



You can rely on Defy. To simplify.

|                         |                          |
|-------------------------|--------------------------|
| <b>INDOOR<br/>UNITS</b> | <b>OUTDOOR<br/>UNITS</b> |
| <b>AH09H1</b>           | <b>AC09H1</b>            |
| <b>AH12H1</b>           | <b>AC12H1</b>            |
| <b>AH18H1</b>           | <b>AC18H1</b>            |
| <b>AH24H1</b>           | <b>AC24H1</b>            |

# INSTRUCTION MANUAL

## SPLIT WALL MOUNTED TYPE AIR CONDITIONERS

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

SERIAL NUMBER.....

DATE OF PURCHASE.....

PURCHASED FROM.....

.....



Do not attempt to install or maintain the Air Conditioner yourself. Only authorised agents are to carry out installation and repairs. The manufacturer shall not assume responsibility for accidents or injury caused by incorrect installation. The installation instructions are provided in a separate booklet entitled "Installation Instructions"



## Read this manual before initial installation and operation of the appliance!

Dear Customer, Your new Defy appliance was manufactured in a state of the art facility and has passed the strictest quality control procedures. Please read this manual carefully before using your appliance for the first time and then store it within easy reach for future reference. We trust you will enjoy years of trouble free use.

### The user manual:

- This manual will provide you with information on how to safely operate and care for your appliance in order that you gain the maximum benefit from it.
- Pay particular attention to safety instructions.
- Read all additional documents supplied with your appliance.
- This manual may be used for several similar but different models. Please check for relevance regarding your particular model.

### Explanation of symbols used in this manual



Important safety information. Warning for hazardous situations with regard to life and property.



Caution; Warning for supply voltage.



Caution; Warning for fire hazard.



Read the instructions.



Useful information. Important information or useful hints about usage.

### Unpacking

Remove all packaging. Ensure that packing material is disposed of in a responsible manner and that any plastic bags are cut up to prevent children playing with them and accidentally suffocating. 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.

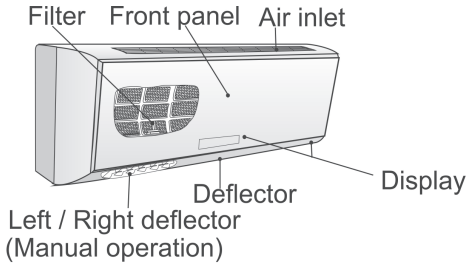
|  |   |
|--|---|
|  | <b>This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety.</b> |
|  | <b>Children should be supervised to ensure that they do not play with the appliance.</b>  |
|  | The manufacturer strives for continuous improvement. Thus technical specifications, text and illustrations in this manual are subject to change without notice.   |
|  | Figures represented in this instruction manual are schematic and may not correspond exactly with your appliance. If the parts are not included in the unit you have purchased, they may be model specific and only valid for some models.   |

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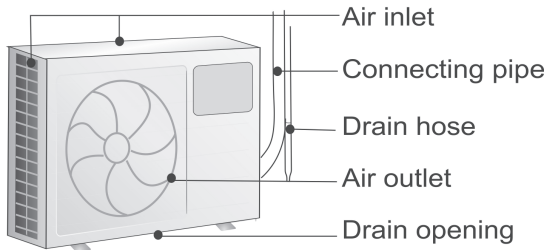
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# 1 Your Air Conditioner

## Indoor unit



## Outdoor unit



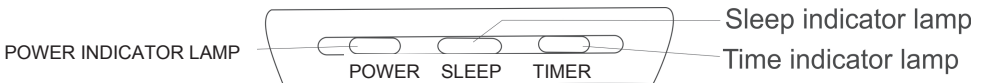
## Accessories

- Inter connecting pipes
- Indoor mounting brackets
- Drain pipe
- Drain plug
- Roll of PVC installation tape
- Owners manual
- Installation manual
- Remote control

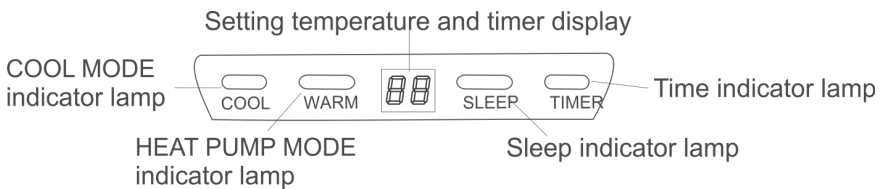
## Displays

### Indicator lamps

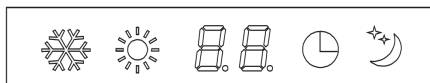
This illustration generalizes all the displays for the models included in this manual. Please refer to the display on your particular model.



