

**READ THE INSTRUCTION BOOKLET BEFORE INSTALLING AND USING THE APPLIANCE.**

The manufacturer will not be responsible for any damage to property or to persons caused by incorrect installation or improper use of the appliance.

The manufacturer is not responsible for any inaccuracies, due to printing or transcription errors, contained in this manual. In addition, the appearance of the figures reported is also purely indicative.

The manufacturer reserves the right to make changes to its products when considered necessary and useful, without affecting the essential safety and operating characteristics.

Glen Dimplex constantly seeks ways to improve the specifications and designs of their products. Whilst every effort is made to produce up to date literature, this document should not be regarded as an infallible guide. Actual product only should be used to derive cut out sizes.

All appliances must be installed by a qualified person/s with adherence to the relevant electrical, plumbing and building codes, with compliance being issued as required by state or national legislation.

Additionally, all upright cookers must have the anti-tilt device installed correctly in adherence to the relevant standards by a licenced installer.

For maximum effectiveness and efficiency all rangehoods should be installed with the use of ductwork, by a licenced installer with adherence to the relevant state and national building codes and regulations.

All Glen Dimplex appliances are for Domestic use only, and must be installed by a licence installer into Domestic Applications only, without exception and to the required Authorities guidelines. Any installation outside of this will VOID warranty. Alfresco areas are not a Domestic application.

**TECHNIKA<sup>®</sup>**

Distributed by:

**Glen Dimplex Australia Pty Ltd**

**Glen Dimplex New Zealand Ltd**

For full terms and conditions, or to register your product warranty, please visit our website:  
[www.glendimplex.com.au](http://www.glendimplex.com.au)

[www.glendimplex.co.nz](http://www.glendimplex.co.nz)

For service advice, please contact the Customer Care Centre by phone or email below.

**Australia**

Ph: 1300 556 816

[customer.care.ha@glendimplex.com.au](mailto:customer.care.ha@glendimplex.com.au)

**New Zealand**

Ph: 09 274 8265

[nztechserv@glendimplex.co.nz](mailto:nztechserv@glendimplex.co.nz)

**TECHNIKA<sup>®</sup>**

# Instructions for Use and Installation

7kg Condenser Dryer  
**TCD7E-5**



# CONTENTS

---

## SAFETY INSTRUCTIONS

■ Safety Instructions .....	2
-----------------------------	---

## INSTALLATION

■ Product Description .....	7
■ Installation .....	7

## OPERATIONS

■ Quick Start .....	9
■ Before Each Drying .....	10
■ Control Panel .....	12
■ Other Functions.....	14
■ Drying Programmes Table .....	17

## MAINTENANCE

■ Cleaning And Care .....	18
■ Trouble Shooting .....	19
■ Technical Specifications .....	21
■ Warranty .....	24

# SAFETY INSTRUCTIONS

---

## ■ Safety Instructions

### ⚠ Warning!

To prevent any damages to your and others' life or property, you have to follow the safety notes.

- This product is for domestic use only, and only for drying textiles which have been washed with water in the household.
- To ensure your safety, power plug must be inserted into an earthed three-pole socket. Check carefully and make sure that your socket is properly and reliably earthed.
- Make sure that the water and electrical devices must be connected by a qualified technician in accordance with the manufacturer's instructions and local safety regulations.
- Do not put more load than recommended. Obey the maximum load volume. See the related chapter in the user manual.
- The tumble dryer is not to be used if industrial chemicals have been used for cleaning.
- Do not dry unwashed items in the tumble dryer.
- Items that have been soiled with substances such as cooking oil, acetone, alcohol, petrol, kerosene, spot removers, turpentine, waxes and wax removers should be washed in hot water with an extra amount of detergent before being dried in the tumble dryer.

## SAFETY INSTRUCTIONS

---

- Items such as foam rubber (latex foam), shower caps, waterproof textiles, rubber backed articles and clothes or pillows fitted with foam rubber pads should not be dried in the tumble dryer.
- Fabric softeners, or similar products, should be used as specified by the fabric softener instructions.
- The final part of a tumble dryer cycle occurs without heat (cool down cycle) to ensure that the items are left at a temperature that ensures that the items will not be damaged.
- The lint trap has to be cleaned frequently.
- The lint must not to be allowed to accumulate around the tumble dryer.
- Adequate ventilation has to be provided to avoid the back flow of gases into the room from appliance burning other fuels, including open fires.
- The exhaust air must not be discharged into a flue which is used for exhausting fumes from appliance burning gas or other fuels.
- The appliance must not be install behind a lockable door, a sliding door or a door with a hinge on the opposite side to that of the tumble dryer. In such a way that a full opening of the tumble dryer door is restricted.
- Oil-affected items can ignite spontaneously, especially when exposed to heat sources such as in a tumble dryer. The items become warm, causing an oxidation reaction in the oil. Oxidation creates heat. If the heat cannot escape, the items can become hot enough to catch fire. Piling, stacking or storing oil-affected items can prevent heat

