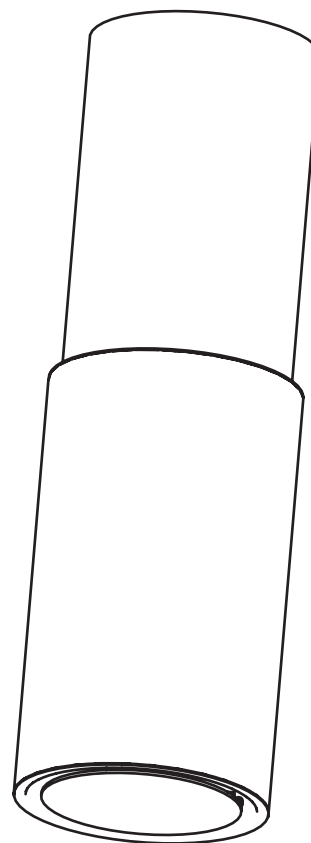


>> INSTRUCTION MANUAL

Installation / Operation / Maintenance



HELIOS - SDHELIOS



Under our policy of continuous product development, product specifications may change without notice. Please refer to the online version of the manual for the latest updates and specifications.

>> INDEX

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>> WELCOME

Thank you for purchasing this Schweigen Design appliance.

To achieve the optimal performance from your appliance, and to avoid the risk of accident or damage, it is essential to read this manual before installation and first time use.

This guide contains important information on the use and maintenance of the appliance, as well as important safety notes.

Your appliance has been thoroughly checked for safety and functionality before being packaged and leaving the manufacturer.

Please keep this instruction manual in a safe place so you can refer to it at any time.

IMPORTANT!

The appliance should only be operated when you have read and understood this manual thoroughly.

The appliance can be only used for the purpose for which it was designed. Any other use is deemed improper and can be dangerous.

Installation and maintenance of electrical appliances must only be carried out by qualified and authorised professionals familiar with Australian Appliance Industry regulations.

Upon collection or delivery of your appliance, any damage or defects **must** be reported within **48 hours** to your retailer or Schweigen Customer Service, in order to **recognise any claim**.

The manufacturer reserves the right to introduce product improvements, which do not affect the operation of the appliance.

YOUR STATE REGULATORY AUTHORITY

Different Australian states have varying legislative requirements for the installation of rangehood ducting. Some will insist on ducting being vented externally (i.e. not in to the ceiling cavity); others will not. It is imperative that you check with your state building authority and/or private certifier to confirm their position.

>> IMPORTANT SAFETY INFORMATION

Please read the instructions carefully, only then will you be able to operate your appliance safely and correctly. Retain the instruction manual for future use or for subsequent owners.

Check the appliance for damage after unpacking it. Do not connect or install the appliance if it has been damaged in transport.

Any damage must be reported within 48 hours.

There must be adequate ventilation in the room when the rangehood is used at the same time as appliances burning gas or other fuels.

The air must not be discharged into a flue that is used for exhausting fumes from appliances burning gas or other fuels.

Air exhaust systems must be installed in accordance with local and federal laws.

There is a fire risk if regular cleaning is not carried out in conjunction with the instructions.

Do not flambé (ignite food while cooking) under the rangehood. This will damage the rangehood and will void warranty.

Do not ignite burners that give off intense uncontrolled flames beneath the rangehood.

Flames beneath the pan must be contained at all times and cannot exceed the width of the pan in use.

Do not leave any packaging material (bags, corner brackets etc.) within reach of children.

This appliance is not intended for use by person/s (including children) with reduced physical, sensory or mental capabilities, or lack of experience and/or knowledge. Unless, the person is given supervision or instruction concerning the safe usage of the appliance by person/s responsible for their safety. Children must be supervised to ensure that they do not play with the appliance, it is not a toy.

Accessible parts may become hot when used with cooking appliances.

Before performing any cleaning or maintenance, disconnect the rangehood from the mains power, using the respective mains or sector switch, or by unplugging it.

Do not use the rangehood without the grease filters.

Keep the grease filters clean and respect the recommended cleaning frequencies.

It is forbidden to use the rangehood as an aspirator.

>> IMPORTANT SAFETY INFORMATION

BEFORE INSTALLATION

We recommend this appliance be installed or repaired by an experienced home appliance technician.

Please see our website **www.schweigen.com.au** for a list of experienced installers.

It is dangerous to modify any part of this appliance. Modification of any kind will immediately void the warranty.

The manufacturer declines all responsibility in case of failure to adopt proper safety measures.

Ensure the location in which this appliance is installed has good and permanent ventilation.

Please consult local laws and regulations and install in accordance.

Please use an earthed electrical connector that coincides with relevant local laws and regulations.

Check that the power voltage in your area corresponds to the appliance voltage indicated on the rating label.

This appliance must be connected to an electrical supply that has a **grounded connection**.

Check that the indicated instructions and local regulations are met and carried out by a qualified technician, using materials that are compliant with the applicable legislation.

Schweigen will not be responsible for any installation executed by non-qualified technicians that fail to heed the applicable legislation on electrical safety.

The electrical technical data can be found inside the rangehood, after removing the grease filters.

The power cables supplied are already connected internally and emerge from the rangehood near the air outlet.

Before installing the electrical connections, you should:

Verify that the indicated electrical data coincide with the voltage values and frequency of the electrical circuit in the house where the rangehood is to be installed.

Check that the premises has electrical protection against short circuits and electrocution.

Before commencing maintenance the current must be turned off using the double-pole switch (mains power switch). The power can only be turned on for normal use once the operation has been completed.

Ensure the supply cord is not exposed to heat, chemicals or sharp objects. If the supply cord is damaged, it must be replaced by the manufacturer, service agent or a similarly qualified person in order to avoid a hazard.

>> IMPORTANT SAFETY INFORMATION

PRODUCT USE

This product is designed for indoor household use and should not be used for commercial applications.

After use, always ensure that all controls are in the "OFF" position.

When frying with a gas flame, take particular care not to allow the oil or grease in the pan to catch fire. (Flambé)

Rangehoods and other cooking fume extractors may adversely affect the safe operation of appliances burning gas or other fuels (including those in other rooms) due to back flow of combustion gases. These gases can potentially result in carbon monoxide poisoning. After installation of a range hood or other cooking fume extractor, the operation of flued gas appliances should be tested by a competent person to ensure that back flow of combustion gases does not occur.

MAINTENANCE AND SERVICE

The rangehood surface should be cleaned with soft cloth and non-corrosive detergent. Do not leave the rangehood wet after cleaning or use, please keep rangehood dry.

Important: Never attempt to repair this appliance by yourself. Always refer to a qualified Service Technician.

Always switch off the electricity and unplug the connection before conducting maintenance or cleaning.

ELECTRICAL CORD

Ensure the supply cord is not exposed to heat, chemicals or sharp objects. If the supply cord is damaged, it must be replaced by the manufacturer, service agent or a similarly qualified person in order to avoid a hazard.



WARNING- BUTTON BATTERY HAZARD:

This product contains a button/coin cell battery (CR2032), which can cause severe internal injuries or death if swallowed.

Keep new and used batteries away from children.

If a battery is swallowed or inserted into any body part, seek medical attention immediately.

Call the Poisons Information Centre at 13 11 26 (Australia) immediately.

