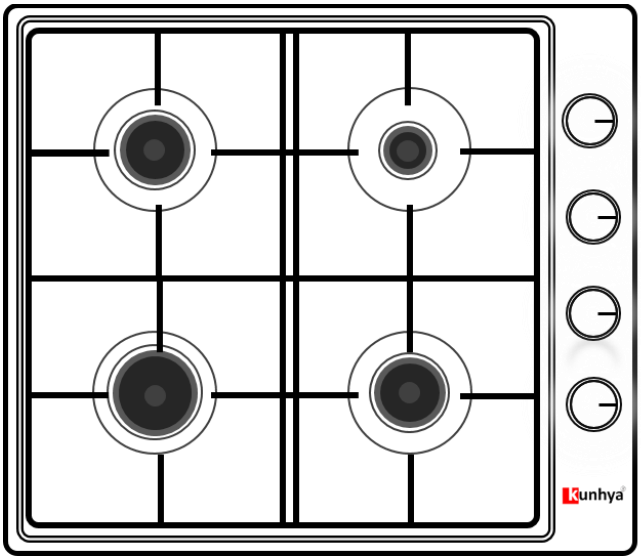
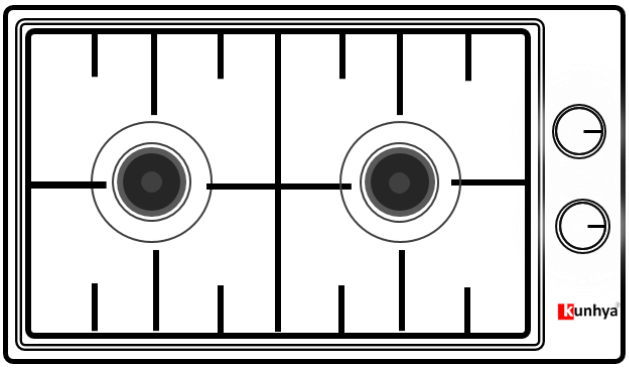
Gas Hob

[EN] User Manual

KUN2003-1 2003-2 / KUN2004-1 2004-2



KUN2001-1 2001-2 / KUN2002-1 2002-2



This appliance has been manufactured in accordance with European Union requirements and quality approval standards.

Please read this manual first!

Dear Customer,

Thank you for choosing a Kunhya product. We want your product, manufactured using high quality materials and technology, to provide you with the best performance. To achieve this, please read this entire manual and all accompanying documents carefully before using the product, and keep them for future reference. If you give the product to someone else, also provide them with the user manual. Follow the instructions, taking into account all information and warnings in this manual.

Please note that this manual may also apply to other models. Differences between models are clearly indicated in the manual.

1 Important Safety and Environmental Instructions

This section contains safety instructions that will help protect against the risk of personal injury or property damage. Failure to follow these instructions will void all warranties.

General safety

- This product may be used by children aged 8 and over and by persons with reduced physical, sensory or mental capabilities, or who lack experience and knowledge, provided that they have been given supervision or instruction concerning safe use of the product and understand the hazards involved. Children must not play with the appliance. Cleaning and user maintenance must not be carried out by children unless they are supervised.
- This appliance must not be used by persons (including children) with reduced physical, sensory or mental capabilities unless they are supervised or have been given the necessary instructions. Children must not play with the appliance when unsupervised.
- If the product is given to another person for personal use or as a second-hand item, the user manual, product labels and all other relevant documents and parts must be supplied with it.
- Always have installation and repairs carried out by an authorised service centre. The manufacturer shall not be liable for damage resulting from work performed by unauthorised persons.
- Do not operate the product if it is faulty or visibly damaged.
- Make sure that the product is switched off after each use.