## SAFETY INSTRUCTIONS

---

- from escaping and so create a fire hazard.
- If it is unavoidable that fabrics that contain vegetable or cooking oil or have been contaminated by hair care products be placed in a tumble dryer they should first be washed in hot water with extra detergent-this will reduce, but not eliminate the hazard.
- The appliance should not be overturned during normal use or maintenance.
- Remove all objects from pockets such as lighters and matches.
- The appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- Children should be kept away unless continuously supervised.

## SAFETY INSTRUCTIONS

- If the power cable 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 for indoor use only.
- The openings must not be obstructed by a carpet.
- If the appliance appears to have a higher than normal temperature, remove the power plug immediately.
- **Warning:**The appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by a utility.
- Remove all packaging before using the appliance, otherwise, serious damage may result.

### **⚠ Warning!**

Never stop a tumble dryer before the end of the drying cycle otherwise too much heat will diffuse and may cause harm.

Correct Disposal of this product:



This marking indicates that this product should not be disposed with other household waste. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmental safe recycling.

## SAFETY INSTRUCTIONS

### **Electric shock hazard**

- Do not pull on the power cord to pull out the mains plug.
- Please do not plug/unplug the mains plug with wet hands.
- Do not damage the power cord and the power plug.

### **Injury danger**

- Do not disassemble and install the dryer under no instruction or supervision.
- Do not stack this dryer on washing machine without stacking kits. (if want stacking on washing machine, please purchase the independent parts and it must be installed by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.)
- Do not lean on the opened door of the dryer.
- Do not put any pyrotoxin on the dryer, such as a candle, electric cooker.

### **Damage danger**

- Do not dry over the rated capacity.
- Do not operate the dryer without the filter door and filter base.
- Do not dry the clothes before being spun.
- Do not expose the dryer directly to the sun, indoor use only.
- Do not install the dryer in humid and environments.
- For cleaning and maintenance, please remember to pull out the power plug and do not directly wash the dryer with water.

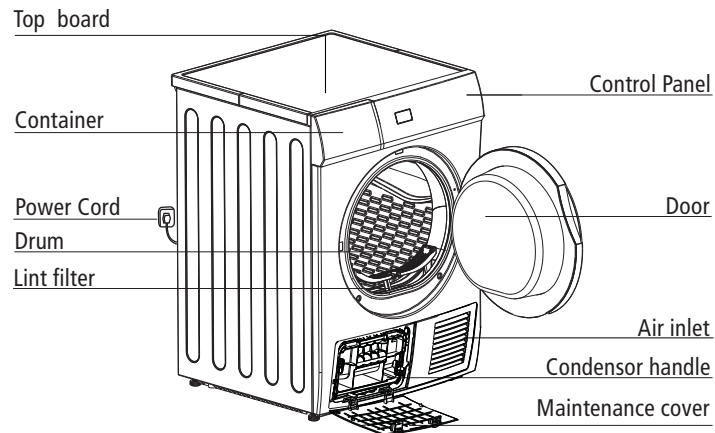
### **Explosion danger**

Please do not dry the clothes with some flammable substances such as coal oil, alcohol or there will be explosion.

Model	Rated capacity
TCD7E-5	7.0kg

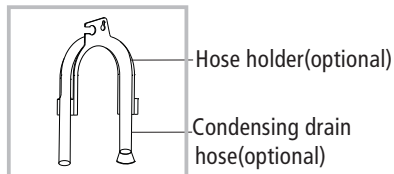
# INSTALLATION

## ■ Product Description

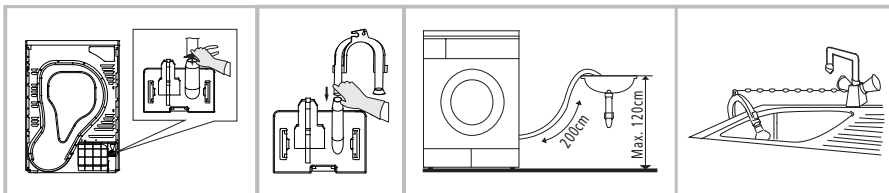


## Accessories

The following parts are optional for specific models. If your dryer has following parts, please wear gloves and install them following the instruction below .