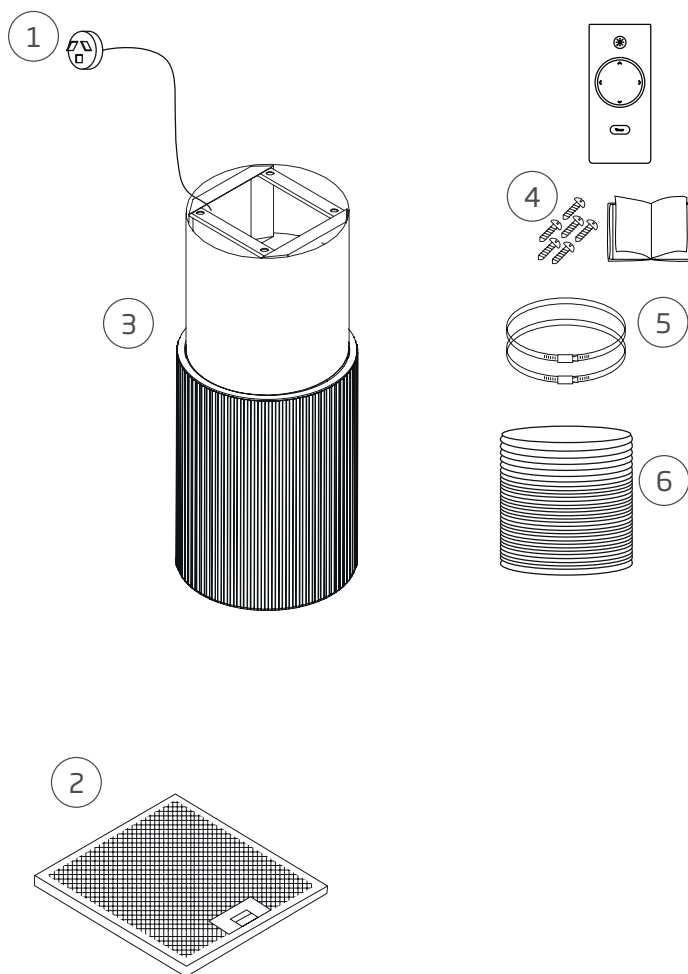
Ensure the battery compartment is properly closed to prevent child access.

>> DESCRIPTION

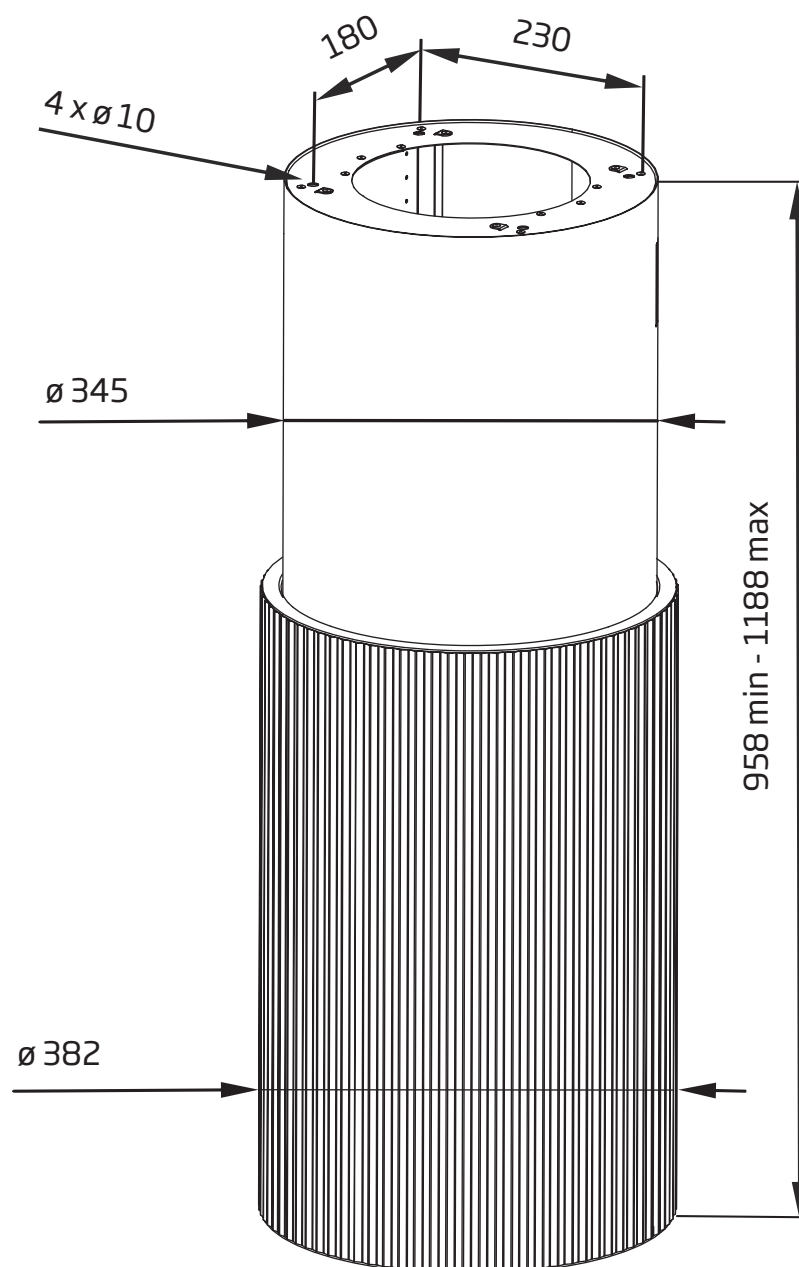
For models SDHELIOS

1. Main Power Cord
2. Fine-mesh filter
3. Rangehood Body
4. Warranty card, Instructions and screws pack, Remote control
5. 2 x steel ring clamps
6. ø150mm x 4m Schweigen Steelflex™ Ducting

***IMPORTANT:** The electronics **MUST** be accessible for servicing once installed, failure to do so, will result in any charges involved with accessing the part (removal of cabinetry etc.) being forwarded to the customer.



>> TECHNICAL SPECIFICATIONS

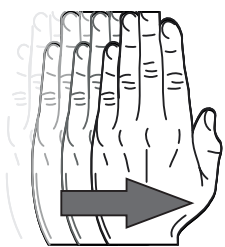


Model:	SDHELIOS
Feeding Voltage:	220-240V 50Hz
Max Lamp Power:	1 x Warm2Cold Cylindrical LED Lighting 8 W - 2900k to 6000k

>> OPERATION

GESTURES AND DESCRIPTION OF REMOTE CONTROL FUNCTIONS

Innovative gesture control system - allows full touchless control of the device with just a hand movement. The cooker hood is extremely intuitive and works according to the 3 gestures, so that your extractor hood fulfills its function.



To switch on the extractor hood, move your hand horizontally from left to right about 3-5 cm below the sensor.

In this way, the power level changes to a higher setting (2).

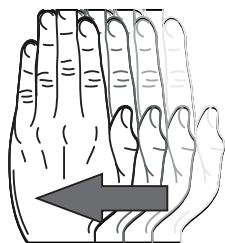
The current power level is indicated by the corresponding LED color displayed on the control panel.

Power level 1: LED lights up green

Power level 2: The LED lights up blue

Power level 3: The LED lights up pink

Power level 4 / Boost: LED lights up red

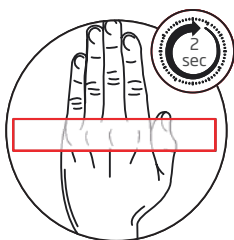


On/Off Motor:

To switch off the hood or change the speed mode to a lower one, pull the hand from the right side to the left (1).

Press and hold (1) for 2 seconds to turn off the extractor fan.

Press and hold (2) for 2 seconds to turn on 4th gear.



Boost:

Power level 4 is a boost function, which means that after 5min of operation, the hood automatically reverts to power level 3

LED On/Off:

To switch the lighting on or off hold down your hand for approx. 2 seconds or press the button (3) on the remote control.

Dynamic Light:

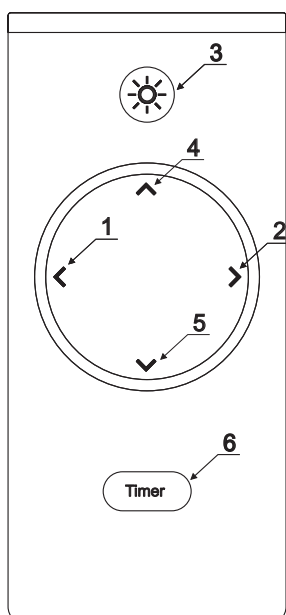
To adjust the light temperature (warm/cold), hold the Button (4) or (5) on the remote control pressed.

Light dimming:

To adjust the light intensity, press and hold down button (3) on the remote control for approx. 2-3 sec. The light dimming can also be adjusted by pressing buttons (4) and (5). Three levels of light intensity are available.

Timer:

To use this function, select a power level (button 1 and 2), and then press the Timer button (6). The duration of the timer is 10 minutes. The function is indicated by a blinking LED.