Safety when working with gas

- All work on gas equipment and systems must be carried out by authorised and qualified persons.
- Before installation, check that the local supply conditions (gas type and gas pressure) are compatible with the product settings.
- The product is not equipped with a device for discharging combustion gases. The product must be installed and connected in accordance with the applicable installation regulations. Pay particular attention to ventilation requirements.
- ⚠ **CAUTION:** The use of gas cooking appliances produces heat, moisture and combustion products in the room in which they are installed. Ensure that the kitchen is well ventilated, especially while the appliance is in use: keep natural ventilation openings unobstructed or install a mechanical ventilation device (mechanical extractor hood). Prolonged intensive use of the appliance may require additional ventilation, for example increasing the output of the mechanical ventilation system, if fitted.
- Gas appliances and gas systems must be checked regularly to ensure that they operate correctly. The regulator, hose and hose clamp must be replaced at the intervals recommended by their manufacturers and whenever necessary.
- Clean the gas burners regularly. The flames must be blue and burn evenly.
- This product must be used in a room equipped with a properly installed and functioning carbon monoxide detector. Make sure that the carbon monoxide detector works correctly and maintain it regularly. The carbon monoxide detector must be located no more than 2 metres from the product.
- Gas must burn properly in gas appliances. If the gas does not burn sufficiently, carbon monoxide (CO) may be released. Carbon monoxide is a colourless, odourless and highly toxic gas; even a small amount can be fatal.
- Ask your local gas supplier for emergency telephone numbers and information about the precautions to take if you smell gas.

What to do if you smell gas

- Do not use naked flames and do not smoke. Do not operate any electrical switches (e.g. light switches or doorbells). Do not use a landline or mobile phone.
- Open doors and windows.
- Turn off all valves on gas appliances and gas meters.
- Check all pipes and connections for leaks. If you still smell gas, leave the building.
- Warn your neighbours.
- Call the fire brigade. Use a telephone outside the building.
- Do not re-enter the building until authorised personnel have declared it safe.

Electrical safety

- If the product is faulty, it must not be operated until it has been repaired by an authorised service centre. There is a risk of electric shock.
- Connect the product to a socket/outlet or circuit that complies with the values specified in the Technical Specifications table. Whether or not a transformer is used, have the earthing installation carried out by a qualified electrician. Our company shall not be liable for damage resulting from use of the product without earthing in accordance with local regulations.
- Never wash the product by spraying or pouring water onto it. There is a risk of electric shock.
- Never touch the plug with wet hands. Do not pull the cable to unplug the product; always hold the plug itself.
- Unplug the product before installation, maintenance, cleaning or repair.
- If the power cable is damaged, it must be replaced to prevent hazards by the manufacturer, its after-sales service, a similarly qualified certified person (preferably an electrician), or a person designated by the importing company.
- The product must be installed so that it can be completely disconnected from the mains supply. Disconnection must be provided by a switch or an integrated fuse connected to the fixed electrical installation, in accordance with building regulations.
- All work on electrical appliances and systems must be carried out by authorised and qualified persons.
- In the event of any damage, switch off the product and disconnect the electrical supply. To do so, switch off the relevant circuit breaker in your home.

- Make sure that the fuse rating is compatible with the product's current rating.

Product safety

ⓘ **WARNING!** Accessible parts of the product become hot during operation. Do not touch the product or its heating elements. Children under 8 years of age must be kept away from the product unless continuously supervised by an adult.

- Do not use the product if your judgement may be impaired, for example by medication and/or alcohol.
- Take care when using alcohol in your cooking. Alcohol evaporates at high temperatures and may catch fire when it comes into contact with hot surfaces.
- Do not place flammable materials near the product, as its sides become hot during operation.
- Keep all ventilation openings clear.
- The product must not be used on top of appliances such as dishwashers, washing machines or other household appliances. Vibration from these appliances during operation may adversely affect the performance and safety of the hob. In addition, food or liquid spilled while using the hob may damage the appliance underneath.
- Do not clean the product with steam cleaners, as this may cause electric shock.
- ⓘ **WARNING!** Leaving the hob unattended while cooking with solid or liquid fats is dangerous and may cause a fire. Never try to extinguish a fire with water. Disconnect the product from the electrical supply, then cover the flames with a lid, fire blanket or similar item.
- ⚠ **CAUTION:** The cooking process must be supervised. Short cooking processes must be supervised continuously.
- WARNING! Fire hazard: Do not store items on the cooking surface. To ensure safe operation of the product:
- Make sure that the product plug is firmly inserted into the socket to prevent arcing.
- Do not use cut or damaged cables or extension cables other than the original cable.
- Make sure that the socket into which the product is plugged is free of liquid and moisture.
- Do not use the product until its gas connections have been installed so as to prevent gas leakage.

