

anko

Robotic Window Cleaner For Household Use Only



Model No.: W400

Rev 5

Note: This appliance's specifications and/or components are subject to change without prior notice.

If any Accessories should fail during use, please call 1300 105 888 (Australia) or 09 8870 447 (New Zealand) for an immediate replacement. This will save you from returning the product to the store.

If we can assist you in any other way, please feel free to contact us.

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READ AND SAVE THESE INSTRUCTIONS FOR FUTURE REFERENCE

1 Warnings



Before using this appliance, read and follow all warnings and instructions in this manual, even if you are familiar with this product.

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.

Children should be supervised to ensure that they do not play with the appliance.



WARNING: Keep batteries out of reach of children. Swallowing can lead to chemical burns, perforation of soft tissue, and death. Severe burns can occur within 2h of ingestion. Seek medical attention immediately.

DO NOT use on the outside of the window if it is raining and is subjected to getting wet.

DO NOT use in very humid conditions, especially if the glass is covered in condensation.

The liquid must not be directed towards equipment containing electrical components, such as power boards or the like.

2 Safety

Please read this instruction manual carefully before first use. It is advisable to keep this instruction manual for future reference.

For additional protection, it is strongly recommended that the use of a residual current device (RCD) / safety switch with a tripping current not exceeding 30mA be used on the circuit supplying this product. If you are unsure if your home has this device, please contact your nearest Electrical Contractor.

To protect against the risk of electric shock, do not immerse the appliance, power supply cord, or plug in water or other liquids.

For electrical safety, any repairs to the product must be performed by a qualified electrical person only, or the product must be disposed of.

DO NOT misuse the Power Supply Cable. Never pull the appliance by the cable or pull to disconnect it from the outlet. Instead, grasp the plug and pull to disconnect.

DO NOT use with damaged Power Supply cable or Power Supply body.

DO NOT handle the Power Supply or appliance with wet hands.

DO NOT use unless fully charged.

DO keep hair, loose clothing, fingers, feet, and body parts away from openings and moving parts.

DO disconnect the Power Supply from the main power when not in use.

ONLY use the Power Supply which was supplied with this appliance.

DO operate the Power Supply from a power source of the same voltage, frequency and rating as indicated on the product identification plate.

ONLY for domestic use. Industrial or commercial use invalidates the warranty.

DO NOT use to clean up flammable or combustible materials (i.e., lighter fluid, petrol, kerosene, etc.) or use in the presence of explosive liquids or vapour.

DO NOT use to clean up toxic material (i.e., chlorine bleach, ammonia, drain cleaner, etc.)

DO NOT charge or run the appliance on an external timer or separate remote-control system.

DO NOT use the appliance if it has been dropped, damaged, left outdoors, or dropped into liquid (water etc.).

DO NOT use if the appliance malfunctions, abnormal noise, smell, smoke, is dropped or damaged in any manner or any breakage is found during operation.

DO NOT attempt to modify this product in anyway.

DO NOT store or use the appliance near high-temperature areas.

DO Keep Power Supply Cable away from heated surfaces and sharp edges.

The appliance must be unplugged after use, before cleaning, before emptying or filling the water tank or carrying out user maintenance on the appliance.

DO ensure the Safety Line (Lanyard) is securely fastened to prevent the appliance dropping to the ground should the appliance detach from the glass, especially when using on the outside of the window.

If using on the outside of the window higher up and there is potential for people to walk underneath the cleaning zone, **DO** ensure you warn people of the appliance in use and to keep away. Better still is to cordon off an area under the cleaning zone so that people cannot walk under the appliance in case it should fall.

DO Keep all openings free of dust, lint, hair, and anything that may reduce airflow.

DO NOT use in swimming pools, etc. containing water.

DO NOT put any objects into openings.

DO NOT stand on the appliance.

DO use only as described in this manual. Use only the manufacturer's recommended attachments.

DO store your appliance indoors in a cool, dry area.

IMPORTANT: DO NOT use without both cleaning pads fitted.

Only use clean water such as demineralised water. **DO NOT** add detergents or cleaning agents to the water as this will damage the appliance.



WARNING

Only use the Detachable Battery Charger / Power Supply which was supplied with this appliance.