## ■ Installation



Use pliers to remove the drain hose from the hose connector.

Insert the external drainage hose.

Put the hose holder on the washing basin or any other sink.

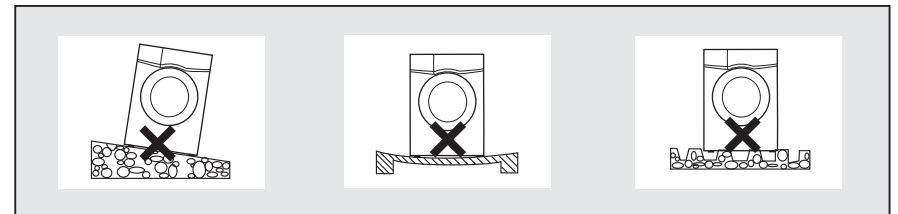
# INSTALLATION

## Transport

Move cautiously. Do not grasp any delicate parts of machine. The machine door can not be used as the handle for delivery.

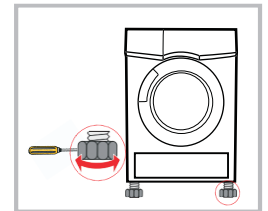
## Installation Position

1. It is recommended that, for your convenience, the machine is positioned close to your washing machine.
2. The tumble dryer must be installed in a clean place, where dirt does not build up. Air must be able to circulate freely all round the appliance. Do not obstruct the front air inlet or the air intake grilles at the back of the machine.
3. To keep vibration and noise to a minimum when the dryer is in use, it should be placed on a firm and level surface.
4. The feet must never be removed. Do not restrict the floor clearance through deep pile carpets, strips of wood or similar. This might cause heat built-up which would interfere with the operation of the appliance.



## Level Adjusting

Once in its permanent operating position, check that the dryer is absolutely level with the aid of a spirit level. If it is not, adjust the feet with a tool.



## Power Supply Connection

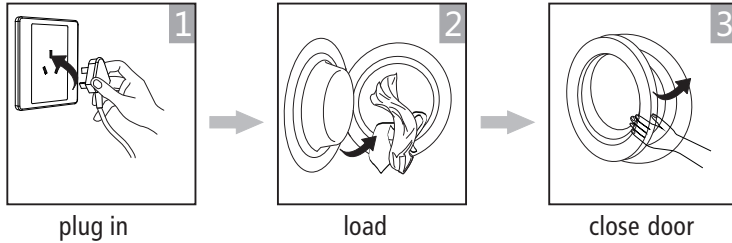
1. Make sure that the voltage of the power supply is the same as the electric specification of the dryer.
2. Do not connect the dryer with the power connection board, universal plug or socket.

# OPERATIONS

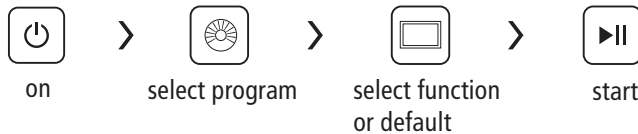
## ■ Quick Start

### 🔧 Note!

Before using, please make sure it's installed properly.

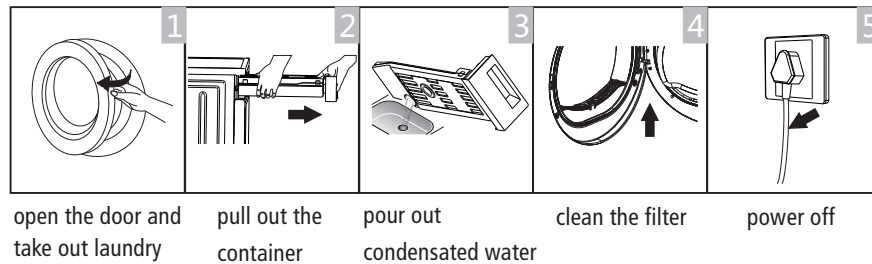


## Drying



## After Drying

Buzzer beep or "0:00" on display.



### 🔧 Note!

- If using a socket with a switch, please press the switch to turn off the power directly.

# OPERATIONS

## ■ Before Each Drying

### ⚠ Attention!

Before the first cycle, the dust and grease may remain in this dryer during the period of manufacture and transportation, to avoid contaminating your clothes, please follow these steps:

- Put some clean rags into the drum.
- Plug the power.
- Select the "Quick" Programme, press "Start/Pause" button.
- After finishing this programme, please follow the "Cleaning And Care" to clean the lint filter and air condenser on page 19.