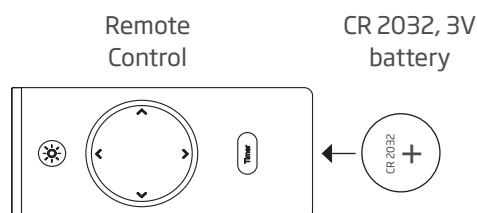
>> OPERATION

RADIO REMOTE CONTROL OPERATION

The radio remote control pairing mode is activated automatically after a power reset and is active for 60 seconds but is not signaled in any way. During this time, press any key on the remote control. Pressing the key will connect the cooker hood with the radio remote control. (If you need a new radio remote control, you will need to reconnect it to the hood). Disconnect the hood from the power supply for 15 seconds. Then reconnect the power supply of the hood. Press any button on the new remote control within 60 seconds. The hood is now linked to the new radio remote control)

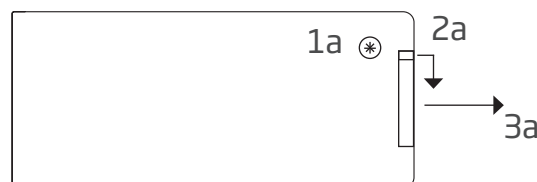
Remote control - Battery-Installation:

Use only the specified battery type: CR2032, 3V. Ensure correct polarity (+/-) when inserting the battery. Close the battery compartment securely after battery replacement to prevent accidental access.



INSERTING AND REPLACING THE BATTERY (CR2032)

1. Open the battery compartment.
 - 1a - unscrew the screw, with screwdriver
 - 2a - hold the lock down
 - 3a - slide out the battery tray



2. Insert the new battery correctly (observe the +/- polarity).



3. Ensure the battery compartment is fully closed.
4. Use a screwdriver to tighten the screw back.
5. Double-check that the battery cover is properly secured after installation.



WARNING - BUTTON BATTERY HAZARD

Do not swallow the battery or insert it into ears, nose, or any body opening.

If swallowed, seek immediate medical attention.

Dispose of old batteries safely to prevent child access.

Use only the recommended battery type: CR2032, 3V Lithium Button Cell.

>> OPERATION

SMART SENSOR

Automatic Mode - How It Works

In automatic mode, the hood adjusts its fan speed based on the intensity of cooking, so you don't have to control it manually.

How to Activate Automatic Mode

1. Make sure the hood is turned off.
2. Swipe your hand twice from right to left below the sensor.
3. The hood will activate, and the LED will gently pulse to confirm.
4. It will start at speed level 1 (shown by a pulsing green LED).

Once activated, the hood will automatically adjust the fan speed based on cooking conditions. The LED will change color according to the speed, just like in manual mode, but with a gentle pulsation.

Manual Adjustments in Automatic Mode

You can still manually increase or decrease the fan speed by hand gesture. The manual setting will stay active for 1 minute, then the hood will return to automatic mode.

How to Turn Off Automatic Mode

To disable automatic mode, follow these steps:

1. Swipe your hand from right to left to turn off the fan (reducing speed to 0).
2. Swipe twice to the left to turn off automatic mode (just like activating it).
3. The LED will stop pulsing, confirming it's off.

Automatic Shut-Off

If no cooking is detected for 2 hours, the hood will turn off automatically.

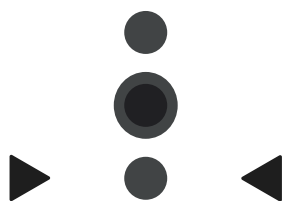
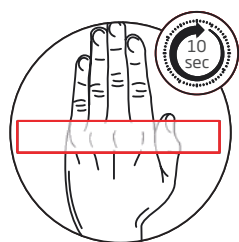
ADAPT FLOW

The Adapt Flow Mode is enabled by default to optimize motor operation and ensure high-efficient airflow. This allows the system to deliver maximum power across power levels 1, 2, and 3, ensuring top performance from the start.

If needed, Adapt Flow Mode can be deactivated. In this case, power levels adjust to a lower speed, maintaining strong performance while resulting in even quieter operation.

How to Turn Off/On Adapt Flow Mode

To deactivate, hold your hand for 10 seconds on the Gesture Control sensor—the LED panel will blink twice. To reactivate, repeat the procedure—the LED panel will blink three times.



Gesture Control sensor
(at the bottom of rangehood)

>> OPERATION

RADIO REMOTE CONTROL OPERATION

Pairing the Radio Remote Control

1. Using gesture control, switch the cooker hood to fan speed 1. The indicator light will illuminate green.
2. Hold your hand steadily beneath the cooker hood for at least 10 seconds
3. When the indicator light starts flashing white, the cooker hood is in pairing mode.
4. Press any button on the remote control you wish to pair.

When pairing is complete, the indicator light will stop flashing. The remote control is now connected to the cooker hood.

Unpairing the Radio Remote Control

1. Using gesture control, switch the cooker hood to fan speed 1. The indicator light will illuminate green.
2. Hold your hand steadily beneath the cooker hood for at least 10 seconds.
3. When the indicator light starts flashing white, the cooker hood is ready to remove the existing connection.
4. Press any button on the currently paired remote control.

Radio Connection Lock

The Radio Connection Lock disables control of the cooker hood from all paired wireless devices, including remote controls and compatible induction hobs.

Activating the Lock

1. Using gesture control, switch the cooker hood to fan speed 2. The indicator light will illuminate blue.
2. Hold your hand steadily beneath the cooker hood for at least 10 seconds.

The Radio Connection Lock is now activated and all paired wireless devices are disabled.

Deactivating the Lock

Repeat the same procedure:

1. Using gesture control, switch the cooker hood to fan speed 2. The indicator light will illuminate blue.
2. Hold your hand steadily beneath the cooker hood for at least 10 seconds.

The Radio Connection Lock is now deactivated and the previously paired devices can be used again.

WARNING



Pairing and unpairing can only be performed using gesture control.

If the indicator light does not start flashing, check that the correct fan speed has been selected and that your hand has been held in position for at least 10 seconds.

If pairing is unsuccessful, remove the existing connection first and then repeat the pairing procedure.

>> CLEANING AND MAINTENANCE



WARNING

Always switch off and disconnect power to the rangehood before cleaning. The manufacturer is exonerated from all responsibility in the event of fire due to poor maintenance of the filters and rangehood.

Cleaning and maintenance shall not be made by children without supervision.

FILTERS

- For your appliance to function effectively, regular maintenance is a must.
- The function of the filter is to absorb the grease particles emitted during cooking.
- Blocked filters and heavy oil deposits restrict airflow and may cause the motor to overheat and become a fire hazard.
- Filters should be cleaned every 3-6 weeks or after 40 hours of use.
- Disconnect the electrical connection before any maintenance or cleaning processes are carried out.
- In ceiling-mounted rangehoods, the doors or glass must be opened before accessing the filters.
- To remove the filter, (open the glass panel, figure 1, if required) press 'Catch A' towards the rear of

the rangehood (removing the pins from the front guide), ease down slightly and remove. To replace, perform the same operation but in reverse, see figure 2.

- For an induction cooktop, please aim to clean the filters at least every 10 days, depending on frequency of use.
- The filters can be washed by hand or in the dishwasher

Washing by hand - Immerse the filters in hot water and a suitable detergent, when clean, rinse with plenty of hot water.

Dishwasher - Put the filter in the dishwasher and select a short program at low temperature.

NOTE: The colour of the metal mesh filters may change after several washes. This is normal and it is not necessary to replace the filters.