Only Charge the Appliance from an SELV: (Safety Extra Low Voltage) Battery Charger with an output rating the same as indicated on the Appliance's rating label.



Model No. CZH072240300D2L 100–240V~ 50/60Hz 1.5A Max. Output: 24V --- 3A

Only charge the battery between an ambient room temperature of 10°C – 40°C.

Battery Pack Specification: Type: Li-ion, 14.8V --- 500mAh



Do Not use the Power Adaptor Outdoors

Consumers are cautioned against using or purchasing counterfeit or inferior quality batteries. These batteries have the potential to cause fire, personal injury, and/or damage to property. These batteries are typically found on online-auction websites or from other retailers and are known to pose a potential safety risk.

Do not use non-rechargeable batteries in place of rechargeable batteries.

Do not use modified or damaged batteries.

Never try to recharge Non-Rechargeable batteries as they may explode, catch on fire, or cause personal injury and/or damage to property.

- May explode if disposed of in fire.
- To prevent injury or burns, do not allow metal objects to contact battery terminals.
- Do not use or store in temperatures above 40°C.
- Do not expose the appliance or battery to excessive temperatures.
- This appliance contains batteries that are non-replaceable. When the battery is at end of life, the appliance shall be properly disposed of.
- When the appliance is used in a bathroom, unplug it after use since the proximity of water presents a hazard even when the appliance is switched off.
- Do not use near bathtubs, showers, basins, or other vessels containing water.



At the end of the battery's life, or if disposing of the appliance, as the battery is not removable, the whole appliance will need to be handed in for the battery to be recycled.

Contact your local waste management authority for more information on Battery Recycling and disposal regulations in your area.

Do not dispose of electrical appliances or batteries as unsorted municipal waste, use separate collection facilities.

If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the groundwater and get into the food chain, damaging your health and well-being.

IMPORTANT: Should you find any abnormal fluid or residue seeping out of the appliance body, this could be an indication that the battery is leaking. This signifies a damaged battery which must be immediately disposed of.

As the Battery Pack is not removable, the whole unit will need to be handed in for the battery to be recycled.

Take care not to touch the leaking fluid or residue and if possible, place it into a large plastic bag and then place it outside in a dry area.

Contact your local council or regional authority for more information on collection and safe disposal.



WARNING: With any battery type, should a metal object come into contact with battery terminals either while charging or not charging, this will short out the battery and could cause the battery and surrounding items to catch fire.

Do Not Open the Appliance to access the Battery Pack. There are no serviceable parts inside.

If a third party uses this appliance, **DO** supply the instruction manual with it.

No liability can be accepted for any damage caused by non-compliance with these instructions or any other improper use or mishandling of appliance.

This product has not been designed for any uses other than those specified in this manual.

ONLY for domestic use. Industrial or commercial use invalidates the warranty.

Read and Save These Instructions

3 Window Types

This appliance is **NOT** suitable on the following types of glass and surfaces:

- If the glass surface is uneven, has cracks / damaged, has decorations / stickers, has been coated, is laminated, or joined glass with raised edges.
- Arc-shaped glass, irregular-shaped glass, glass with a gap width greater than 2mm with filler material lower than the surface of the glass panes by more than 2mm.
- Not to be used surfaces which are not glass.
- Glass border height is less than 2mm.
- Glass with an area less than 35 x 35cm.

4 Transporting the Appliance

To move your cleaner from room to room, unplug the Power Supply and carry using the finger grips on the side of the appliance. Never pull or carry the appliance by its power cord or safety rope (Lanyard).

5 Important Items to Check Before Use

The appliance must be plugged in and switched on at the power point when in use.

IMPORTANT: The appliance will not function if the built-in battery charge level is not at 100%. The appliance must be fully charged for it to start normal operation.

The built-in Battery will not charge during use.

Before use, please check: Ensure the built-in battery is fully charged (Green light on) before each use. Refer to “Charging” Section in this manual.