1. Before drying, thoroughly spin the laundry in washing machine. High spin speed can reduce the drying time and save energy consumption.
2. For uniform drying result, sort the laundry according to fabric type and drying programme.
3. Before drying, please close zips, hooks and eyelets, button up, tie fabric belts, etc.
4. Do not over dry the clothes, because over dried clothes can easily get creases.
5. Do not dry the articles containing rubber or similar elastic materials.
6. The door can be opened only after the programme of the drying machine finishes to prevent human skin from being scalded by hot steam or over heated drying machine.
7. Clean the lint filter and empty container after each use to avoid extension of drying time and energy consumption.
8. Do not dry these clothes after dry-clean process.

The reference weight of dry clothes (each)













Mixed-fabric clothes (about 800g)	Jacket (about 800g cotton)	Jeans (about 800g)	Towel quilt (about 900g cotton)
Single bedsheet (about 600g cotton)	Work clothes (about 1120g)	Sleepwear (about 200g)	Long sleeve shirt (about 300g cotton)
Short sleeve shirt (about 180g cotton)	Short pants (about 70g cotton)	Socks (about 50g mixed-weave)	

### 🔧 Note!

- Never overload.
- Not for textile with dropping water. The dryer could be damaged, even fire.
- Not suitable for silk or woollen textiles.

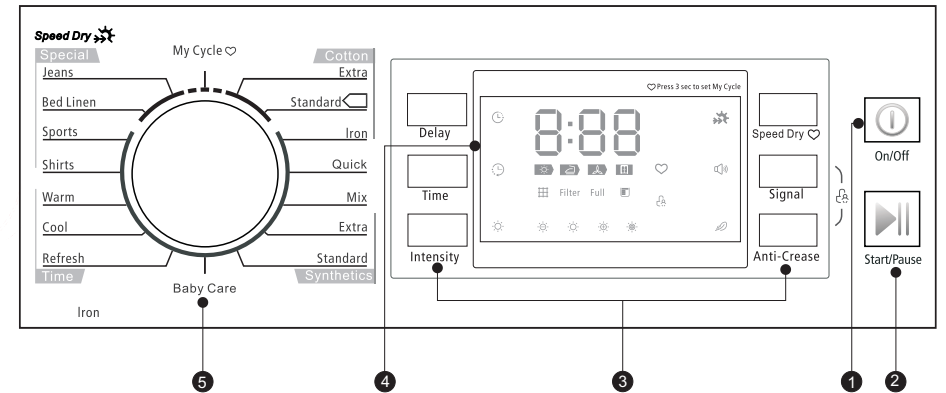
# OPERATIONS

Please pay attention to using the dryer if the materials of your clothes can not be dried by it or contain the symbols as follows:

 Dry	 Normal	 Not tumble dry normal	 Do not dry
 Line dry / hang to dry	 Drip dry	 Dry flat	 In the shade
 Dry clean	 Do not dry clean	 Dry clean normal cycle with any solvent	 Dry clean normal cycle petroleum solvent only

# OPERATIONS

## Control Panel



# OPERATIONS

## 1 On/Off



Product is switched on or off.



## 2 Start/Pause

Press the button to start or pause the drying cycle.

## 3 Specialty function

These buttons are used for setting additional functions.

 Fliter  
Please clean the filter when the "  " is lighting, after the dryer stops.

 Tank  
Please empty the container when the "  " is lighting, after the dryer stops.

 Delay start

 Time


 Child lock

 Remaining Time indicator/Error message


 Cycle phase status

 Filter Clean filters (warning)

 Full Empty water container (warning)

 Dryness level (four grades)

 Speed dry indicator

 Signal indicator

 Anti-crease mode

 My cycle

## 4 Display

This display shows the setting, estimated remaining time and status messages of your dryer.

## 5 Programmes

Different Dryer cycle can be selected according to the user's needs to make the clothes have more effective drying results.

# OPERATIONS

## Programme selector

1. Press the **【On/Off】** button, when the LED display screen brightens up, rotate the programme knob to select the desired programme.
2. Select the **【Delay】**, **【Time】**, **【Intensity】**, **【Speed Dry】**, **【Signal】** or **【Anti-Crease】** functions for additional option.
3. Press the **【Start/Pause】** button.