Figure 1

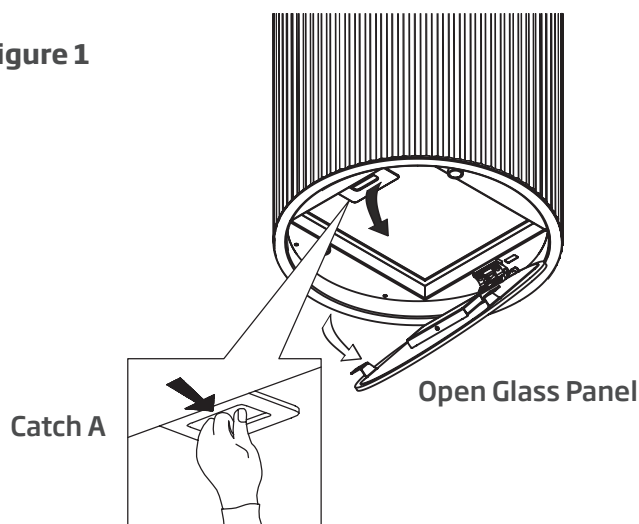
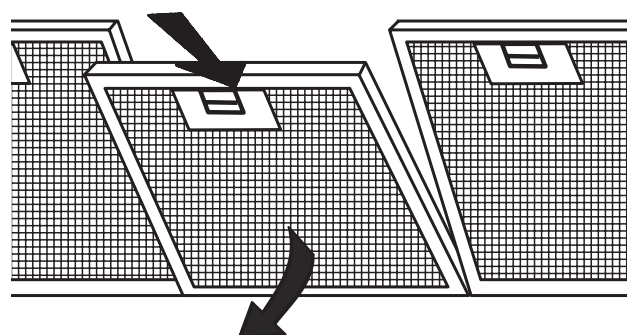


Figure 2



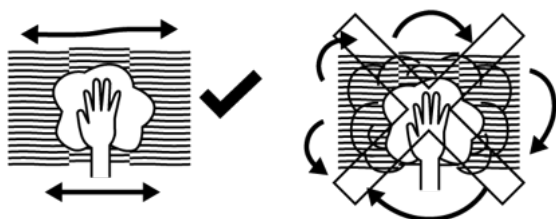
>> CLEANING AND MAINTENANCE

SURFACES

The surface of the rangehood can be cleaned with warm soapy water and a soft sponge / cloth.

- Never use abrasive detergents, scouring pads, steel wool or solvents on ANY part of this appliance.
- Rinse with clean water and ensure that the appliance is completely dry after cleaning.
- For better results, you can use high quality cleaning and protection products to clean your rangehood.
- Always make sure the appliance is completely dry after cleaning and never leave wet, this may cause irreparable damage.

It is important to follow the direction of the surface grain with the cloth (refer to figure below).



Do not pour any liquid directly onto the rangehood, apply to a soft cloth first.

The cloth must have no buttons, zips or fasteners that can scratch the surface.

It is strictly forbidden to use chemical solvents, aggressive, grainy or abrasive products, naphtha, alcohol or similar products that could damage the surface of the rangehood.

The manufacturer will not be held responsible for functional or aesthetic damage caused by using inadequate cleaning methods.

Cleaning the Interior

Clean the interior of the rangehood with a damp cloth and a neutral detergent or denatured alcohol.

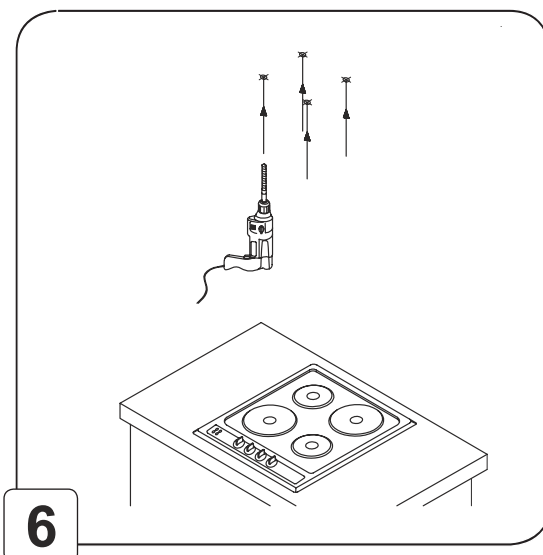
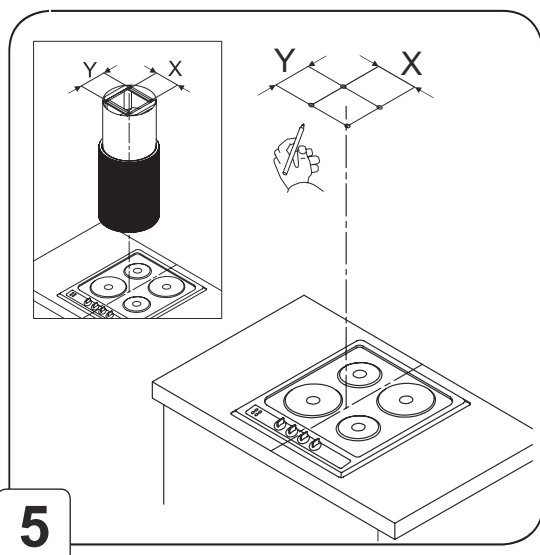
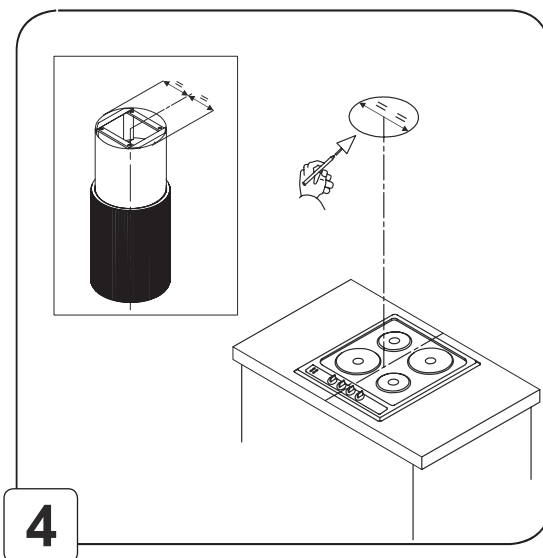
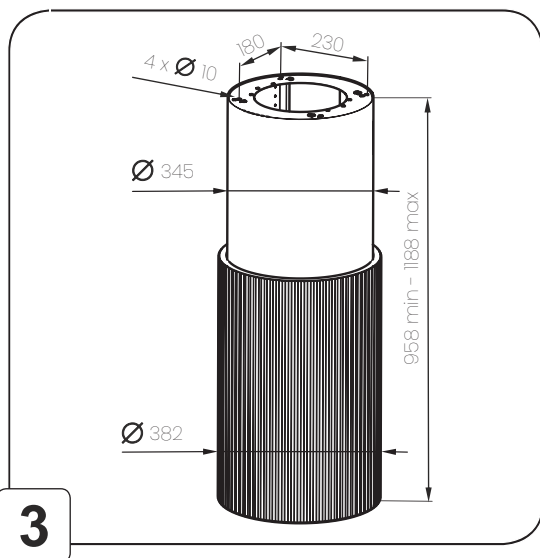
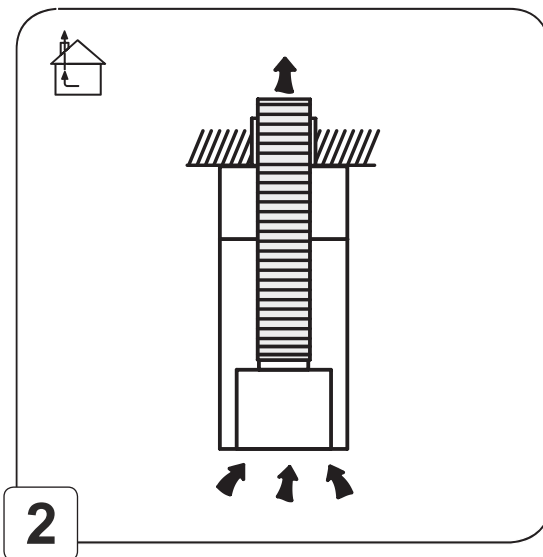
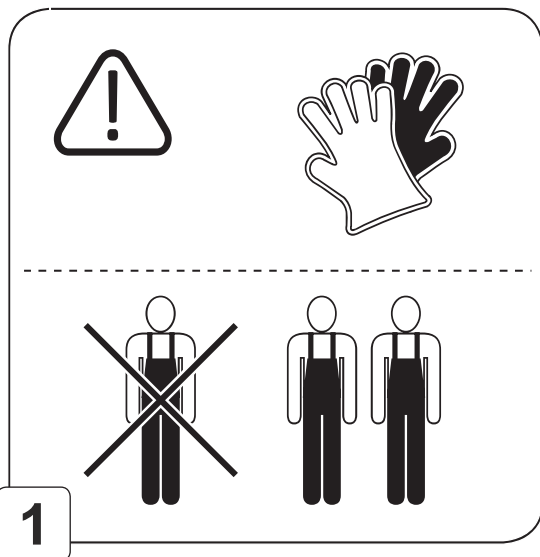