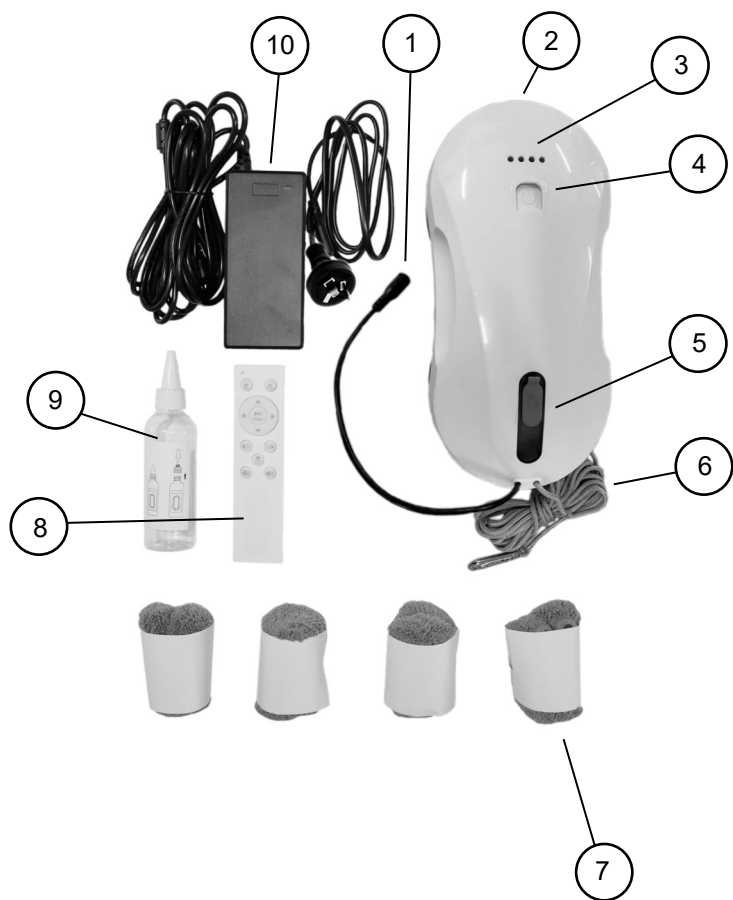
Ensure that the safety rope (lanyard) is not damaged and the knot is tight.

Ensure that the safety rope (lanyard) is securely attached to an anchor point to prevent the appliance falling to the ground.

Note: The length of the safety rope (lanyard) should be long enough for the appliance to move the full width and height of the glass being cleaned.

The initial start position of the appliance is at least 10cm away from the glass window frame.

6 Components



1	Power In Connector	6	Safety Rope (Lanyard)
2	Robotic Window Cleaner	7	Mop Pads
3	Indicator Lights	8	Remote Control
4	On / Off Button	9	Water Filler Bottle
5	Clean Water Tank Filler Cap	10	Power Supply CZH072240300D2L

7 Charging the Backup Battery

NEVER LEAVE THE APPLIANCE UNATTENDED WHEN CHARGING.

IMPORTANT: This Appliance contains a non-removable lithium-ion battery pack which **must** only be charged using the supplied Detachable Power Supply.

This backup battery is only used to keep the appliance sucking to the glass in the event there should be power cut off to the appliance via the Power Supply.

With the Battery fully charged, it will supply enough power for up to 20 minutes which should be adequate time for you to intervene and remove the appliance from the glass safely.

Should the power be cut which activates the back-up battery, remove the appliance from the glass immediately.

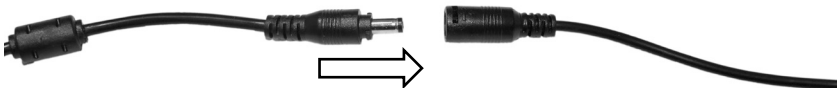
Only charge the battery between an ambient room temperature of 10°C – 40°C.

If any abnormality occurs during charging, (such as a burning smell or excessive heat or even a strange sound) immediately turn off the Power Supply and disconnect the plug from the power point and from the appliance, then contact our service department for assistance.

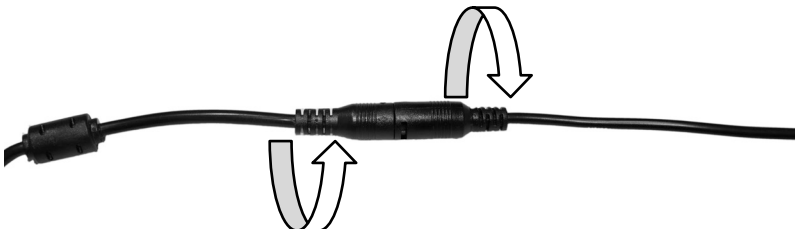
IMPORTANT: The Appliance **must be fully charged prior to use.** (Green Indicator Light On)

Normal charging time will take approx. 1 - 2 hours.