## Programme start

The drum will keep rotating after the programme starts, the state light in the display area will flash in sequence, the remaining time displayed will change automatically.

## Programme end

1. The drum will stop running after the programme ends, the buzzer will beep, the display will show "0:00", the last cycle phase status light will flash. The dryer will start **【Anti-crease】** function if user doesn't remove the load in 1 minute (refer to page 15). Please press **【On/Off】** key to cut off power and pull the plug out.
2. Deal with the problem according to "Malfunction display and solutions", if there is a unexpected stop during the drying procedure and the dryer shows information (refer to page 20).

## Other Functions

### • Instructions of the **【Delay】** function

This function is used for delaying clothes drying time within 24 hours. The delay time means the programme will start after x hours. When the delay programme starts, the time starts to decrease on the display and the delay icon blinks.

Steps in details

1. Load your laundry and make sure the machine door is closed.
2. Press the **【On/Off】** button, then to turn the programme selector knob and select a desired programme.
3. You can select the **【Anti-Crease】** or **【Signal】** functions according to your need.
4. To press the **【Delay】** key.
5. Continue to press the **【Delay】** to select the delay time.
6. After the **【Start/Pause】** button is pushed, the dryer is at the run condition. The drying procedure will be automatically performed when the delay time is over.
7. If you push the **【Start/Pause】** button again, the delay function will be paused.
8. If you want to cancel the "Delay" function, please press the **【On/Off】** button.



## OPERATIONS

---

- **Instructions of the 【Time】 function**

When the warm or cool or refresh programme is selected, the 【Time】 button can be used to adjust the drying time in 10 min. steps.

- **Instructions of the 【Intensity】 function**

Used to adjust the dryness level of the laundry. The level has four grades .

The drying time increases 5 minutes in every grade.

1. The intensity function can be activated only before the programme start.
2. Press the 【Intensity】 button repeatedly to select the drying time.
3. Except the 【Cotton Iron】 【Quick】 【Synthetic Iron】 【Warm】 【Cool】 【Refresh】 ,all the other programmes can be the 【Intensity】 function.

- **Instructions of the 【Speed dry】**

Use to shorten the drying time, the 【Cotton Extra】 【Cotton Standard】

【Bed Linen】 【Jeans】 programme can be set for this function.

- **Instructions of the 【Signal】 function**

Set up the buzzer on or off. In the general condition, the buzzer is on. Please press it if needed. When the buzzer on:

1. The dryer will give the leading sound if press the extra function buttons.
2. If the dryer is running, rotate the function choosing knob, the dryer will remind the operator it is an invalid choose.
3. When the drying programme ends, the buzzer will also remind the user

- **Instructions of the 【Anti-Crease】 function**

At the end of the drying cycle,the anti-crease operation time is 30 minutes (default ) or 120 minutes (selected).

The 【Anti-Crease】 light shall illuminate when the anti-crease function is selected. This function prevents the laundry from creases. The laundry can be removed during the anti-crease phase. Except 【Cool】 , 【Refresh】 , 【Wool】 all the other programmes have this function.

## OPERATIONS

---

- **Instructions of the 【My Cycle】 function**

Used to define and save your favorite proragmmes that are used frequently.

1. Use the programme selector to select the required programme and other drying functions.
2. Press and hold the 【Speed dry】 button for 3 seconds until the beep and the required programme has been saved.
3. Turn the programme selector to the 【My Cycle】 position, you can start your favorite proragmmes. If you want to change the 【My Cycle】 settings, repeat the steps 1 and 2.

- **Instructions of the 【Child Lock】 feature**

1. This machine incorporates a special child safety lock, which can prevent children from carelessly pressing keys or changing the dryer operation.
2. When the dryer is at the operation state except standby state, press the 【Anti-Crease】 and 【Signal】 buttons at the same time for over 3 seconds to start child lock function. When child lock function is set, the display will show child lock icon and no key can effect to the dryer except 【On/Off】 button.

Under the start state of the child lock, the 【Anti-Crease】 and 【Signal】 buttons shall be pressed at the same time for over 3 seconds to release the child lock function.