Intended use

- This product is designed for domestic use. It is not intended for commercial use.
- CAUTION: This product must be used for cooking purposes only. It must not be used for other purposes, such as heating a room.
- The manufacturer accepts no liability for damage caused by improper use or transportation.
- The service life of the product you have purchased is 10 years. This is the period during which the manufacturer must keep the spare parts required for the product to function as described.

Child safety

- WARNING: Accessible surfaces of the product become hot during use. Keep children away from the product.
- Packaging materials are dangerous for children. Keep packaging materials out of their reach.
- Electrical and/or gas appliances are dangerous for children. Keep children away from the product while it is operating and do not allow them to play with it.
- Do not place objects on the product that children could reach.

Disposal of the waste product

- This product does not contain harmful or prohibited substances specified in the Regulation on the Control of Waste Electrical and Electronic Equipment published by the Ministry of Environment and Urbanisation of the Republic of Türkiye. It complies with the WEEE Regulation.
- This product has been manufactured from high-quality parts and materials that can be recycled and reused. Therefore, do not dispose of the product with household or other waste at the end of its service life. Take it to a collection point for the recycling of electrical and electronic equipment. Ask your local authority where these collection points are located. By recycling used products, you help protect the environment and natural resources. Before disposing of the product, cut off the power plug and disable the loading-door locking mechanism to protect children.

Packaging information

- The product packaging is made from recyclable materials in accordance with national legislation. Do not dispose of packaging waste with household or other waste. Take it to the packaging collection points designated by your local authority.

Future transportation

- Keep the product's original box and transport the product in it. Follow the instructions on the box. If the original cardboard box is unavailable, wrap the product in bubble wrap or thick cardboard and secure it firmly with tape.
- Secure the burner caps and pan supports firmly with tape.

⚠ Check the overall appearance of the product for any damage that may have occurred during transportation.

2 Your Product

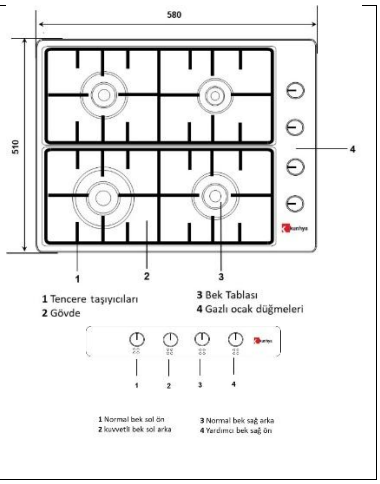
Scope of delivery

⚠ The type of accessories supplied may vary depending on the product model. Your product may not include all the accessories described in this manual.

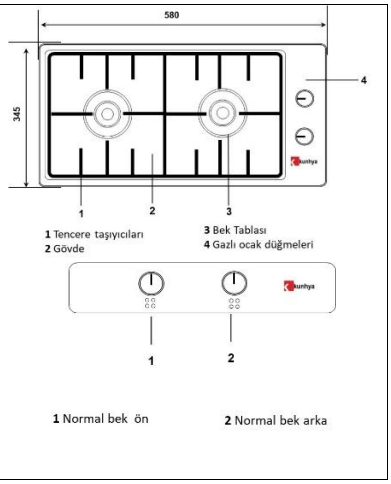
1. User manual
2. Coffee pot support — used for holding a Turkish coffee pot.

Technical specifications

Domestic Gas Hob	EN 30-1-1
Model	**Kun-2003 / Kun-2004**
External dimensions (height/width/depth)	55 mm 580 mm 510 mm
Voltage / Frequency	220-240 V- 50 Hz
Cable type / cross-section	3 x 0,75 mm
Gas appliance category	$II_{2H3B/P}$
Gas type / pressure	LPG G 30 / 30 mbar
Gas type / pressure	NG G 20 / 20 mbar
Total gas input	7,3 kW
Auxiliary burner	1,1 kW
Rapid burner	2,6 Kw
Semi-rapid burner	1,8 Kw
Semi-rapid burner	1,8 Kw
Gas consumption	0,696 m^3/h (NG)
Gas consumption	0,209 kg/h (LPG)