### “88” Icon & Indicator lamp



### LED indicator
































## 2 Important safety information

Please review and observe the following information. Failure to do so may result in injuries or material damage and will render any warranty and reliability commitments void.

### Warnings


















- Hand this owners manual over to the new owner should ownership change.
- The appliance must only be used for its intended purpose: Room temperature regulation.
- The appliance is intended to be used in household and similar applications such as in shops, offices and other working environments; farm houses and by clients in hotels, motels and other residential type environments; bed and breakfast type environments; catering and similar non-retail applications.
- Consult with your authorised DEFY service centre for all questions and problems relating to the air conditioner. Only authorised agents are to carry out installation and repairs.

|   |   |
|---|---|
|    | The appliance must be grounded. Incomplete grounding may result in an electric shock.   |
|    | Do not pull the power cord during operation. Doing so could cause a fire. To unplug the appliance, switch off the unit and remove the plug by pulling on the plug and not the cord!   |
|    | Do not attempt to extend the power cord by joining it to another cord, or by using an extension cord. Do not put any other loads on the power supply socket. Extension cables and multiway plugs must not be used for connection. |
|    | Do not damage the power cord. Placing heavy objects on the power cord, having the power cord near objects that operate at high temperatures may cause electric shock and fire.  |
|    | Pull out the power plug or turn off the power supply when not using the appliance for a long period of time. (Accumulated dirt might cause fire).   |
|    | An earth leakage breaker with rated capacity must be installed to avoid possible electric shocks.   |
|   | Do not place burner type appliances where they will be exposed to the airflow of the air conditioner as this may cause incomplete combustion.   |
|  | <b>Do not use the following for cleaning:</b> Chemical solvents, insecticide or inflammable spraying materials. These will damage the appearance of the appliance. Do not spray or sprinkle water directly onto the indoor unit.  |
|  | Vapour and vaporized cleaning materials must never be used in cleaning the appliance. The vapour may come into contact with the electrical parts and cause a short circuit or electric shock.                                     |
|  | Close doors and windows (preferably use a curtain) while operating the appliance for a long time, if room air is quite turbid, open the door and window for a short period of time to allow for some fresh air circulation.       |
|  | If anything abnormal such as a burning smell occurs, stop the operation immediately and switch the circuit breaker off.   |
|  | Do not install the appliance at locations where flammable gas may leak. If there is an electrical leakage from the air conditioner, it may cause a fire or explosion.   |
|  | Do not use the appliance other than for its intended purpose. Do not use the appliance for cooling medicine or academic research samples which require strict temperature control.  |