## ■ Drying Programmes Table

Programme	Weight (max)		Application/Properties	Delay	Time
	7.0kg	3.0kg			
Cotton	For cottons and coloureds made of cotton or linen.				
	Extra	7.0kg	To dry cotton pieces of clothing. Drying level: extra dry.	Y	N
	Standard		To dry cotton pieces of clothing. Drying level: cupboard dry.		
	Iron		To dry cotton pieces of clothing. Drying level: applicable to iron.	Y	N
Quick	3.0kg	For washing which is to be dried quickly, eg, made of acrylic fibres or for individual small items. Also for subsequent drying.	Y	N	
Synthetics	For non-iron washing made of synthetic and blended fabrics, cotton.				
	Extra	3.5kg	To dry thick or multi-layered synthetic fabrics. Drying level: extra dry.	Y	N
Standard	To dry thin synthetic fabrics which are not ironed, such as easy care shirts, table linen, baby clothes, socks.				
Baby Care	Baby Care	1.0kg	To dry small amount of baby clothing.	Y	N
	Jeans	6.0kg	To dry jeans or leisure clothes that are spun at high speeds in the washing machine.		
Special	Bed linen	5.0kg	To dry bed linen and similar large clothes.		
	Mix	3.0kg	If you can not determine what the clothing's material is, please choose Mix.	Y	N
	Sports	3.0kg	To dry sportswear, thin fabrics, polyester, which are not ironed.		
	Shirts	3.0kg	For easy care clothes such shirts and blouses with anti-crease mechanism for minimum ironing effort. Place clothes loosely in the dryer. Once dried, hang it on a clothes hange		
My Cycle	My Cycle	—	Define and save your favorite programme.	Y	—
	Warm	—	To warm clothes from minimum 10 min. to maximum 120 min. (in 10 min. steps).		
	Cool	—	To cool clothes without blowing hot air from minimum 10 min. to maximum 30 min. (in 10 min. steps).	Y	Y
	Refresh	—	To refresh the clothes that have been kept at closed environments for a long time from minimum 20 min. to maximum 150 min. (in 10 min. steps).		

### 📌 Note!

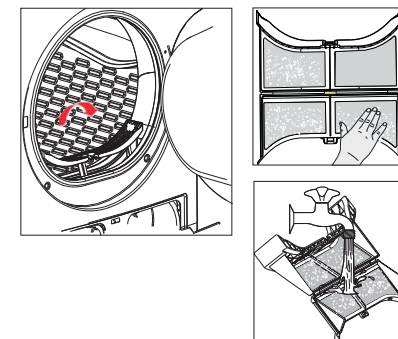
- The energy efficiency test programme "Cotton + Extra", is the most suitable for a dry normal cotton load at rated load capacity. It takes 200 minutes to run.
- Thick or multi-layered fabrics, e.g. bedlinen, jeans, jackets etc, are not easy to dry. It is best to choose Cotton Extra programme.
- Uneven material, thick and multi-layered clothes are not easy to dry, it is best to choose the appropriate time drying programme to dry them if some parts of the clothes still damp after programme finished.

## ■ Cleaning And Care

### Clean the lint filter

Leave the dryer to cool down.

1. Open the machine door.
2. Take out the lint filter, pull upward to take it out.
3. Clean the lint filter; wipe off the scrap threads accumulated on the lint filter, with your hand or rinse with water and dry thoroughly.
4. Reinstall the lint filter.



### 📌 Note!

- The lint filter accumulated on the filter will block the air circulation, which will cause the extension of drying time and energy use; therefore, the scrap thread filter shall be cleaned after each use.
- Disconnect the power cord before cleaning!
- Do not operate the dryer without the lint filter!
- Clean the lint filter after each use to prevent lint accumulation inside the dryer.

### Wash air condenser

Leave the dryer to cool down.

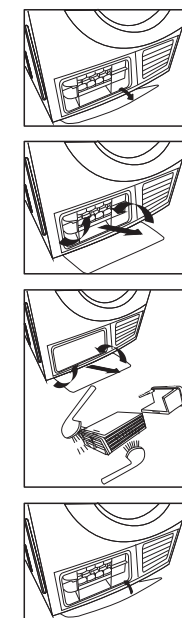
Residual water may escape, place an absorbent cloth under the maintenance cover.

1. Unlock the maintenance cover.
  2. Completely open maintenance cover.
  3. Screw both locking levers towards each other.
  4. Pull out the air condenser.
  5. Clean the air condenser completely, drain thoroughly.
  6. Clean the seals.
  7. Re-insert the air condenser, handle at the button!
  8. Unscrew both locking levers.
  9. Close the maintenance cover until it locks into position.
- Please clean the air condenser approx, once every 3 months if frequently used.

Do not damage the air condenser!