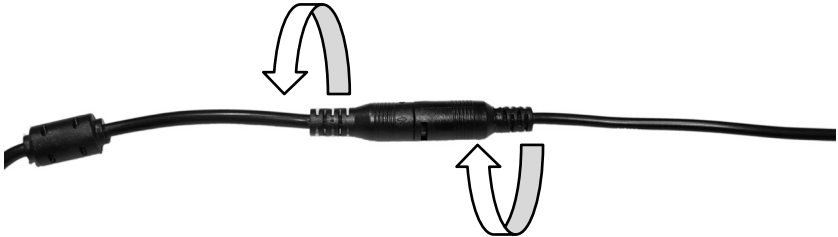
- To charge the battery, first attach the small plug on the end of the long Power Supply Cable to the short lead of the appliance.



- Push together and then rotate the socket towards yourself and rotate the plug away from yourself to lock the plug and socket together.



- Plug the power cord into the end of the power supply ensuring the small plug is firmly pushed all the way in, and then plug the mains plug in to the power point and switch on.
- To disengage the power supply from the appliance, grasp the small plug and socket and rotate the socket away from yourself and rotate the plug towards yourself to unlock the plug and socket.



- then pull the plug straight out of the socket.



8 Indicator Lights

On the **Top** of the appliance are four indicator lights.

Light 1 = White light: white light is permanently on when the appliance is in use.

Light 2 = Red light: error warning light (flashes).

Light 3 = Charging indicator light: orange during charging, green fully charged.

Light 4 = Blue light blinking slowly: working normally in automatic spray mode.
Blue light permanently on: automatic spray mode turned off.

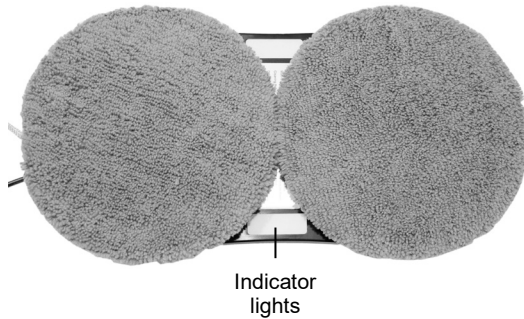


On the **Bottom** of the appliance are two indicator lights.

These lights are visible inside the building when the appliance is cleaning the outside of the window,

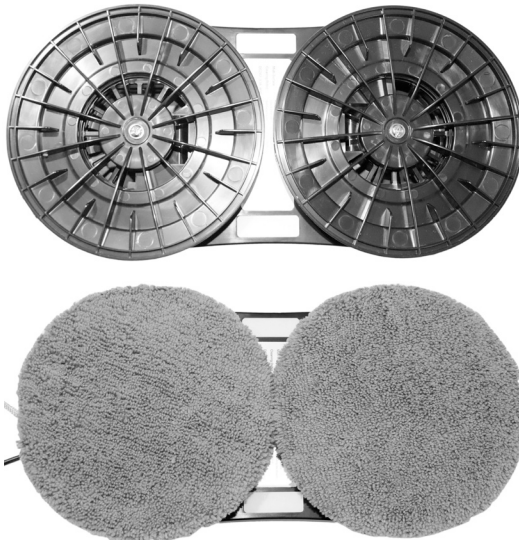
Light 1 = Blue light blinking slowly: working normally in automatic spray mode.
Blue light permanently on: automatic spray mode turned off.

Light 2 = Red light: error warning light (flashes).



9 Fitting the Mops Pads

- To attach the mop pads, fit the elastic edge over the top edge of the “wheel” and pull the rest of the elastic edge over the wheel working all the way around until the mop pad is neatly fitted. Repeat for the other mop pad.



- To remove, grasp the elastic edge and pull over the “wheel” working all the way around until the mop comes off.

9.1 Filling with Water

IMPORTANT: Only use clean water such as demineralised water.

DO NOT add detergents or cleaning agents to the water as this will damage the appliance.

- Unplug the Water Tank filling hole by gripping the tab on the top of the plug and pull up and rotate sideways.