WARNING

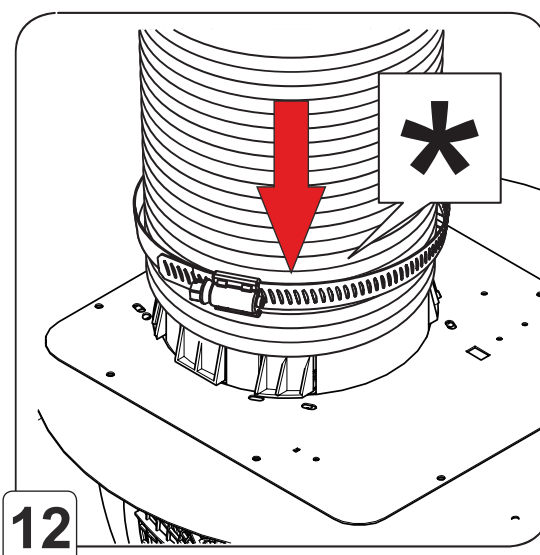
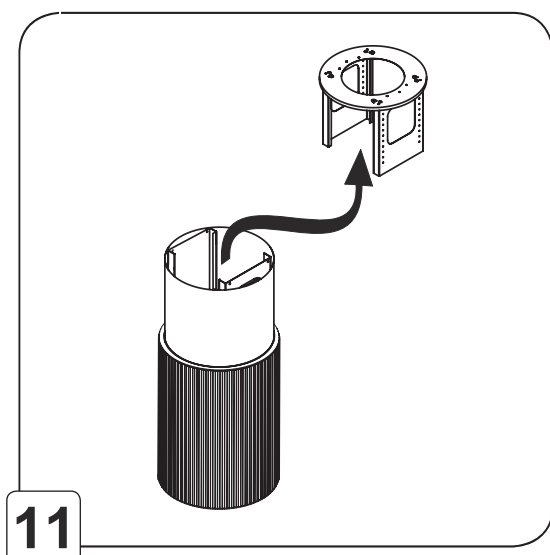
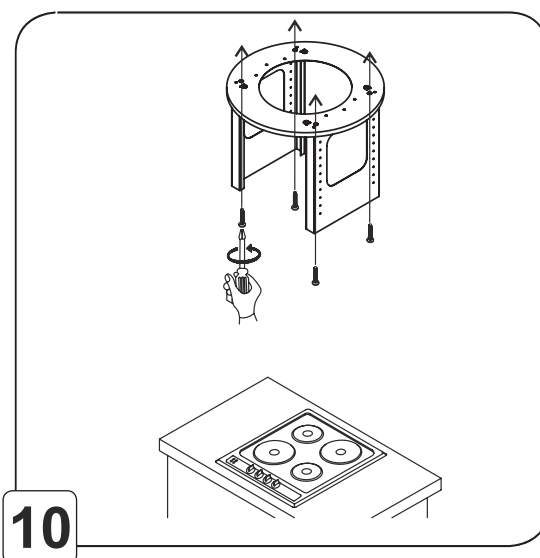
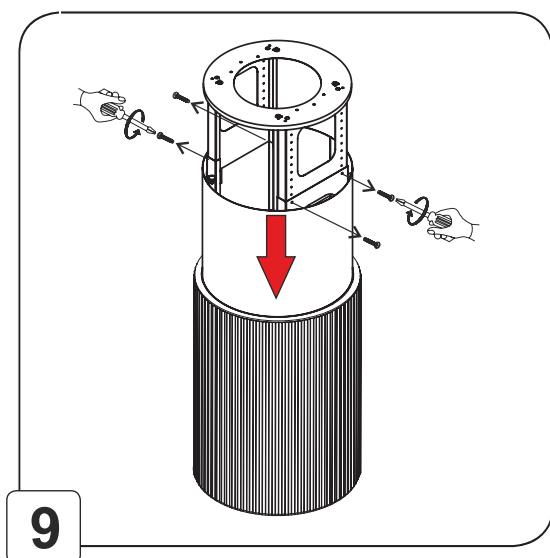
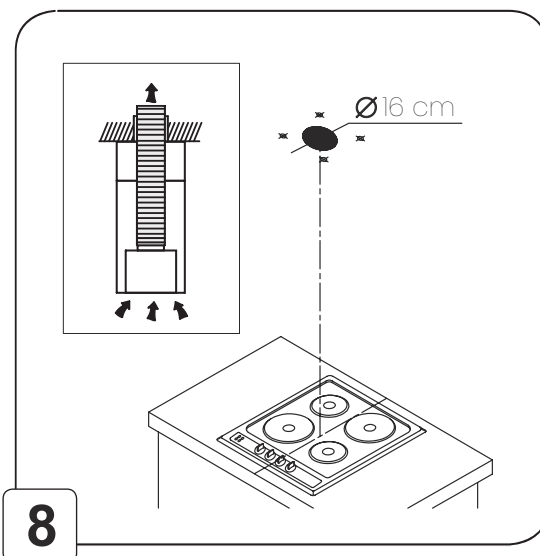
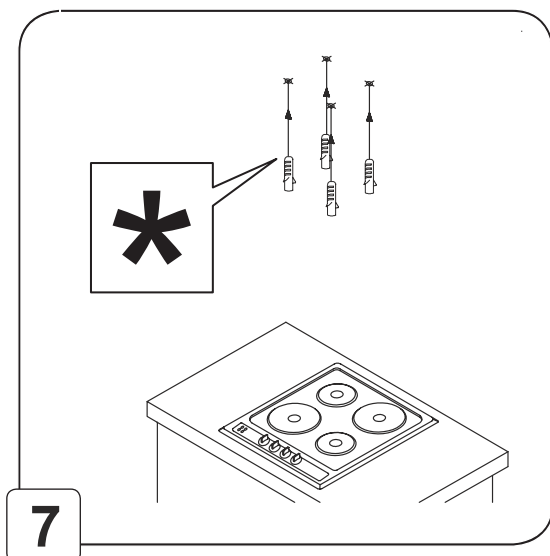
Do not use denatured alcohol on the exterior of the rangehood. Do not clean the electric parts or the motor with liquids or solvents.