Domestic Gas Hob	EN 30-1-1
Model	**Kun-2001 / Kun-2002**
External dimensions (height/width/depth)	55 mm 580 mm 510 mm
Voltage / Frequency	220-240 V- 50 Hz
Cable type / cross-section	3 x 0,75 mm
Gas appliance category	$II_{2H3B/P}$
Gas type / pressure	LPG G 30 / 30 mbar
Gas type / pressure	NG G 20 / 20 mbar
Total gas input	3,6 kW
Auxiliary burner	-
Rapid burner	-
Semi-rapid burner	1,8 Kw
Semi-rapid burner	1,8 Kw
Gas consumption	0,343 m^3/h (NG)
Gas consumption	0,103 kg/h (LPG)



ⓘ Technical specifications may be changed without prior notice in order to improve product quality.
ⓘ The figures in this manual are schematic and may not exactly match your product.
ⓘ The declared values shown on the product labels or in other printed documents supplied with the product are values obtained in laboratory conditions in accordance with the relevant standards. These values may vary depending on the conditions of use and the environment.

3 Installation

To prepare the product for use, make sure that the electrical and gas installations are suitable. If they are not, contact a qualified electrician and gas installer to have the necessary work carried out.
ⓘ The customer is responsible for preparing the location where the product will be installed and the electrical and/or gas installation.
⚠ The product must be installed in accordance with the local standards and regulations relating to electricity and/or gas.
⚠ Before installing the product, check it for any damage.
⚠ Your hob is not designed to be placed on appliances that vibrate during operation, such as dishwashers, washing machines or under-counter refrigerators. Vibration may loosen the hob taps and gas pipe connections, resulting in gas leakage. Do not install the product on such appliances.

- The product may be installed in kitchen furniture, provided that there is a clearance of at least 400 mm above the hob surface and 100 mm from the side surfaces.
- The product may also be used without being placed in a cabinet, with no support required from either side wall. A clearance of 750 mm must be left above the hob surface.
- If an extractor hood is to be installed above the appliance, follow the hood manufacturer's recommendations for the installation height. If no height is specified in the hood manual, the minimum height must be 650 mm.
- Any kitchen furniture adjacent to the product must be heat-resistant (100°C).

Room ventilation
Every room must have an openable window or an equivalent opening; some rooms must also have fixed ventilation. The air required for combustion is taken from the room, and the resulting gases are released directly into the room. Good ventilation is essential for the safe operation of your product.

Rooms with doors and/or windows opening directly to the outside
Doors and/or windows opening directly to the outside must provide a total ventilation opening of the size specified in the table below, based on the total gas input of the appliance. (The total gas input of the appliance is shown in the Technical Specifications table in this manual.) If the doors and/or windows do not provide the total ventilation opening required for the appliance's total gas input, an additional fixed ventilation opening must be provided in the

room to meet the minimum total ventilation requirements. Fixed ventilation openings may include openings through existing perforated bricks, extractor-hood ducts, etc.

Total gas input (kW)	Minimum ventilation opening (cm^2)
0-2	100
2-3	120
3-4	175
4-6	300
6-8	400
8-10	500
10-11,5	600
11,5-13	700
13-15,5	800
15,5-17	900
17-19	1000
19-24	1250

Rooms without doors and/or windows opening directly to the outside

If the room in which the appliance is installed has no door and/or window opening directly to the outside, it must have a fixed, non-adjustable and non-closable ventilation opening that meets the minimum ventilation-opening requirements for the appliance's total gas input specified in the table above.

Building regulations relating to the product must also be observed. If more than one gas appliance is installed in a room or indoor area, additional ventilation area must be provided over and above the requirement in the table. The size of the additional ventilation area must comply with the requirements for the other gas appliances.

There must also be a clearance of at least 10 mm beneath the door leading into the room where the product is installed. Make sure that carpets and floor coverings do not obstruct this clearance when the door is closed.

The hob may be installed in a kitchen, an open-plan kitchen, or a room combining a bedroom and living room. It must not be installed in a room containing a bath or shower.

Rooms combining a bedroom and living room in which the hob is installed must have a volume of at least 20 m^3. Do not install this product in rooms below ground level unless at least one side is open to ground level.

Installation and connections

The product must only be installed and connected in accordance with the applicable legal installation requirements.

ⓘ Do not install the product next to a refrigerator or cooling appliance. The heat emitted by the product increases the energy consumption of cooling appliances.