- Take the water bottle, remove the cap then squeeze the water into the water tank.
- Fill the tank up to the very top of the filling hole.



DO NOT add any other agents into the water tank such as rust removers, odour counter-reacting agents, solvents, etc. as this will damage the appliance and may damage the glass and surrounds.

- Once the water has been added, refit the rubber plug.

10 Remote Control Batteries

WARNING: Keep batteries out of reach of children. Swallowing can lead to chemical burns, perforation of soft tissue, and death. Severe burns can occur within 2h of ingestion. Seek medical attention immediately.

Other than the On/Off switch being controlled on the appliance, all other functions are operated by the remote control.

First, the remote control needs to be fitted with batteries.

Note: Battery Type: "1.5Vd.c. 2 x AAA".

- To install or remove the batteries, remove the back of the remote control by pressing down on the Thumb Grip, then sliding the battery cover along and lift off as shown.



- Insert the batteries inside the battery compartment matching polarity icons (+ and -) with those marked inside the battery compartment.

Place the flat "-" end of the battery on the spring, push down on the spring and at the same time, push the top "+" end of the battery into the remote control. Repeat for the other battery and then refit the cover securely by sliding it back on until it clips shut.

- To remove the batteries, using your fingernail or a plastic tool, pry the batteries out by pushing from the top (+ end) of the battery and then swing out.

IMPORTANT:

Do Not mix new and old batteries or batteries of different types (e.g., Alkaline with Non-Alkaline) in the remote control.

To prevent corrosion, remove the batteries if the remote control will not be used over a lengthy period.

Non-rechargeable batteries are not to be recharged.

Do not use modified or damaged batteries.

Exhausted batteries are to be removed from the remote control and safely disposed of.

The battery supply terminals are not to be short-circuited.

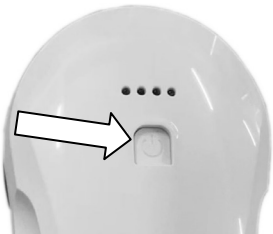
11 Operation

DO NOT use on the outside of the window if it is raining and is subjected to getting wet.

DO NOT use in very humid conditions, especially if the glass is covered in condensation.

11.1 On/Off

- To turn on: press and hold the On / Off button on top of the appliance for approximately 3 seconds until the appliance starts and then release the On / Off Button.
- To Turn Off; whilst holding the appliance with one hand to prevent it from falling when it is turned off, with your other hand, press and hold the On / Off button on top of the appliance for approximately 3 seconds until the appliance turns off and then release the On / Off Button and remove the appliance from the glass.



IMPORTANT: Refer to the section “Important Items to Check Before Use”

11.2 Remote Control

The remote control uses 2.4GHz wireless technology so there is no need to point the remote control at the appliance. The remote control has a range of approximately 10 meters.

Other than the On/Off switch being controlled on the appliance, all other functions are operated by the remote control.

The Remote-Control Functions are:

		Automatic Spray Button		Manual Spray Button
		Manual Up		Manual Right
		Manual Left		Manual Down
		Start / Pause		Auto Up and Down
		Auto Left and Down		Auto Right and Down
		Voice Off		Voice On

11.3 Voice

The appliance will talk to you advising you of the functions when the buttons are pressed.

- To turn the voice off, press the “” button on the remote control.
- To turn the voice back on, press the “” button on the remote control.

11.4 Auto Cleaning Path

Whether dusting the window or cleaning with water, you can choose from three intelligent pre-programmed cleaning paths.

Depending on the position of the appliance on the window, you can choose to either start to clean at the top and let it work downward in horizontal lines stepping down (Fig A), or start to clean from the right and let it work downward in horizontal lines stepping down (Fig B), or start to clean from the left and let it work downward in horizontal lines stepping down (Fig C)

Fig A: When the “” button is pressed, the path the appliance will take is:

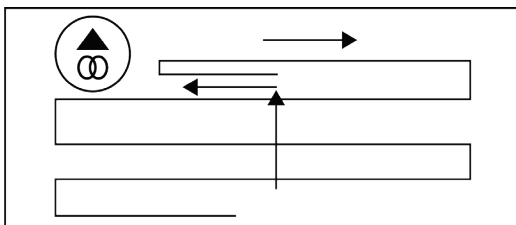


Fig B: When the “” button is pressed, the path the appliance will take is:

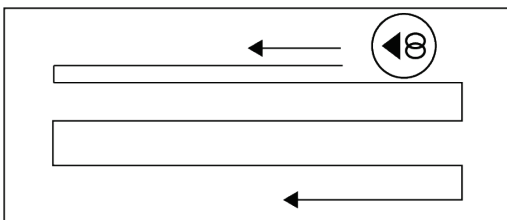
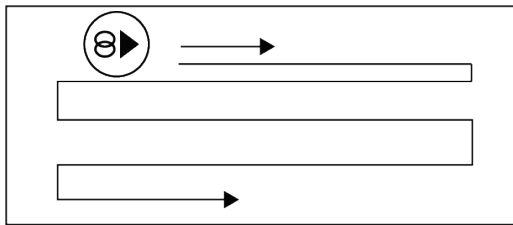


Fig C: When the “” button is pressed, the path the appliance will take is:



11.5 Dusting the Windows First

It is advisable to dry clean the windows first without water being sprayed on the glass.

This will remove the dust first so that when water is added, the dust will not turn into a muddy slurry.

To do this: With the battery fully charged, the Mop Pads fitted, the Safety Rope (Lanyard) securely attached to an anchor point, barriers set up below the window if using high up above where people can walk underneath, and the power supply attached and powered on: Turn the appliance on.

- Place the Mop Pads flat on the glass ensuring the appliance is sucking onto the glass and remains attached when you let it go, then press and release the Automatic Spray Button “” (on the upper left corner of the remote control) to turn the Auto Spray off.

Note: The Blue indicator light will remain permanently on (not blinking) indicating the Auto Spray is Off.

- Press and release the start “” button on the remote control to start it dry cleaning.
- The appliance will go about its job and will stop moving once it has finished dry cleaning (dusting) the glass.

Note: If the Mop Pads are dirty after the dry clean, replace them with clean Mop Pads before using the water for the second clean.

11.6 Cleaning with Water

- To do this: With the battery fully charged, the water tank filled, the Mop Pads fitted, the Safety Rope (Lanyard) securely attached to an anchor point, barriers set up below the window if using high up above where people can walk underneath, and the power supply attached and powered on: Turn the appliance on.
- Place the Mop Pads flat on the glass ensuring the appliance is sucking onto the glass and remains attached when you let it go,
- If the Automatic Spray Function is not On (Blue indicator light not blinking), press and release the automatic spray “  ” button on the upper left corner of the remote control.

Note: The Blue indicator light will blink indicating the Auto Spray is On.

- Press and release the Start “  ” button on the remote control to start it cleaning.
- The appliance will go about its job, and the automatic spray function will apply a fine mist of water as it requires.

The appliance will stop moving once it has finished cleaning the glass.

Note: If during cleaning, you believe you need more water due to dirty marks and swirls being let on the glass, you can add more water manually by pressing and releasing the Manual Spray Button “  ” on the remote control.

Do Not over wet as the water will run down the window and may cause streaking.

11.7 Using the Manual Direction Function

For areas of the glass that are not very clean, or after the first full wet clean the window is not clean enough in areas, instead of running the appliance again automatically you can use the remote control to manually move the appliance up, down, left and right to your desired area to clean.

	Up		Right		Down		Left
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IMPORTANT: If you are inside the building watching the appliance clean on the outside of the window, the Left and Right buttons will move the appliance in the opposite directions. i.e. if you press the Left Button, the appliance will move to your Right and if you press the Right Button, the appliance will move to your Left.

To help with cleaning of stubborn or very dirty areas, the Mop Pads can be sprayed with water and a diluted solution of water and a low foaming car windscreen cleaning solution before placing the appliance on the glass, however, do not saturate them, and DO NOT add any cleaning agents to the water tank.

Just a few squirts of water or cleaning solution on each Mop Pad will be enough to start with.