>> INSTALLATION

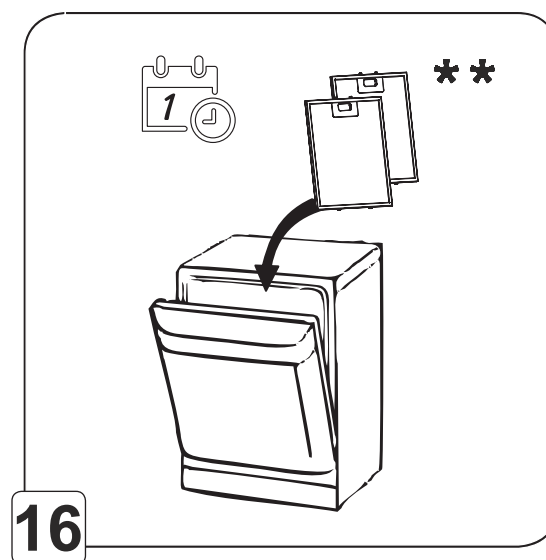
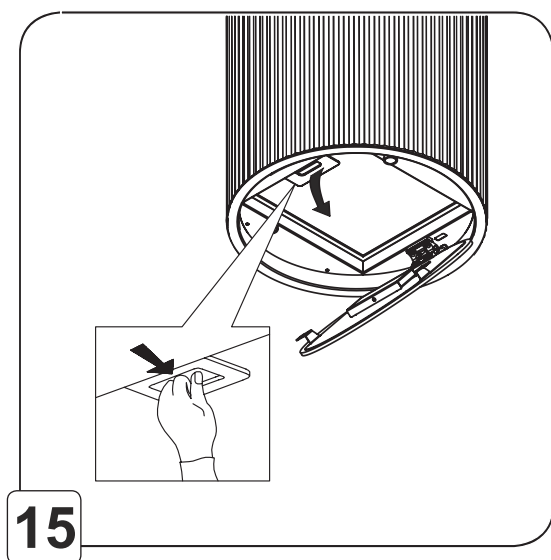
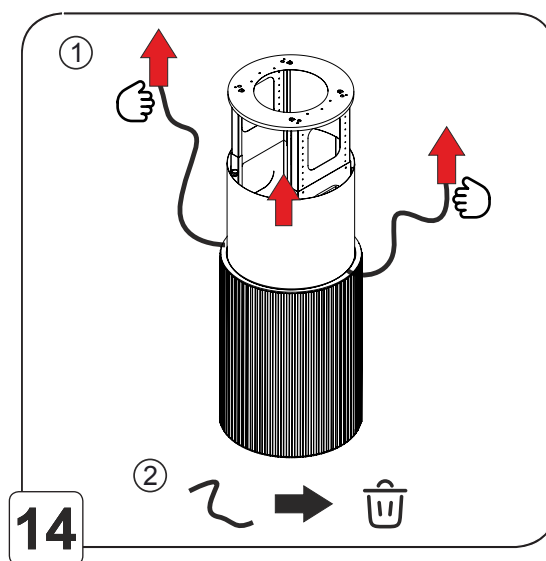
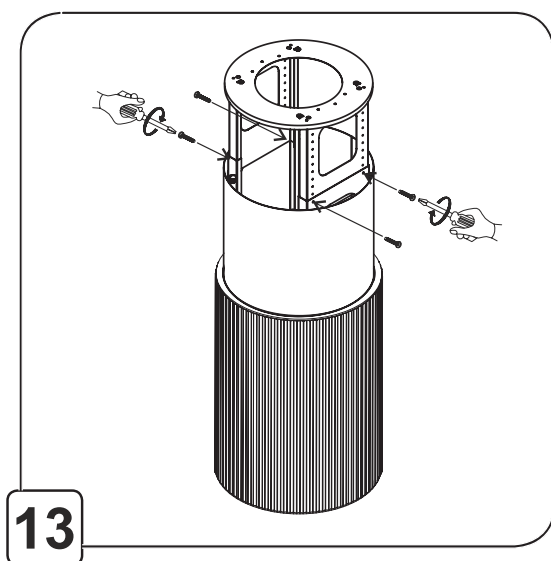
INSTALLATION STEPS



>> INSTALLATION



>> INSTALLATION



* Elements marked with the symbol (*) are only included in selected models, in other cases, they should be purchased separately.

** Remember to clean your filters regularly.



IMPORTANT

Please ensure all plastic protection on the rangehood and filters are removed before use.

>> INSTALLATION



DANGER

Always switch off and disconnect mains power before installing the rangehood. Failure to do so may cause serious injury.

MOUNTING LAWS AND REGULATIONS

It is **STRONGLY RECOMMENDED** that the rangehood be installed centrally over the cooktop. This will greatly improve its performance.

Minimum height from the hob surface to the underside face of the rangehood:

- 600mm electric cooktop
- 650mm gas cooktop

Any installation above 800mm will compromise the extraction performance.

Note: If the instructions for the gas cooktop specify a greater distance, this must be taken into account.

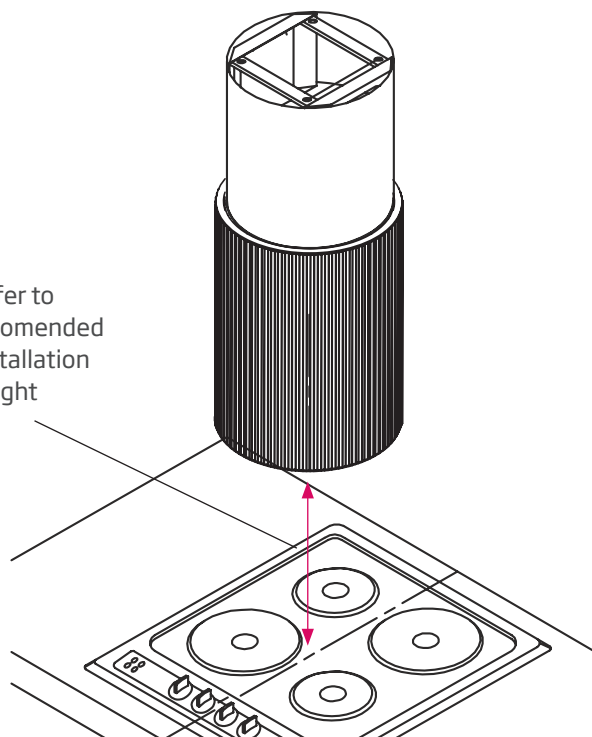
RECOMMENDED INSTALLATION HEIGHT FOR INDUCTION COOKTOP

To help avoid condensation, particular to cooking with an induction cooktop, Schweigen recommends a minimum height of 700mm. Refer to page 21 for further information.

Measurements are from the top of the trivets to the lowest part of the rangehood, including the button controls.

***IMPORTANT:** If the user decides to install the rangehood at a distance of less than minimum height above the cooking surface, Schweigen declines responsibility for damages suffered by the rangehood due to excess heat or damage to objects, people and others caused directly or indirectly by a malfunction, breakage or fire.

Refer to
recommended
installation
height



IMPORTANT

Please check all State and Federal Laws in relation to the minimum-maximum heights, regulations concerning the expelling of air and install your rangehood in accordance with local laws and regulations.

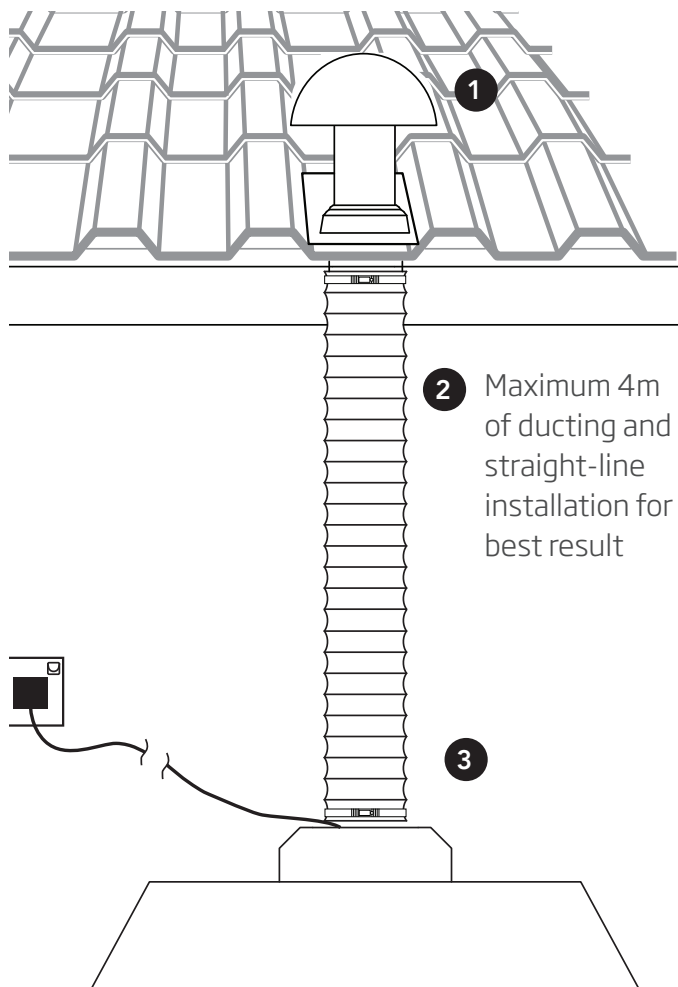
>> INSTALLATION

ROOF COWLS / ROOF SEAL KIT



WARNING

All electrical wiring should be kept inside the roof space.



1. Roof Cowls (Not supplied)*
2. Ducting must be pulled taut.
DO NOT crush or kink the ducting.
3. Connect ducting to the outlet on rangehood using a ring clamp. Please
DO NOT rip the ducting.
4. Main Power Lead (Plug)



NOTE

* Rangehood does not include the roof seal/roof cowls or support straps.

Do not reduce the ducting diameter, this will reduce airflow.