|   |  |
|---|--|
|     | Do not insert a finger, a rod or any other objects into the air outlet/inlet grille. The fan runs at a high speed and it will cause an injury if touched.  |
|    | Do not dispose of the appliance along with regular household waste. Contact your local authority for disposal information and facilities available. Never dispose of the appliance in a fire.  |
|    | Do not allow children to hang on the appliance. Never use the parts of your appliance as a means of support or step.   |
|    | Young children or infirm persons are not to use the appliance without supervision.   |
|    | Keep ventilation openings clear of obstructions.   |
|    | Unplug the appliance when cleaning, during routine maintenance or if it will not be used for an extended period.   |
|    | Should the mains lead of the appliance become damaged or should it need replacing at any time, it must be replaced by a special purpose made mains lead which can only be obtained from a DEFY Authorised Service Agent.   |
|    | Never connect your appliance to electricity saving systems as they may damage the appliance. Do not pull the batteries apart or throw them into a fire, they will explode.   |
|    | Do not use explosive substances such as aerosol cans with a flammable propellant near the appliance. Do not use flammable gas, benzene, petrol or volatile substances near the appliance.  |
|    | In the event of a malfunction, disconnect the appliance from the power supply. Do not operate a damaged appliance. Consult with your nearest DEFY service centre should you have any concerns  |
|    | Never place objects on top of the appliance, they may fall down and injure you.  |
|   | Never plug the appliance into the wall socket during installation. Death or serious injury may result.   |
|  | The electrical safety of the appliance is only guaranteed if the earth system of your home is compliant with national standards.   |
|  | Do not expose your body directly to the cool (or hot) air of the appliance for prolonged periods; do not cool (or heat) the room too much. This could effect your physical condition and cause health problems.  |
|  | To prevent condensed water from dripping from the appliance: Do not open windows and doors while operating the appliance in the COOL/DRY mode for too long a period of time under high humidity conditions. (above 80%).   |
|  | The appliance is to be installed in accordance with national wiring regulations. The appliance must NOT be installed in the laundry. The appliance must be installed 2.3m above the floor. The appliance must be positioned so that the plug is accessible. For models whose cooling capacity is above 4600W an all-pole disconnection device (which has at least 3mm separation distance in all pole and a residual current device (RCD) and a rating of above 10mA) is to be incorporated in the fixed wiring according to national regulations. |

### 3 Using your air conditioner

#### Icon indicators

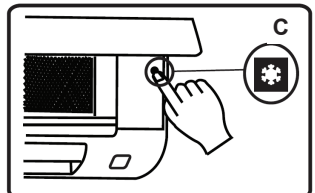
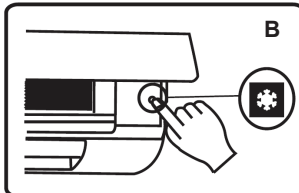
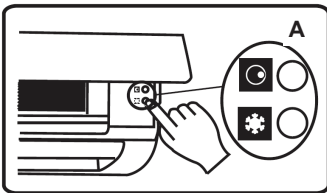
|  |                      |   |                                     |   |                     |
|--|----------------------|---|-------------------------------------|---|---------------------|
|  | SLEEP MODE           |  | SETTING TEMP or INDOOR TEMP DISPLAY |   |                     |
|  | COOL MODE            |  | DRY MODE                            |  | ELECTRIC-HEAT MODE  |
|  | FAN MODE             |  | INDOOR TEMPERATURE                  |  | SETTING TEMPERATURE |
|  | AUTO MODE            |  | REMOTE SIGNAL RECEIVER              |  | HEAT PUMP MODE      |
|  | POWER INDICATOR LAMP |  | SET TIMER MODE                      |  | LIGHT-WAVE MODE     |
|  | HIGH FAN SPEED       |  | MIDDLE FAN SPEED                    |  | LOW FAN SPEED       |



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

#### Emergency operation switch

In case the batteries in the remote controller are flat, or the remote controller is at fault, please use the Emergency operation switch as shown in the diagrams:



#### Check switch

(Please leave this button to be used by the maintenance staff only)



#### Emergency operation switch



#### Cooling only type

Each time the switch is pressed, it changes in sequence as follows: COOL to STOP.