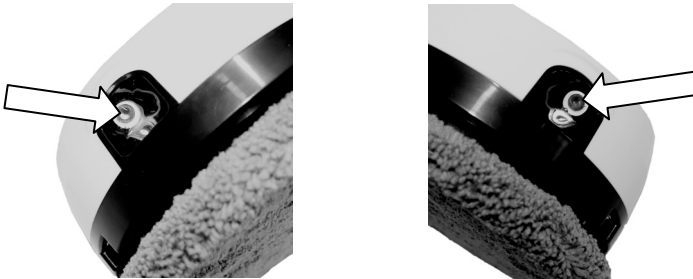
If the Mop Pads are dirty and leaving marks on the window, change them for clean Mop Pads.

You can also use this function to move the appliance back to a position that makes it easier and safer to reach the appliance for removal from the glass.

12 User Maintenance

WARNING: The appliance must be switched off, and the power supply plug must be removed from the power point before any maintenance, cleaning, filling the Water Tank, etc.

CAUTION: The two silver components on the end of the appliance are Ultrasonic Transducers.



It is these components that turn the water into a fine mist which is sprayed onto the glass.

Under no circumstances should these components be poked or pressed, sprayed with a cleaning agent, etc. as this will damage them.

To clean them, use a soft tissue and very gently wipe them clean, but only if required.

12.1 Cleaning the Mop Pads

Important Note: Never use abrasive cleaners, solvents, steel wool, scouring pads, stiff brushes, or strong chemicals that might be or might not be flammable and/or damaging to the product.

The Mop Pads must be cleaned regularly to remove all traces of grit, sand and dirt which could scratch the glass.

Ensure the Mop Pads are perfectly clean and free of sand, grit, and dirt before use.

- To clean the Mop Pads, first remove them by grasping the elastic edge and pull over the “wheel” working all the way around until the mop comes off.
- Wash both Mop Pads, in warm (40°C or less) mild soapy water then rinse in clean cold water and allow too completely dry.
- The Mop Pads may be washed in a washing machine on a Normal Wash.

DO NOT use Bleach or Fabric Softener

DO NOT Scrub, Iron, Dry Clean or Tumble Dry the Mop Pads.

DO NOT place in a dishwasher.

DO NOT use a hairdryer or place it in an oven to dry the Mop Pads.

Note: The Mop Pads are consumable items.

When the Mop Pads become deformed, damaged, or cannot be installed on the cleaning wheels any longer, please replace them to achieve the best cleaning effect.

12.2 Cleaning the Main Unit

CAUTION: DO NOT IMMERSE THE APPLIANCE IN WATER OR LIQUID.

- **Never use** abrasive cleaners, solvents, steel wool, scouring pads, stiff brushes, or strong chemicals that might be or might not be flammable and/or damaging to the product.
- Clean by using a damp (not wet) cloth with mild detergent and wipe over the surfaces.

IMPORTANT: Do Not get the detergent on the Ultrasonic Transducers (Mist Generators) as this will damage them.

- Dry thoroughly with a clean cloth.

13 Completion and Storage

After use, rinse the water tank out with clean water several times, then gently shake the remaining water out.

Leave the filling hole plug of the water tank open, place the appliance in a well-ventilated place to allow the remaining water in the water tank to completely evaporate.

Ensure the Mop Pads and the water tank are completely dry, then store in its box in a dry cool place.

Problem	Cause	Remedy
Appliance will not turn on	Power Supply is not plugged into the appliance or switched on.	Plug in and switch on the power supply
	No Power to the power point or not switched on.	Check with another appliance, such as a table lamp, to ensure there is power being supplied from the power point.
	Power Supply is Faulty	Contact Customer Service.
Appliance will not function	The appliance will not function if the built-in battery charge level is not at 100%.	Ensure the built-in battery is fully charged (Green light on) before each use. Refer to "Charging" Section in this manual.
Charging Indicator Light is Orange Colour	Internal Battery is not fully charged	Allow the appliance to fully charge until the Orange light turns Green
Appliance Stops during use.	Appliance has finished its job	Remove from Window
	If Red light is flashing, the power has been cut off to the appliance.	Check the power to the appliance and reconnect. The appliance is running the suction motor on back up battery. You must remove the appliance from the window within 20 minutes before the appliance will fall off.
Abnormal noise during use	The Mops Pads are too dirty	Change the mop pads for clean ones.
	Mop Pads are chattering on the glass.	Allow the appliance to continue to clean
No Water being automatically sprayed.	No Water in Clean Water Tank	Fill Water tank with water. When the appliance starts to operate, there may be a delay in the spray output. This is a normal.
	The spray nozzle is clogged.	Very gently wipe the spray nozzle with a clean, soft cloth.
	The Automatic Spray Mode has been turned off. Blue Light is permanently On (Not Blinking)	Press the Automatic Spray Button on the remote control. Blue light should now blink.
Mop Pads rotate but Appliance cannot move on the glass	The glass is too slippery due to dust	Apply a few squirts of water to the Mop Pads. Do not get them soaking wet.