### ⚠ Warning!

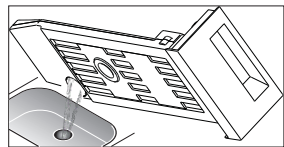
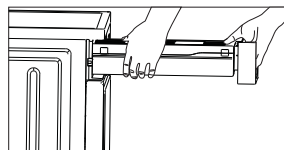
- Clean with water only; do not use hard/sharp-edged objects!
- Do not operate the dryer without the air condenser!
- During drying, water may collect between the window and the seal, but this does not affect the function of your dryer!



## MAINTENANCE

### Empty the water container

1. Hold and pull out the water container with two hands.
2. Tilt the water container, pour out the condensed water.
3. Insert the water container.



### ⚠ Warning!

- Empty the water container after each use, the programme will be paused and the " " icon will light if the water container is full during the drying process. After the container is emptied, the dryer can be restarted by pressing 【Start/Pause】 button.
- Do not drink the condensed water.
- Do not use the dryer without the water container.

### ■ Trouble Shooting

Alarm Problem	Alarm Reason	Release
" E30 "	Heating problem	Please contact your local service center if the problem persists.
" E32 "	Humidity sensor error	
" E33 "	Temperature sensor error	

## MAINTENANCE

### ⚠ Warning!

- Only authorised technicians can carry out repairs.
- Before you call service, please check if you have dealt with the fault yourself or if you have followed the user instructions.
- A technician will charge you for advice, even during the warranty period.

Problem	Solution
• Display does not on	<ul style="list-style-type: none"> <li>• Check if the power supply works.</li> <li>• Check if the mains plug is inserted.</li> <li>• Check the selected programme .</li> <li>• Press the 【On/Off】 button.</li> </ul>
• " " is lighting	<ul style="list-style-type: none"> <li>• Empty water container.</li> <li>• If the light is still on, please call the service.</li> </ul>
• " " is lighting	<ul style="list-style-type: none"> <li>• Clean heat exchanger.</li> <li>• Clear lint filter.</li> </ul>
• Dryer does not start	<ul style="list-style-type: none"> <li>• Check the the door has closed.</li> <li>• Check the programme has set.</li> <li>• Check the start button has selected.</li> </ul>
• Degree of dryness was not reached or drying time too long	<ul style="list-style-type: none"> <li>• Clean lint filter and heat exchanger.</li> <li>• Empty container.</li> <li>• Check drain hose.</li> <li>• Dryer installation place is too restricted.</li> <li>• Clean the moisture sensors.</li> <li>• Keep the Air inlet clean.</li> <li>• Use higher drying intensity level programme or time programme.</li> </ul>

### ⚠ Warning!

- If you cannot deal with the fault by yourself and need help:
- Press the 【On/Off】 button.
  - Pull out the mains plug and call for service.

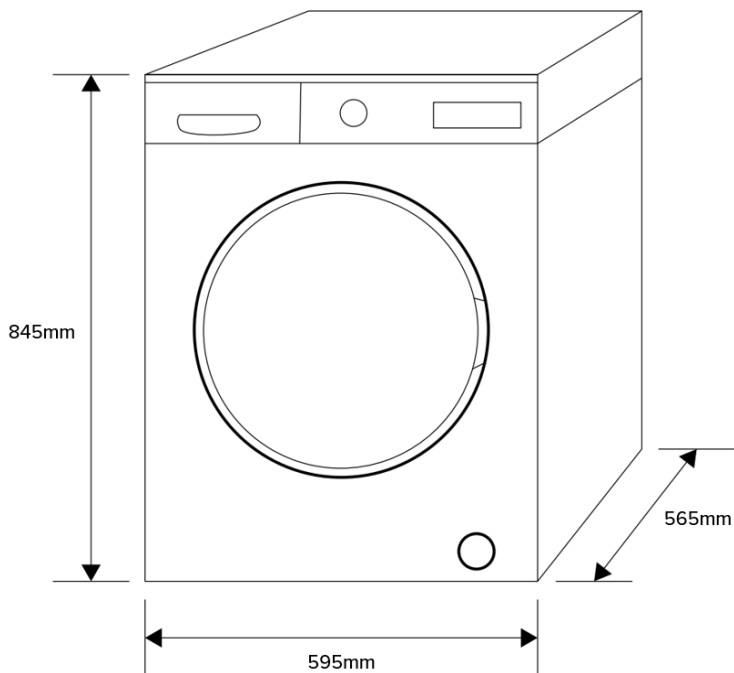
# MAINTENANCE

## ■ Technical Specifications

Dimension(L*W*H)	615*595*845(mm)
Ambient temperature	+5°C ~ +35°C
Rated input power	2000W
Rated voltage	220-240V~
Rated frequency	50Hz
Weight of product	41kg
Rated capacity	7.0kg
Annual Energy Consumption	—

### Note!

- The rated capacity is the maximum capacity, make sure that the dry clothes which are loaded to the appliance do not exceed the rated capacity each time.
- Do not install the tumble dryer in a room when there is a risk of frost occurring. At temperatures around freezing point the tumble dryer may not be able to operate properly.
- There is a risk of damage if the condensed water is allowed to freeze in the pump, hoses and / or condensed water container.