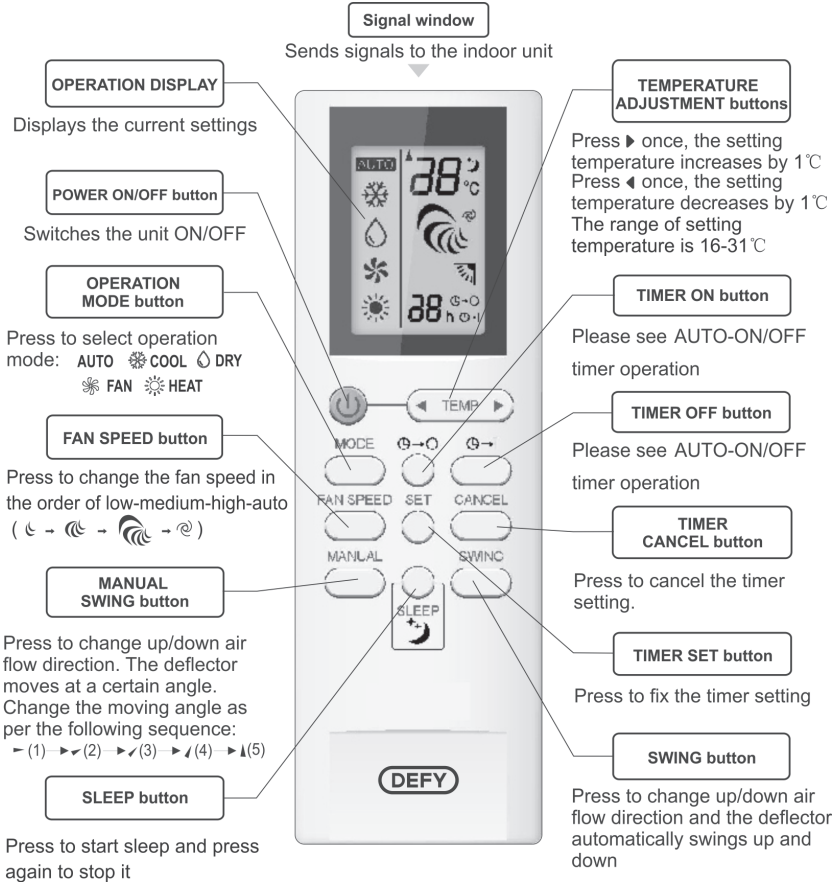
#### Heat pump type

Each time the switch is pressed, it changes in sequence as follows: COOL to HEAT to STOP.



Values stated on the labels or in the documentation accompanying it are obtained in laboratory conditions in accordance with the relevant standards. Depending on operational and environmental conditions of the appliance, these values may vary.

## 4 Remote control



### Note:



If the remote controller is not functioning properly, open the back cover and press the RESET button to restore functionality.

The Cool only type has no HEAT mode.

The operational distance from the remote control to the indoor unit must be within 6 meters with a clear line of sight.

Remove the batteries if the remote controller is not to be used for a long period of time.

In this illustration, all display symbols are **ON** for explanation purposes. Some models may not show all these display symbols.

|  |  |
|--|--|
|  | <p>The manufacturer strives for continuous improvement. For this reason, the text and illustrations in this manual are subject to change without notice.</p> |
|  | <p><b>Warning:</b> Do not break, pull the batteries apart or throw them into a fire. There is a risk of explosion and fire.</p>                              |



## Auto On/Off Timer operation

### AUTO-ON/OFF timer operation set



1. Press this button when the air conditioner is on in order to initiate the AUTO-OFF Timer function.



This symbol will start to flash on the display.



Press this button when the air conditioner is off to initiate the AUTO-ON timer function.



This symbol will start to flash on the display.



2. Each time these buttons are pressed the AUTO-ON/OFF TIME is increased by one hour. (12 hours at the most) AUTO-ON/OFF time will appear on the display.



SET





3. Press the set button to set the AUTO-ON/OFF time.

The  or  will stop flashing on the remote control display.

### AUTO-ON/OFF timer operation cancellation

CANCEL



To cancel the timer operation press the cancel button until the digits of AUTO-ON/OFF time and  or  disappear from the remote controller display.

#### Note:

1. The TIMER ON/OFF operation must be set again after a power failure.
2. Once the AUTO-ON/OFF time is fixed and you would like to change it, cancel the previous AUTO-ON/OFF timer operation.
3. If the set button is pressed after the AUTO-ON/OFF time is fixed, the system will begin counting time anew based on the current display time.

## OPERATION MODE ADJUSTMENT

### AUTO-MODE

In this mode, the air conditioner automatically adjusts the room temperature to the most suitable temperature.

At the start of operation, the air conditioner will automatically select the operation mode according to the room temperature.