ⓘ Do not use the door and/or handle to carry or move the product. The door, handle or hinges may be damaged.

Electrical connection

Connect the product to an earthed socket/circuit protected by a miniature circuit breaker (fuse) of suitable capacity, as specified in the Technical Specifications table. Before using the product with or without a transformer, have the earthing carried out by a qualified electrical technician. Our company accepts no responsibility for damage resulting from failure to use the product with an earthing system installed in accordance with local regulations.

⚠ Connection of the product to the mains supply may only be carried out by an authorised and qualified person. The product warranty becomes valid only after correct installation. The manufacturer shall not be liable for damage resulting from work performed by unauthorised persons.

⚠ The power cable must not be crushed, folded, trapped or allowed to touch hot parts of the product.

The mains supply data must match the data specified on the product rating plate. The rating plate is located on the rear cover of the product. The product connection cable must comply with the values specified in the Technical Specifications section.

ⓘ After installation, the power plug must be easily accessible (but must not be located above the hob). Do not use extension cables or multi-socket adapters.

ⓘ When wiring the product, comply with national/local electrical regulations and use a socket outlet/circuit and plug suitable for the product. If the product's power requirements exceed the current-carrying capacity of the plug and socket outlet/circuit, connect the product directly to the fixed electrical installation without using a plug and socket outlet/circuit.

⚠ Disconnect the product from the electrical supply before starting any work on the electrical installation. There is a risk of electric shock. Connect the power cable.

Gas connection

⚠ Connection of the product to the gas supply system may only be carried out by an authorised and qualified person. There is a risk of explosion and poisoning due to repairs carried out by unqualified persons. The manufacturer shall not be liable for damage resulting from work performed by unauthorised persons.

⚠ Shut off the gas supply before starting any work on the gas installation. There is a risk of explosion.

- The gas supply conditions and values for the product are stated on the labels (or rating plate).
- Before making the gas connection, obtain a plastic gas hose and an installation clamp. The plastic gas hose must have an internal diameter of 10 mm and a length greater than 150 cm.

Connecting the gas hose

- Have the product connected close to the gas connection, ensuring that the connection is leak-tight.
- Fit the installation clamp to one end of the hose. Soften the end of the hose with the clamp by placing it in boiling water for approximately one minute.
- Push the softened end of the hose fully onto the pointed hose connection on the product. Tighten the clamp securely with a screwdriver.
- Repeat the same procedure for the other end of the hose and complete the connection to the gas regulator.

- Be sure to perform a leak test.
- If you later need to use the product with a gas type different from the one for which it is set, the conversion must be carried out by qualified personnel.

⚠ Risk of explosion and suffocation! LPG cylinders must not be kept indoors.

⚠ A gas leak test must always be carried out after changing the direction of the blind plug connection.

⚠ The flexible gas hose must be installed so that it does not touch moving parts in the area and cannot become trapped when those parts move (for example, a drawer). The gas hose must also not be routed through spaces where it may become trapped.

⚠ The gas hose must not be crushed, folded, trapped or allowed to touch hot parts of the product or cookware placed on the product.

Leak test of the connection

- Make sure that all knobs on the product are in the off position. Make sure that the gas supply is on. To check for gas leaks, apply some soapy water to the hose connection.
- If there is a gas leak, bubbles will form in the soapy area. If this happens, check the gas connection again.
- You may also use a commercially available gas leak detection spray instead of soapy water.

ⓘ Never use a match or lighter flame to check for gas leaks.

Final check

1. Turn on the gas supply.
2. Check that the gas connections are securely fitted and do not leak.
3. Light the burners and check the appearance of the flames.

ⓘ The flames must be blue and burn evenly. If the flames are yellowish, check that the burner cap is correctly seated or clean the burner.

4 Preparation

Measures for saving energy

The following information will help you use your product in an environmentally friendly way and save energy.

- Defrost frozen food before cooking.
- Use pots and pans with lids for cooking. Without a lid, energy consumption may increase fourfold.
- Choose a burner that matches the size of the cookware base. Always use a pot of the correct size for your food. Larger cookware requires more energy than necessary.
- Information on energy efficiency in accordance with EU 66/2014 can be found in the product information sheet supplied with the product.

