is required the product must be complete with all accessories, parts and packaging. Missing parts will render the guarantee void.
3. Upon receipt of your appliance, check it for any transport damage to ensure it is safe for use. Return it to the store as soon as possible for exchange if damaged. The guarantee is void if products are damaged after use, so please do not use the damaged product.

4. Your product is designed for normal domestic household use. Failure to read and comply with the instructions for use, cleaning and maintenance will render your guarantee void, so please read these instructions carefully to ensure your safety, and to get the most effective use from the product. (e.g. not removing lime scale; water deposits; insect infestation, and/or burnt products)
5. Any abuse, negligent, improper or accidental use or care will render the guarantee void and Creative Housewares (Pty) Ltd will not be liable for any loss or damage.
6. Any attempted repair, or replacement of unauthorised parts will render the guarantee void, so please contact an authorised service centre or service agent for any service or repair requirements.
7. NB: The guarantee on replaced products will be from the original date of purchase and not from when the date replacement was made.
8. All repairs carry a 3 month guarantee even if this falls outside of the 2 year guarantee period.
9. Mellerware will attempt to conduct repairs within reasonable time in line with industry standards but cannot be held responsible or liable for any circumstances not under our control.
10. Terms and Conditions are subject to change without prior notice.

Repairs Out of the Warranty Period

If service or repair becomes necessary outside the warranty period, this service is still available however all transport/postage, spares and labour costs will be for the customers' account. All chargeable repairs will require the customers' written acceptance of the quote. Once the go-ahead has been received Mellerware will undertake to conduct the repair within a reasonable time and maintain the condition of the product as received. All repairs are guaranteed for 3 months from the date of the repair.

For any service, enquiries and complaints please contact our Customer Care on 086 111 5006 or e-mail help@creativehousewares.co.za from 08h00 to 15h00 Monday to Friday excluding public holidays. Please also note that the company is normally closed for 2 weeks around Christmas and New Year.

Please send all products for repair postage pre-paid to one of the service centres listed on the back of this page.

ONLINE WARRANTY REGISTRATION

Why register your warranty?

We at Mellerware pride ourselves on bringing premium quality appliances to market, and as a commitment to this level of quality we offer a 2 year warranty (1 Year Retail + 1 Year Extended) on all of our products. We often hear that our customers lose their receipts and can therefore no longer claim if they have a problem. To take advantage of the 1 Year Extended Warranty you will need to register your warranty online within the first year of purchase in order to make a valid claim. Now you can register your product, upload your warranty online, never have to worry about losing your receipt again and enjoy the benefit of your 2 year warranty.

Added Benefits

In addition to providing you with an online profile of your registered products we will also provide a host of value added benefits:

- Incentives and Competitions for registered users
- New recipes or ideas for your products
- New product developments – be the first to get the latest appliances
- Special offers on promotional items

How to Register your Online Warranty?

STEP1 Create your user profile:

If you haven't done so already, simply visit www.mellerware.co.za, click on the "Product Registration" link and follow the easy instructions. You will receive a user-name and password once registered. This will give you access to your user profile.



STEP2 Pick a registration method:



DESKTOP/ LAPTOP

- Open your internet browser and visit www.mellerware.co.za
- Click on the "Registration" link and login using your user name and password.
- Click on "Register your products and upload receipts" and follow the easy instructions.
- Scan and upload your receipt



SMART PHONE/ TABLET

- Scan the QR code above or visit www.mellerware.co.za
- Click on the "Registration" link and login using your user name and password.
- Click on "Register your products and upload receipts" and follow the easy instructions.
- Scan or take a photo and upload your receipt.



FAX

- Fax the following to 021 931 4058
- First Name and Surname
- Contact telephone and fax number.
- Product Model number and Type.
- Traceability Code (found on a label on the product)
- A clear and legible copy of your receipt.

Notes:

1. The online warranty system is a safe storage facility for your receipt.
2. You will be required to register on the Mellerware website. You will receive a username and password once registered. This will give you access to your profile.
3. From your profile you will be able to load products that you have purchased. In order to successfully register your warranty you will need to either scan and upload, or fax through your receipt to us.
4. All instructions on how to load your products are available

inside your profile.

5. Please note that you must check that your receipt has been uploaded correctly. Creative Housewares cannot be held responsible for faxes or files not received.
6. For assistance with registration please email: marketing@creativehousewares.co.za.

NB: Your 1 year extended warranty is only valid if your product is registered online within the first year after purchasing your Mellerware product. Failure to register your product on-line within the first year will render the extended warranty as void.

creative housewares

National Service Centre: 086 111 5006

e-mail: help@creativehousewares.co.za

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