The table on the following page shows the parameters which are set at start up.

| Room Temperature (RT) | Cool only type |                             | Heat pump type |                             |
|-----------------------|----------------|-----------------------------|----------------|-----------------------------|
|                       | Mode           | Initial temperature setting | Mode           | Initial temperature setting |
| RT ≥26°C              | Cool           | 24°C                        | Cool           | 24°C                        |
| 26°C>RT ≥25°C         |                | RT-2                        |                | RT-2                        |
| 25°C>RT ≥23°C         | Dry            | RT-2                        | Dry            | RT-2                        |
| RT<23°C               |                | 21°C                        | Heat           | 26°C                        |

## COOL-MODE

Press the MANUAL SWING button or the SWING button to change the up/down flow direction.  
 Press the FAN SPEED button to change the fan speed of the indoor unit.  
 Press the TEMPERATURE ADJUSTMENT button to change the set temperature.

## DRY-MODE

In this mode, the air conditioner automatically sets the room temperature. (This temperature will not appear on the display).  
 The TEMPERATURE ADJUSTMENT button and the FAN SPEED button are not functional.  
 Press the MANUAL SWING button or the SWING button to change up/down air flow direction.

## FAN-MODE

In this mode, the outdoor unit does not operate. The indoor fan alone operates.  
 Press the MANUAL SWING button or the SWING button to change up/down air flow direction.  
 Press the FAN SPEED button to change the fan speed of the indoor unit.

## HEAT-MODE (Only on heat pump type)

Press the MANUAL SWING button or the SWING button to change up/down air flow direction.  
 Press the FAN SPEED button to change the fan speed of the indoor unit.  
 Press the TEMPERATURE ADJUSTMENT button to change the set temperature.

## SLEEP-MODE

### Sleep mode when running in cooling or drying

- A. The indoor fan runs at low speed.
- B. After one hour of operation the set temperature will increase by 1°C.  
 One hour later, the set temperature will increase by another 1°C.  
 The air conditioner will then continue operating at 2°C above the set temperature.

### Sleep mode when running in heating

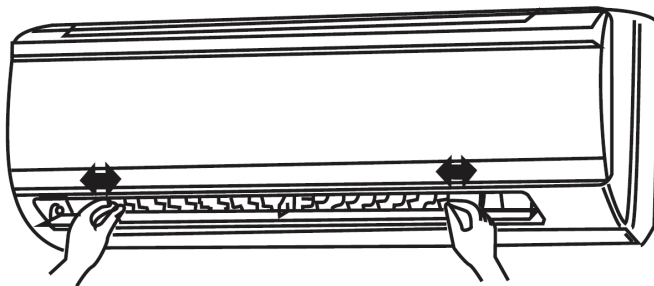
- A. The indoor fan runs at low speed
- B. After one hour of operation the set temperature will decrease by 2°C.  
 One hour later, the set temperature will decrease by another 2°C.  
 The unit will then continue operating at 4°C below the set temperature.

The following table shows the operating settings of set temperature, fan speed and deflector during emergency operation:

| Mode    | Set temperature | Fan speed | Deflector |
|---------|-----------------|-----------|-----------|
| Cooling | 24°C            | High      | Swing     |
| Heating | 24°C            | High      | Swing     |

### Horizontal Louver blade

Hold the knob and move the deflector to change the right/left airflow direction. Be careful not to adjust the deflector during operation as the fan is rotating at a high speed and may injure your fingers.

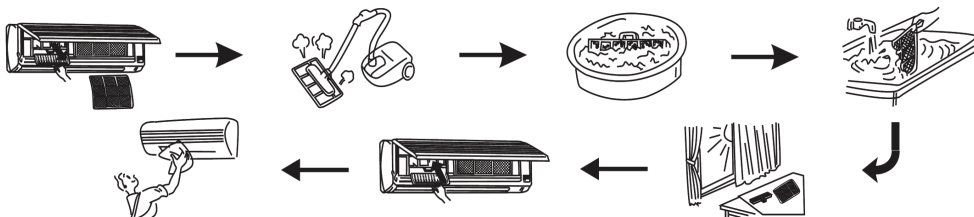


## 5 Maintenance and cleaning

Clean the front grille and air filters at least once in every two weeks. Before cleaning, be sure to stop the operation of the air conditioner and switch off at the circuit breaker. Illustrations are shown for explanation purposes only. During operation, please ensure that actual objects are taken into account as major points of reference.