Cleaning before first use

ⓘ Some detergents or cleaning agents may damage the surface. Do not use abrasive detergents, cleaning powders, cleaning creams or sharp objects during cleaning.

1. Remove all packaging materials.
2. Wipe the surfaces of the product with a damp cloth or sponge and dry with a cloth.

5 Using the Hob

General information about cooking

☑ Never fill a pan more than one-third full of oil, and never leave the hob unattended while heating oil. Overheated oil presents a fire hazard. Never try to extinguish a possible fire with water. If the oil catches fire, cover it with a fire blanket or a damp cloth. If it is safe to do so, switch off the hob and call the fire brigade.

- Always dry food thoroughly before frying and place it slowly into the hot oil. Allow frozen food to thaw before frying.
- Keep the lid off the cookware while heating oil.
- Position pots and pans so that their handles do not extend over the burners, to prevent the handles from heating up. Do not use unstable cookware that can easily tip over on the hob.
- Do not place empty pots or pans on lit burners. They may be damaged.
- Operating the burners without pots or pans may damage the product. Turn off the burners after each use.
- Do not place aluminium or plastic containers on the product, as they may be hot. These containers must not be used for storing food either.
- Use only flat-bottomed pots and pans.
- Put an appropriate amount of food in pots and pans. This helps prevent food from boiling over and avoids unnecessary cleaning. Do not place pot or pan lids on the burners. Position cookware centrally over the burners. When moving a pot to another burner, lift it rather than sliding it across the hob.

Gas cooking

- The size of the cookware must match the size of the gas flame. Adjust the flames so that they do not extend beyond the base of the cookware, and centre the cookware on the pan support.

Using the burners

⚠ Do not use pots or pans larger than the dimensions specified above. Using larger cookware than specified may cause carbon monoxide poisoning and overheating of nearby surfaces and control knobs. Using smaller cookware may cause burns due to the flames.

⚠ Parts or components of your product may be damaged by high temperatures when cooking with accessories not recommended in this manual, such as accessories used for making embers. Any damage resulting from such use is the user's responsibility.

The large flame symbol indicates the highest cooking power, while the small flame symbol indicates the lowest cooking power. In the off position (top), the gas supply to the burners is shut off.

Lighting the gas burners

1. Press and hold the burner control knob.
2. Turn it anticlockwise to the large flame symbol. The gas is ignited by the spark.
3. Adjust the flame to the desired cooking power.

Turning off the gas burners

Turn the burner control knob to the off (top) position.

Flame failure safety device

- If a burner flame is extinguished by liquid overflowing onto the upper burners, the safety mechanism activates and immediately shuts off the gas.
- Press the knob in and turn it anticlockwise to ignite the burner.
- After ignition, keep the knob pressed for a further 3–5 seconds to activate the safety device.
- If the burner does not ignite after you release the knob, repeat the same procedure and keep the knob pressed for 15 seconds.

⚠ If the burner does not ignite after you have held the knob for 15 seconds, release the knob. Wait at least one minute before trying again. Accumulated unburned gas may cause an explosion.

6 Maintenance and Cleaning

General cleaning information

⚠ General warnings

- Allow the product to cool before cleaning it. Hot surfaces may cause burns.
- Never apply detergents directly to hot surfaces. This may cause permanent stains.
- The product must be cleaned thoroughly and dried after each use. This makes food residues easier to remove and prevents them from burning when the product is used again. This extends the service life of the product and reduces common problems.
- Do not use steam-cleaning appliances for cleaning.
- Some detergents and cleaning agents may damage the surface. Do not use abrasive detergents, cleaning powders, cleaning creams, descalers or sharp objects during cleaning.
- No special cleaning agent is required for routine cleaning after each use. Clean the product using washing-up liquid, warm water and a soft cloth or sponge, then dry it with a dry microfibre cloth.
- After cleaning, make sure that all remaining liquid has been wiped away, and clean up food spills immediately during cooking.
- Do not wash any part of the product in a dishwasher.

For the burners

- Acidic residues such as milk, tomato paste and oil may cause permanent stains on the hob and burner parts. If liquid spills, switch off the hob, allow it to cool and then clean it.
- The colour of wok-type burners operating at high temperatures may change. This is normal.
- Moving some types of cookware may leave metal marks on the pan supports. Do not slide pots and pans across the surface.
- As burner caps are in direct contact with the flame and exposed to high temperatures, it is normal for them to discolour and become dull over time. This does not affect hob operation.