14 Troubleshooting

The Red Light is flashing.	The power to the appliance has been disconnected	Check the power to the appliance and reconnect. The appliance is running the suction motor on back up battery. You must remove the appliance from the window within 20 minutes before the appliance will fall off. Gently pull the appliance to yourself with the safety rope keeping it parallel to the glass as possible to avoid falling
	The appliance is experiencing a loss of pressure.	Check if the mop pads are installed correctly. After reinstalling, restart the appliance.
		Check whether the glass surface is curved or has a sticker. The appliance cannot operate on an uneven surface.
		Check if there are any sticky substances or excessive particles on the surface of the glass. Please remove them in advance.
		Check if the air inlet of the appliance is blocked. Please clean it promptly.
Appliance runs slowly or even fails to run when the cleaning cloth is used for the first time (especially in dirty window glass environments).	The Mop Pads are too wet	Only use clean and dry Mop Pads before use Do not use Mop Pads if soaking wet.
	Glass is too wet	Do Not use if glass is wet, such as from rain or condensation.
	The mop pads are too dry, and the glass is too clean.	Check if the slipping occurred to excessive dryness during cleaning. Turn on the water spraying function and pre-moisten the mop pads. The appliance can resume normal operation.

The appliance will test itself when it is first run. If it cannot run smoothly and there is a warning sound, it means that the friction between the Mop Pads and Glass is too large or too small.	The Mop Pads are too wet	Only use clean and dry Mop Pads before use
	There are stickers or labels etc. on the glass causing the appliance to slip. This can be some window tints or adhesive labels etc.	Remove Stickers / Labels
	The glass has been treated with a ceramic coating or water repelling treatment or has been cleaned with certain detergents that leave a slippery surface.	This appliance cannot be used on very slippery glass.
	Humidity is too low. e.g. in an airconditioned room.	Turn off Air conditioner until appliance has finished cleaning
After cleaning, there are circular Mop Pad marks on the glass surface	The Mop Pads are too dirty	Dry Clean the Glass first without water. Ensure the Mop Pads are clean before using with water then clean the glass again.
If all the above checks out and the unit will still not turn on or run properly, call our customer service department for further instructions.		

15 Warranty Against Defect
12 Month Warranty

Thank you for your purchase.

Your new product is warrantied to be free from defects in materials and workmanship for the period stated above, from the date of purchase, provided that the product is used in accordance with accompanying recommendations or instructions where provided. This warranty is in addition to your rights under the Australian Consumer Law. For New Zealand customers, this warranty is in addition to statutory rights observed under New Zealand legislation.

We will provide you with your choice of a refund, repair (where possible), or exchange (availability dependent) for this product if it becomes defective within the warranty period. The business will bear the reasonable expense of claiming the warranty. This warranty will no longer apply where the defect is a result of alteration, accident, misuse, abuse, or neglect.

Please retain your receipt as proof of purchase and contact our Customer Service Centre as listed below, for the entity you purchased this product from, for any difficulties with your product. Warranty claims and claims for expenses incurred in returning this product can be addressed to the respective Customer Service Centre.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and 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.

Contact for Kmart purchases	Contact for Target purchases
Kmart Australia Ltd. C/- Customer Service Centre, 690 Springvale Road, Mulgrave Vic 3170 Customer Service: 1800 124 125 (Australia) or 0800 945 995 (New Zealand) or via Customer Help at kmart.com.au	Target Australia Pty Ltd. C/- Customer Service Centre, 2 Kendall Street, Williams Landing, Vic, 3027 Customer Service: 1300 753 567 or via Customer Help at target.com.au/help/contact-us

IMPORTANT! For all technical queries or difficulties in operating the product and for spare parts, contact H.E. Group customer service 1300 105 888 (Australia) and 09 8870 447 (New Zealand).