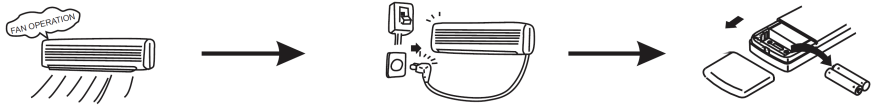
### Clean the front grille and air filters

1. Open the front grille by pulling the tabs on both sides and lift it up until it stops with a click. Pull out the air filters.
2. Remove all dust on the front grille and air filters with a vacuum cleaner or brush. (If the dust does not come off easily, wash the air filters with a gentle detergent dissolved in warm water below 45°C).
3. Wash the filters in clean water and leave them to dry in the shade.
4. Refit the front grille and air filters in their original position and close the front grille.
5. Wipe the surface of the unit with a moist cloth and then wipe it again with a dry cloth. (Do not use benzene, solvent or any other chemical products).



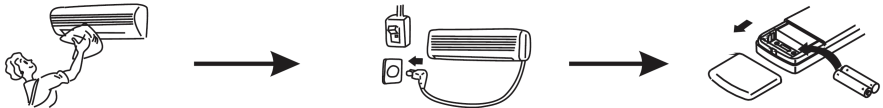
### If you will not be using the air conditioner for a long period of time

1. Set the fan on for a few hours to dry out the inside thoroughly. (Choose COOL mode or HEAT mode and select the highest set temperature).
2. Switch off the unit and unplug it from the wall socket. Clean the filters and outer surface.
3. Take out the batteries from the remote controller.



### If you have not used the air conditioner for a long period of time

1. Clean the filters and refit them to their original position. Clean the indoor and outdoor units with a piece of soft cloth.
2. Insert the power plug (ensure the earth wire is not loose).
3. Refit the batteries into the remote controller.



### Performance parameters

| Model                                 |           | AH09H1/AC09H1                | AH12H1/AC12H1 | AH18H1/AC18H1 | AH24H1/AC24H1 |
|---------------------------------------|-----------|------------------------------|---------------|---------------|---------------|
| <b>Power</b>                          |           | 220-240V~50Hz                |               |               |               |
| Rated cooling capacity (BTU)          |           | 9000                         | 12000         | 18000         | 24000         |
| Rated heating capacity (BTU)          |           | 9200                         | 12000         | 19000         | 25000         |
| Rated input Power (W)                 | Cool      | 850                          | 1120          | 1700          | 2300          |
|                                       | Heat pump | 750                          | 1020          | 1700          | 2100          |
|                                       | Aux heat  | -                            | -             | -             | -             |
| Rated input Current (A)               | Cool      | 4.0                          | 5.1           | 8.0           | 9.5           |
|                                       | Heat pump | 3.5                          | 4.7           | 8.5           | 9.5           |
|                                       | Aux-heat  | -                            | -             | -             | -             |
| Air flow volume (m <sup>3</sup> /h)   |           | 450                          | 450           | 650           | 1100          |
| Dehumidifying capacity (L/h)          |           | 0.8                          | 1.2           | 1.8           | 2.8           |
| Waterproof class                      |           | IP20 (Indoor) IP24 (Outdoor) |               |               |               |
| Protection class                      |           | I                            |               |               |               |
| Climate type                          |           | T1                           |               |               |               |
| Energy rating                         |           | A                            |               |               |               |
| Refrigerant (R410A) charge amount (g) |           | 570                          | 690           | 1210          | 1300          |
| Noise (dB(A))                         | Indoor    | <39                          | <40           | <46           | <50           |
|                                       | Outdoor   | 49                           | 50            | 56            | 58            |
| Net weight (kg)                       | Indoor    | 9.5                          | 9.5           | 10.5          | 16.5          |
|                                       | Outdoor   | 24.5                         | 27            | 39            | 47.5          |
| Dimensions WxHxD (mm)                 | Indoor    | 800x290x196                  | 800x290x196   | 860x292x205   | 1080x330x220  |
|                                       | Outdoor   | 600x480x250                  | 700x540x255   | 770x520x280   | 845x680x310   |
| Fuse parameter                        |           | T3.15A/250V                  |               |               |               |

## 6 Trouble shooting

Please review this list before calling a service centre. It could save you time and money. This list includes frequent complaints that do not arise from defective workmanship or material usage. Some of the features described here may not apply to your model.