Reassembling the burner components

After cleaning the burner, position the parts as shown in the illustration.

1. Burner cap 2. Burner head 3. Burner chamber 4. Injector nozzle

5. Ignition electrode (on models with ignition) 6. Flame failure safety valve pin

- Position the burner head so that the ignition electrode passes through its opening. Turn the burner head slightly to the right or left to make sure that it is seated correctly in the burner chamber.
- Place the burner cap on top of the burner head.

7 Troubleshooting

Metallic noises are heard while the product heats up and cools down.

- Metal parts may expand and make noises as they heat up. This is not a fault.

There is no ignition spark.

- There is no power. Check the fuses in the fuse box.

There is no gas supply.

- The main gas valve is closed. Open the gas valve.
- The gas pipe is bent. Install the gas pipe correctly.

The burners do not burn properly or do not light at all.

- The burners are dirty. Clean the burner components.
- The burners are not dry. Dry the burner components.
- The burner cap is not correctly seated. Position the burner cap correctly.
- The gas valve is closed. Open the gas valve.
- The gas cylinder is empty (when using LPG). Replace the gas cylinder.

WARRANTY CERTIFICATE

Manufacturer or Importer: Company name: Kunhya Day.Tük.Mal.San. ve Tic.Ltd.Şti. Address: Melikgazi / Kayseri Telephone: +90 549 797 4949 E-mail: info@kunhya.com.tr Authorised person's signature: Company stamp:	Seller: Company name: Address: Telephone: E-mail: Invoice date and number: Date and place of delivery: Authorised person's signature: Company stamp:

Product details	
Product Type: Gas hob Brand: Kunhya Model: 2003-1/2003-2 | 2004-1/2004-2 | 2001-1/2001-2 | 2002-1/2002-2 Warranty period: Maximum repair period: Band/serial number:	Product Type: Gas hob Brand: Kunhya Model: Warranty period: Maximum repair period: Band/serial number:

WARRANTY TERMS

WARRANTY TERMS

1) The warranty period starts on the date the product is delivered and lasts for 2 years.
2) The entire product, including all its parts, is covered by the warranty.
3) If the product is found to be defective, the consumer may exercise one of the rights set out in Article 11 of Law No. 6502 on the Protection of Consumers:
a) to withdraw from the contract;
b) to request a reduction in the sales price;
c) to request free repair;
d) to request replacement of the product with an identical, non-defective product.
4) If the consumer chooses the right to free repair, the seller is obliged to repair or arrange the repair of the product without charging any fee under any name, including labour costs or the cost of replacement parts. The consumer may also exercise the right to free repair against the manufacturer or importer. The seller, manufacturer and importer are jointly and severally liable for the consumer's exercise of this right.
5) If, after the consumer has exercised the right to free repair, the product:
- breaks down again within the warranty period;
- the maximum period required for repair is exceeded; or
- a report issued by an authorised service station, seller, manufacturer or importer establishes that repair is not possible;
the consumer may request a refund, a price reduction proportionate to the defect, or, if possible, replacement with an identical non-defective product. The seller may not reject the consumer's request. If the request is not fulfilled, the seller, manufacturer and importer are jointly and severally liable.
6) The repair period may not exceed 20 business days, or 45 business days for passenger cars, vans, motorcycles, ATVs, mopeds, motor scooters, personal watercraft, yachts, snowmobiles and caravans. Within the warranty period, this period begins on the date the defect is reported to the authorised service station or seller; outside the warranty period, it begins on the date the product is delivered to the authorised service station. If the defect cannot be remedied within 10 business days, the manufacturer or importer must provide the consumer with another product having similar characteristics for use until the repair is completed. If the product breaks down within the warranty period, the time spent on repair is added to the warranty period.
7) Faults resulting from use contrary to the instructions in the user manual are not covered by the warranty.
8) In disputes concerning the exercise of warranty rights, the consumer may apply to the Consumer Arbitration Committee or Consumer Court at the consumer's place of residence or where the consumer transaction took place.
9) If the seller does not provide this Warranty Certificate, the consumer may apply to the General Directorate of Consumer Protection and Market Surveillance of the Ministry of Trade.