## NOTES

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

## NOTES

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

## MANUFACTURER GUARANTEE

This warranty is provided in Australia by Glen Dimplex Australia Pty Limited ABN 69 118 275 460 (Phone number 1300 556 816) and in New Zealand by Glen Dimplex New Zealand Limited NZBN 9429000069823 (Phone number 09 274 8265) in respect of the **Technika** product.

### 1. Technika Express Warranty

Subject to the exclusions below, we warrant that the product will not have any electrical or mechanical breakdowns within:

- a) In the case of **Technika** products used for personal, domestic or household purposes, a period of **3 years** from the date the product is purchased as a brand-new product from a retailer located in Australia / New Zealand.
- b) In the case of **Technika** products used for purposes other than personal, domestic or household purposes (including business or commercial use), a period of 90 days from the date the product is purchased as a brand-new product from a retailer located in Australia / New Zealand. **Technika** products are designed and intended for domestic use only; and
- c) All warranty repairs must be carried out by Glen Dimplex or their nominated service agent

**Note: warranty periods detailed above may vary in line with agreements with select retail and builder partners and may differ between Australia and New Zealand.**

The benefits conferred by this express warranty are in addition to the Consumer Guarantees referred to in section 3 and any other statutory rights you may have under the Australian / New Zealand Consumer Law and/or other applicable laws.

### 2. Warranty exclusions

This express warranty does not apply where:

- a) The product has been installed, used or operated otherwise than in accordance with the product manual or other similar documentation provided to you with the product;
- b) The product requires repairs due to damage resulting from accident, misuse, incorrect installation, insect or vermin infestation, improper liquid spillage, cleaning or maintenance, unauthorised modification, use on an incorrect voltage, power surges and dips, voltage supply problems, tampering or unauthorised repairs by any persons, use of defective or incompatible accessories or exposure to abnormally corrosive conditions, events independent of human control which occurred after the goods left the control of Glen Dimplex;

- c) The repair relates to the replacement of consumable parts such as fuses and bulbs or any other parts of the product which require routine replacement;
- d) You are unable to provide us with reasonable proof of purchase for the product;
- e) the breakdown occurs after the expiry of the express warranty period set out in section 1 or
- f) the product was not purchased in Australia / New Zealand as a brand-new product.

### 3. Consumer guarantees

Our goods come with guarantees that cannot be excluded under the Australian / New Zealand 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.

### 4. How to make a claim

You may make a claim under this warranty through our website, contacting our customer care line or via email. Contact details for Glen Dimplex Australia and New Zealand can be found at the end of this document

To make a valid claim under this warranty, you must:

- a) Lodge the claim with us as soon as possible and no later than 14 days after you first become aware of the breakdown;
- b) Provide us with the product serial number;
- c) Provide us with reasonable proof of purchase for the product. This can take the form of a store receipt, new home handover form or other payment receipt documentation; and
- d) If required by us, provide us (or any person nominated by us) with access to the premises at which the product is located at times nominated by us (so that we can inspect the product).

### 5. Warranty claims

If you make a valid claim under this warranty and none of the exclusions set out in section 2 apply, we will, at our election, either repair the product or replace the product with a product of identical specification (or where the product is superseded or no longer in stock, with a product of as close a specification as possible).

Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

Products are designed and supplied for normal domestic use. We will not be liable to you under this warranty for business loss or damage of any kind whatsoever.

#### Glen Dimplex Australia Pty Ltd

[www.glendimplex.com.au](http://www.glendimplex.com.au)

#### Australia

Ph: 1300 556 816

[customer.care.ha@glendimplex.com.au](mailto:customer.care.ha@glendimplex.com.au)

#### Glen Dimplex New Zealand Ltd

[www.glendimplex.co.nz](http://www.glendimplex.co.nz)

#### New Zealand

Ph: 09 274 8265

[nztechserv@glendimplex.co.nz](mailto:nztechserv@glendimplex.co.nz)