| Symptom  | Check   |
|--|---|
| The air conditioner does not operate.  | <ul style="list-style-type: none"> <li>• Make sure the air conditioner plug is securely plugged in.</li> <li>• Are there any obstacles or disturbance supply oscillators in the room that may be disturbing the signal from the remote controller?</li> <li>• Is there a power failure?</li> <li>• Is the power plug plugged in properly?</li> <li>• Check for a blown fuse or tripped circuit breaker.</li> <li>• Test the wall socket for power using another appliance.</li> <li>• Inspect the electrical cord for damage.</li> <li>• Eliminate the use of an extension cord, if any is being used.</li> </ul> |
| The remote controller is not operational and does not display.   | <ul style="list-style-type: none"> <li>• Check whether the batteries of the remote controller are usable.</li> <li>• Check whether the batteries are positioned correctly.</li> </ul>   |
| Operation does not start straight away when I/O button is pressed after operation was stopped.                               | <ul style="list-style-type: none"> <li>• This is to protect the air conditioner. Please wait 3 minutes.</li> </ul>  |
| After operation terminates, the vane does not to close completely.   | <ul style="list-style-type: none"> <li>• The stepper motor could not find the RESET point, please restart and stop again.</li> </ul>  |
| Cooling and heating efficiency is not good.  | <ul style="list-style-type: none"> <li>• Is the temperature setting appropriate?</li> <li>• Are the air filters clean?</li> <li>• Are there any obstacles blocking the inlets and outlets of the indoor and outdoor units? Is sleep mode used during daytime?</li> <li>• Is the indoor fan speed set low?</li> <li>• Are doors and windows closed?</li> </ul>   |
| Air will not immediately blow out at the start of HEAT mode.   | <ul style="list-style-type: none"> <li>• The air conditioner is not ready to blow out enough warm air. Please wait.</li> </ul>  |
| After a power failure, the air conditioner will automatically resume the same mode of operation as before the power failure. | <ul style="list-style-type: none"> <li>• This is called the "auto-restart" function and this function is only accessible for certain types of air conditioners with the auto-restart function.</li> </ul>   |
| The indoor unit transfers odours to the outdoor unit.  | <ul style="list-style-type: none"> <li>• The air conditioner may have absorbed odours from the wall, carpet or furniture and passes the odours out through the outdoor unit.</li> </ul>   |
| Indoor unit fan stops during heating.  | <ul style="list-style-type: none"> <li>• The air conditioner is de-icing and this takes 10 minutes at most. (It freezes up when the outdoor temperature is low and humidity is high). It automatically resumes operation about 10 minutes later.</li> </ul>   |
| Cracking sounds.   | <ul style="list-style-type: none"> <li>• These types of sounds are caused by expansion and contraction of the front grille as a result of temperature changes.</li> </ul>   |
| The sound of running water can be heard.   | <ul style="list-style-type: none"> <li>• This may be the sound of flowing refrigerant inside the air conditioner, the sound of accumulated flowing water on the heat exchanger or the sound of frost melting on the heat exchanger.</li> </ul>  |

| Symptom   | Check   |
|---|---|
| Indoor unit emits sounds.   | <ul style="list-style-type: none"> <li>• A click type sound is made by the switching on of the fan or compressor.</li> <li>• Sounds are made by the refrigerant flowing inside the air conditioner.</li> </ul>  |
| When the unit is set to directional swinging at low angle on COOL mode: the deflector will auto swing to its maximum angle for 3 minutes and then resume to swing at the low angle. | <ul style="list-style-type: none"> <li>• This function prevents the production of condensed water and is not a cause for concern.</li> </ul>  |
| Outdoor unit leaks water.   | <ul style="list-style-type: none"> <li>• During cooling, the connecting pipe or pipe connector will cause moisture content condensation due to the low temperature.</li> <li>• During heating or defrosting, melting water and water vapour will run out. During heating, water on the heat exchanger will drip.</li> </ul> |

**Since the following are not factory faults they are the owners responsibility:**

- Damage to the exterior finish and breakage of components.
- Damage caused through improper use of the appliance.
- Damage caused by moving the appliance.