FAULTY INSTALLATION

It is not the responsibility of Schweigen to rectify any incorrect installations. A service call out fee will be charged for any Schweigen technician that attends a call, whereby it is established that the fault is due to an incorrect installation or non-manufacturing fault. Should the appliance be installed in such a way that the service agent is unable to gain access to the appliance, the person/s who own the premises or the property where the appliance resides – will be responsible to provide access to the appliance at their expense.

>> INSTALLATION

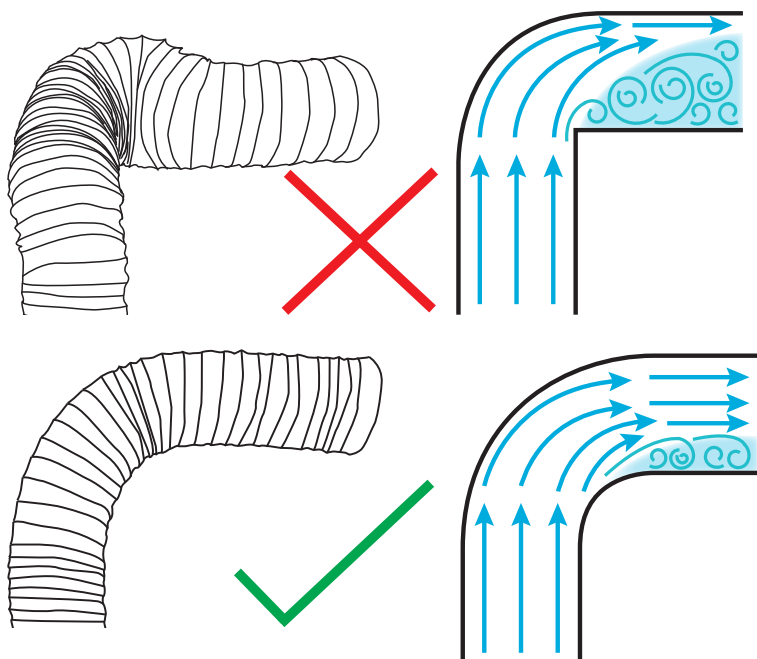
DUCTING



IMPORTANT

The ducting diameter **MUST** be 150mm. The overall length of the ducting should not be greater than 4 metres.

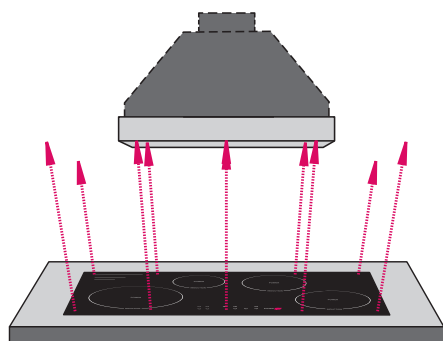
Please **DO NOT** crush or kink the ducting.



1. Crushed or kinked ducting creates sharp corners that create turbulence. This reduces the size and efficiency of the ducting, lowers extraction and may cause excessive noise.
2. Sweeping curves and taut ducting reduces resistance and turbulence. The airflow and extraction will be more efficient and stronger.

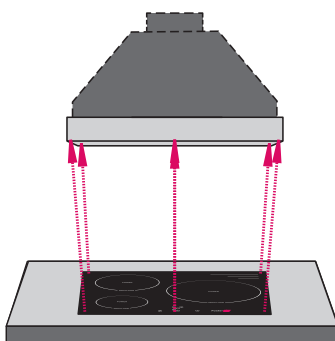
RANGEHOOD SIZE VS COOKTOP SIZE

In addition to the size, the height of the rangehood above the cooktop is important to obtain the best performance.



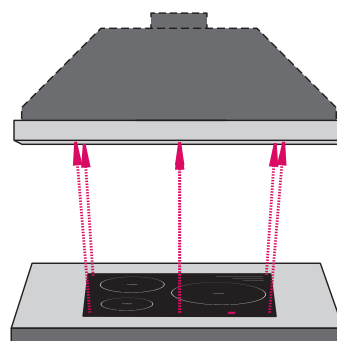
INADEQUATE

Rangehood smaller than cooking zone



ADEQUATE

Rangehood same size as cooking zone



OPTIMAL

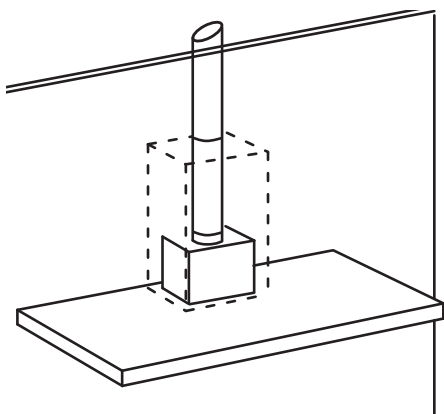
Rangehood larger than cooking zone

>> INSTALLATION

DUCTING ADVISE

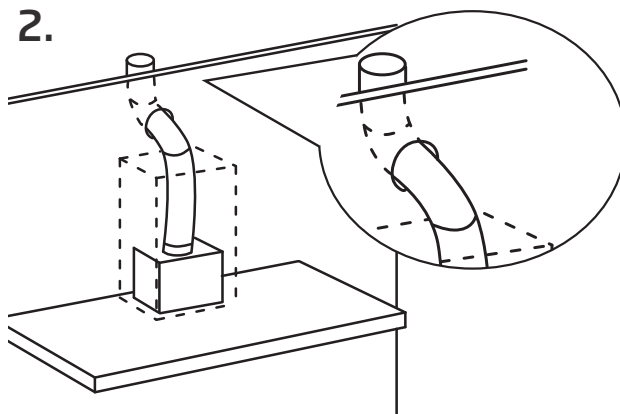
RECOMMENDED

1.



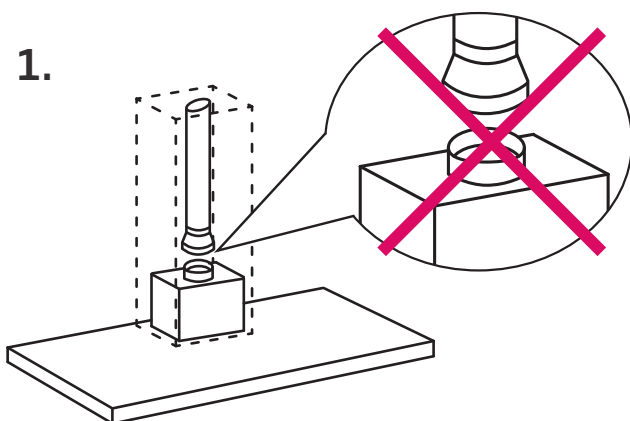
Straight ducting is the most effective installation

2.



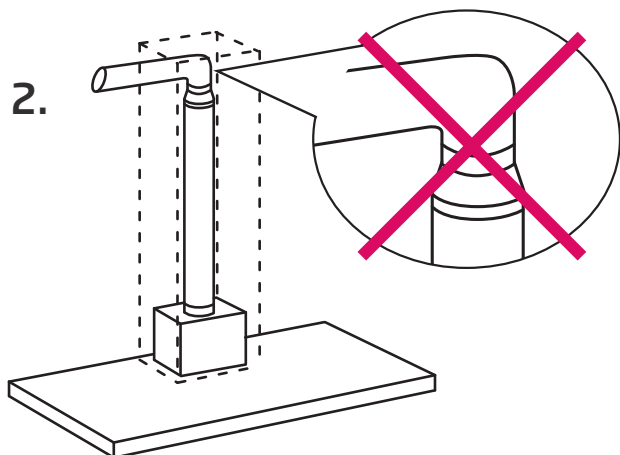
Keep the curves or bends to a minimum. If they do exist, try to keep the angles as open as possible.

1.



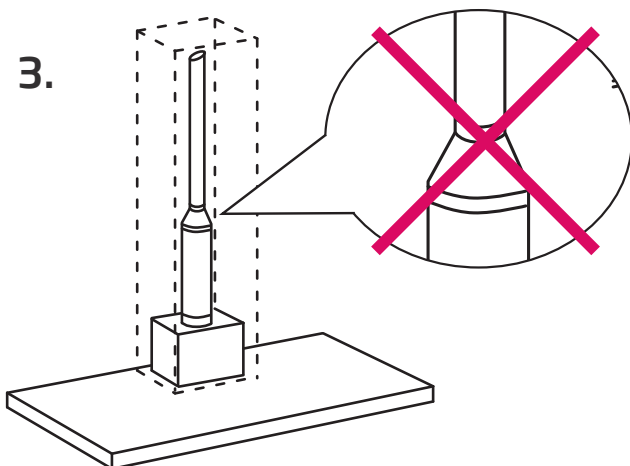
Never reduce flue diameter right next to the rangehood outlet fitting.

2.



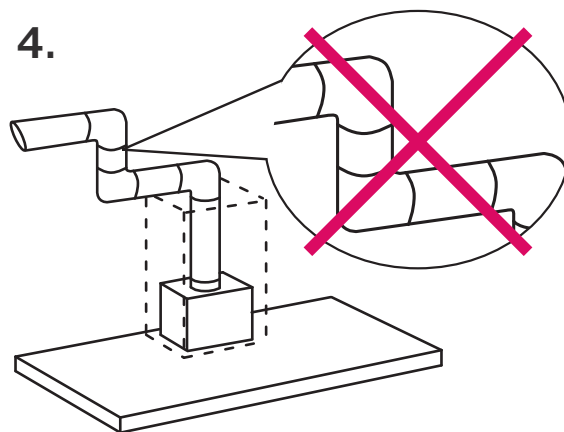
Never fit reductions next to curves or bends in the installations. They must always be in straight sections and as far as possible from the rangehood.

3.



Avoid excessive reduction of the flue size, as this drastically reduces extraction capacity.

4.



You should not have more than two bends in the installation.

AVOID

>> CONDENSATION INFORMATION

COOKING WITH INDUCTION COOKTOPS

Cooking with an induction (or similar) cooktop may produce condensation on the rangehood.

Unlike basic electric or gas cooking, induction cooktops heat food and liquid instantly, which in turn, produce vapours rapidly. Because of the accelerated process, the rangehood filters do not have enough time to warm up, which increases the chance of condensation forming.

There are many variables that may contribute to condensation forming, some of which include but are not limited to:

- Variance in climate – geographical location.
- Position of your home & kitchen – morning/afternoon sun.
- Distance from cooktop to the rangehood.
- Speed of food & liquid heating.
- Angle of ducting – an ‘S’ bend is preferred.
- Filter size – larger rangehood preferred, as it will have a larger filter extraction area.
- Quality of pots or cookware you are using – high quality is recommended.

How to reduce the possibility of condensation forming:

- Ensure the rangehood is installed by a qualified professional, carefully following the installation guide.
- Turn on the rangehood 5-10 minutes prior to cooking, and leave on for 5-10 minutes after cooking; this helps clear remaining vapours from the flue.
- Start the cooking process at a low-to-medium setting and allow time for the rangehood to become warm.
- Clean filters regularly.
- Ensure constant airflow in the cooking zone; this helps optimise the rate of extraction.
- Follow all induction cooktop manufacturer’s advice.
- Install at recommended height above induction cooktop.

For further tips or information regarding cooking with induction, please contact the induction cooktop manufacturer.

>> TROUBLESHOOTING

1. The rangehood is not working

- a. The power supply is not connected - plug in the power supply.
- b. The speed has not been selected - set the hood speed using the control panel or remote control.
- c. The battery is not inserted in the remote control - insert/replace the battery in the remote control.

2. The rangehood turned off

- a. The power supply has been cut off - connect the hood to the power supply.
- b. The multi-pole fuse has been activated.
- c. The timer was activated.
- d. In automatic mode - after cooking, the sensor automatically reduced the speed or turned off the device.

3. The lighting is flashing

- a. The Adapt Flow mode has been activated - two or three flashes indicate a change in mode.

4. The speed indicator light is pulsing

- a. Slow pulsing indicates that the automatic Smart Sensor mode is activated.
- b. Fast pulsing indicates that the timer is activated.

5. The rangehood changes speeds by itself

- a. The automatic Smart Sensor mode is active, responding to changing cooking conditions.

6. The rangehood does not extract steam

- a. The hood speed is too low - increase the hood speed.
- b. Incorrect connection to the ventilation ducts.
- c. The air outlet from the device is blocked.

	Check electric connection. Voltage of the electric network should be between 220 - 240V, rangehood should be connected to grounded plug and turned on.	Check motor switch. Please ensure that there is power to the rangehood and the rangehood is switched on.	Check lamp switch. Lamp switch should be at on position.	Check metal filter. Metal filter should be washed regularly, see filter cleaning.	Check lamps. Lamps should be firm.	Check outlet. Outlet should be open.	Check lamps and fuse. Make sure they are not broken or faulty.	Please make sure there is no obstruction in ducting or back draft fins.	Check the outlet, make sure it is not blocked and you have the correct diameter ducting installed.
Rangehood does not work	X	X							
Light does not work	X		X		X		X		
Rangehood air suction is weak				X		X		X	X
Rangehood does not direct air out (through chimney)				X				X	
Loud noise from the rangehood									X

>> TROUBLESHOOTING

SERVICE

Lodging an Online Service Request

In the event that the failure is not due to the faults mentioned in the Troubleshooting section, you can lodge an online Service Request. To lodge an online Service Request, visit our website www.schweigen.com.au/service-and-warranty and click on the link and complete the service request form.

A service request will require the following information:

- The purchase date
- The model number
- The rangehood model
- The serial number or batch number (this number is on a sticker inside the rangehood).
- A copy of the purchase receipt (without a receipt your service request cannot be processed).

Alternatively, you can call Customer Service:

Australia 1300 881 693

New Zealand 0800 259 644

Before you contact the technical service department, make sure that the product is plugged in and electric wiring is connected. Weak air suction may be caused by back draft fins remaining closed.

- Do not take any action that will damage the product.



IMPORTANT

Never attempt to repair this appliance by yourself. Always refer to a qualified Service Technician.

FAULTY INSTALLATION

It is not the responsibility of Schweigen to rectify any incorrect installations. A service call out fee will be charged for any Schweigen technician that attends a call, whereby it is established that the fault is due to an incorrect installation or non-manufacturing fault. Should the appliance be installed in such a way that the service agent is unable to gain access to the appliance, the person/s who own the premises or the property where the appliance resides will be responsible to provide access to the appliance at their expense.

>> DISCLAIMER

Under our policy of continuous product development, product specifications may change without notice. Prospective purchasers should therefore check with the retailer to ensure this publication correctly describes the products being offered for sale. All information supplied is to be used for general reference purposes only and is on the understanding that Schweigen will not be liable for any loss, liability or damage of whatever kind arising as a result of any reliance upon such information. All pictures used in the guide are for illustrative purposes only.

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BATTERY DISPOSAL:

Do not dispose of batteries in household waste.



Used batteries must be disposed of properly at authorised collection points in accordance with local environmental regulations.

Do not incinerate batteries or expose them to excessive heat.



Button/coin batteries can be hazardous if swallowed. Keep new and used batteries away from children. If you suspect a battery has been swallowed or inserted into the body, seek immediate medical attention.



For more information on safe disposal, visit www.bcycle.com.au.

DISPOSAL OF OLD APPLIANCES

Electronic waste (or e-waste) including kitchen appliances are banned from direct disposal to landfill. E-waste contains hazardous materials, which can harm the environment and human health. Valuable materials contained in e-waste are lost when appliances, computers and other household electrical goods are sent to landfill.

Recycle your e-waste to:

- reduce landfill
- protect the air and waterways from harmful materials
- minimise consumption of raw materials to produce electronic products
- reduce greenhouse gases created in the production of new materials.

Kitchen appliances including Rangehoods and Ovens can only be disposed at approved recycling centres. Visit www.recyclingnearyou.com.au/whitegoods for more information, or contact your local council or the store you purchased this appliance, for a list of approved recyclers.

>> NOTES

>> NOTES

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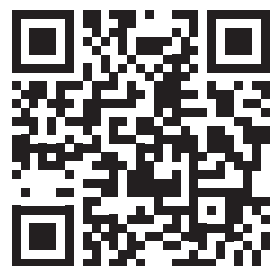
New Zealand

Ground Floor, 165 The Strand, Parnell, Auckland 1010

Phone: 0800 259 644

Email: servicerequest@schweigen.co.nz

**Scan for more
contact details**



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