**If one of the following symptoms occurs, please switch the circuit breaker off immediately and call the nearest authorised Defy service centre for help.**

- The power cord has overheated or is damaged.
- An abnormal sound is heard during operation.
- The circuit breaker, fuse or the earth leakage breaker often cuts off the operation.
- One of the switches or buttons often fails to work normally.
- The air conditioner emits a burning smell during operation.
- Water leaks from the indoor unit.

1.The indicated noise parameter is measured in laboratories before leaving the factory.

2.The rated cooling/heating capacity is tested under the following conditions:

|                          |               |          |          |                |          |          |
|--------------------------|---------------|----------|----------|----------------|----------|----------|
| <b>Cooling operation</b> | <b>Indoor</b> | 27°C(DB) | 19°C(WB) | <b>Outdoor</b> | 35°C(DB) | 24°C(WB) |
| <b>Heating operation</b> | <b>Indoor</b> | 20°C(DB) | 15°C(WB) | <b>Outdoor</b> | 7°C(DB)  | 6°C(WB)  |

3.Due to a policy of continuous improvement, we reserve the right to modify technical data without notice. While errors and omissions are a possibility, every reasonable effort has been made to ensure that the information in this manual is correct.

4.Operating temperature range:

|  | Cooling   | Heating   |
|--|-----------|-----------|
| <b>Ambient operating temperature range (°C). Indoor</b>  | 15°C/32°C | 10°C/24°C |
| <b>Ambient operating temperature range (°C). Outdoor</b> | 21°C/48°C | -6°C/18°C |

5. The wiring diagram of the air conditioner (indoor unit/outdoor unit) are attached to the indoor/ outdoor unit respectively.

6.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.

## Service Centres

If you have followed the instructions and still have a problem, contact the nearest Defy Service Centre. They will be able to advise you on any aspect of the appliance or send a qualified technician to repair it.

### BLOEMFONTEIN

160 Long Street, Hilton, Bloemfontein 9301  
Tel: 051 400 3900  
[Bloemfontein.Service@defy.co.za](mailto:Bloemfontein.Service@defy.co.za)

### CAPE TOWN

5A Marconi Rd. Montague Gardens, 7441  
Tel: 021 526 3000  
[CapeTown.Service@defy.co.za](mailto:CapeTown.Service@defy.co.za)

### DURBAN

35 Intersite Avenue, Umgeni Business Park,  
Durban, 4051  
Tel: 031 268 3300  
[Durban.Service@defy.co.za](mailto:Durban.Service@defy.co.za)

### EAST LONDON

16 Bowls Rd. Arcadia, East London, 5201  
Tel: 043 743 7100  
[EastLondon.Service@defy.co.za](mailto: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](mailto:Gauteng.Service@defy.co.za)

### POLOKWANE

87 Nelson Mandela Drive, Superbia 0699  
Tel: 0152 92 1166 / 7 / 8 / 9  
[Polokwane.Service@defy.co.za](mailto:Polokwane.Service@defy.co.za)

### PORT ELIZABETH

112 Patterson Road, North End, Port Elizabeth 6001  
Tel: 041 401 6400  
[PortElizabeth.Service@defy.co.za](mailto: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](mailto:Pretoria.Service@defy.co.za)

### 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  
[sqiservicecentre@microlink.zm](mailto:sqiservicecentre@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](mailto: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](mailto:service@rma.co.bw); [raja@rma.co.bw](mailto: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](mailto:coolworldlda@hotmail.com)  
Nosso Show Room  
Av: da Industrias, Parcela No.735 \* 735A  
Machava, Maputo

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

Please register your product at  
[www.defy.co.za](http://www.defy.co.za)  
DEFY APPLIANCES (PTY) LTD  
P.O.BOX 12004  
JACOBS  
DURBAN  
4026  
SOUTH AFRICA

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 50km from a Company Service Centre or an Authorised Service Dealer. Where the appliance is located beyond the 50km radius, the purchaser shall be liable for the standard travelling charges, as determined by the Company.
2. 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. These warranties shall not apply to the appliance if it is purchased or used beyond the borders of the Republic of South Africa, Namibia, Botswana, Swaziland and Lesotho.
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.**



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